Co-Creative Prototyping:

Development of Practical Interventions and Prototypes in Cities-4-People

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Image: Pank Seelen

Introduction

This booklet covers prototyping in the Cities-4-People project (what is Cities-4-People?). The publication's aim is twofold: It aims to demonstrate the prototypes developed during the project, while also providing inspirational case studies to other people, organizations, or citizen-led groups who hope to co-create tangible solutions in their own local context.

At the time of writing (Winter 2018-19), citizens active in neighbourhoods in five (5) European cities have identified issues related to local mobility and started solving them together with local experts and public administrations.

A Citizen Mobility Lab was set up in each city, where neighbourhood meet-ups and info-days (re-)activated and inspired people to contribute to the project. The selection process of pressing mobility issues and possible interventions was facilitated by local project partners and the Citizen Mobility Kit (CMK), an online co-creation guide and toolbox with resources and methods to support the process.

These local communities have already prioritized their most pressing local mobility issues, brainstormed potential solutions, and narrowed down and voted on their favorite concepts. Now, project partners are preparing to implement their mobility interventions locally.

Why co-creation?

The aim of co-creation is to create shared value in collaboration with communities. Co-creation starts from the idea that everyone is an expert on one issue or another, first and foremost on their own life.

Ownership will emerge when people feel that they are part of something, or when they have made something themselves - then they are both proud of it and will be committed to its future. By involving experts, you will ensure *relevance*, as you tie into existing dialogues. When you co-create your solutions, you will also generate *agency,* which means it gives the people involved a concrete view of their options. And finally, experimenting with designs, together with co-creators, will generate *sustainable* design options.

A co-creation process can enable organizations to:

- find a connection between groups that would normally not collaborate;
- raise awareness and sensitivity towards important issues with certain groups;
- create a safe space for sharing;
- create a common understanding;
- enable the creation of more layered and nuanced outcomes;
- build relationships between groups that exist well beyond the scope of a project.

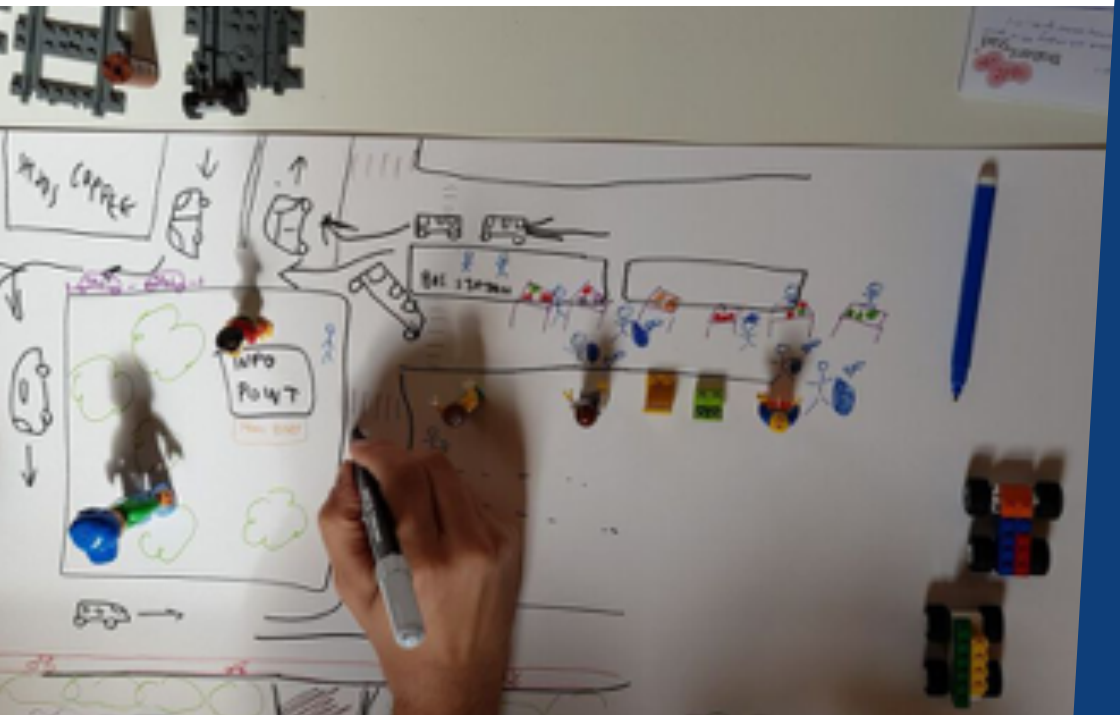
This piece is an edited excerpt from the Co-Creation Navigator

Preparations

Before prototyping could begin, pilot partners had to narrow down their field of potential concepts from five (5) ideas into three (3) that could be prototyped.

The existing five (5) concepts in each pilot were first iterated upon with the two co-creative methods featured ahead (Technology, Sustainability, and Community; and Concept Adaptation).

Using these methods in consultation with community members, local public administrations, and experts, the pilot coordinators worked to improve each of their five (5) local concepts. Along with these same stakeholders, the project partners then identified which three (3) of their concepts would move forward to be developed into a prototype.



Technology, Sustainability, and Community

Technology, Sustainability, and Community are all central to the Cities-4-People project. We reconsidered how these tenets can inform the pilot concepts by asking the following questions for each:

Technology

- Is there any way that technology makes the concept cheaper, more applicable, more scalable?
- What data does your concept collect? What data *could* it collect? How is/could this be relevant?

Sustainability

- Consider replicability of the concepts. Is replication possible in your own community? Elsewhere? What does it look like? Are there ways to make replicability easier?
- Can the concept be maintained? Are there ownership and resources to make something sustainable?

Community

- What skills and resources do you have available? What can you create with the people and resources you have?
- Is this doable by the neighborhood? Are there ways to make it even more tailored to their particular abilities?
- What is possible with the neighborhood?
- Is real 'bottom-up creation' achieved or supported by this concept?

Concept Adaptation

Purpose: to challenge people to apply different technologies and uses to their mobility concepts. This is a concrete way to get people to 'think outside the box' by requiring them to adapt their concepts to different hypothetical inputs. The exercise can be adapted with different terms as needed.

Time frame: 15-45 minutes

Number of facilitators: one (minimum)

Materials: Note cards, pens, existing concepts

Instruction: Hand out cards with one of the following technologies or uses written on them (as a note, it is helpful to have one color for technology and one color for uses).

With each concept, ask how can you improve (or JUST change) the concept with the following technology?

Technologies

- QR codes
- Augmented Reality
- Data collection via mobile devices regarding movement, geo-location
- Citizen sensing (air quality, noise, water quality)
- Online community (eg. yourpriorities)
- Touch screens
- Existing services and platforms (e.g. connecting with your metro card)
- Existing architecture/physical infrastructure

How can you change the concept to adapt to the following uses?

Uses

- Health
- Faster transport
- More enjoyable transport
- Community building
- Heritage / cultural exploration
- Exercise
- Sustainable transport
- Food
- Communication
- Leisure (hobbies, play, crafting)
- Work/professional use
- Commercial use/entrepreneurial activities
- Education
- Existing community activities (festival, exhibition, etc.)

Now hand out a few blank cards to the community members and have them add their own technologies and uses. Repeat the exercise as needed.

Prototypes

The communities have already identified problems in their neighborhood and decided which concepts they would like to test to address these problems. Now, with each concept, they have identified a question (or questions) they have relating to that concept and its implementation, and begun running prototype sessions to help them find answers. The prototyping done at this moment will directly lead into these interventions being piloted later.

To help with this process, the following goals helped to frame the prototypes' development:

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

Intangible Prototyping

Many of the planned mobility interventions in the Cities-4-People pilot areas are intangible: information campaigns, events, and activities. How can you create a prototype of something intangible?

In search of an answer, we looked to how physical prototypes are developed and what purpose they serve. A physical prototype helps to iterate an idea, identify unknown challenges, and test specific aspects that may remain unknown about the final version. We took these same guidelines and applied them to intangible interventions.

It may not be possible to build a physical mock-up of an event or activity. It *is* possible to develop ideas, identify unknown challenges, and test specific aspects of such an intervention. With this in mind, pilot partners in Cities-4-People relied on a number of strategies to answer these questions, such as acting out activities with personas, interviewing experts and people who have led similar interventions in the past, and conducting small trial runs of events and activities with their core community groups.

Oxfordshire (Barton)

Barton is a suburb on the eastern edge of the medieval City of Oxford, and is home to about 3,700 citizens. The Barton Mobility Community identified the lack of public transport connectivity in East and South Oxford as a primary mobility challenge. Accessing these areas of Oxford, within which are the hospitals and majority of affordable supermarkets and workplaces in the City, requires a transfer in the city centre; increasing both the cost and length of journeys. Efforts have been made to address these issues, through private companies (such as the PickMeUp Demand Response Transport service) as well as public entities (such as the concessionary bus passes for qualifying citizens). However, use of these services has been identified as a challenge as well, as many people feel they do not know how to use them.

Image: Glenntek

Concessionary Passes

The problem:
Many Barton residents lack knowledge regarding public transport, for example that they are able to use their concessionary bus pass to access the Demand Response Transport (DRT) service.

The concept:
Create an information packet that includes information on how to access DRT, as well as to inform the local community about their active travel options around Oxfordshire.

The question:
What information will we cover, and how will it be delivered to people?

The prototype:
The concessionary pass prototype was developed during two working group sessions. In the first, participants broke into groups and used the ambition ranking tool to design the content that would be provided in this information packet. Concessionary pass use, active travel, and longer distance public transport options were all identified as primary themes to cover. A second ambition ranking identified the format of this pilot, which would likely include a larger information campaign in addition to the information packet.

An initial information packet was drafted and circulated amongst community members prior to a second meeting. During the second meeting, this information packet was adapted based on suggestions for improvement, legal limitations and resources available. This led to a layered approach to providing information about the concessionary pass: An event targeted at eligible concessionary pass recipients in which participants could find out about their travel options and apply for their pass; a marketing campaign including newspaper articles, posters, and leaflets promoting the use of and application for the concessionary pass; and a targeted leaflet sent to recent concessionary pass recipients informing them how the concessionary pass can be used.

Image: david s.

Face-to-Face Working Groups

The problem:

Many Barton residents lack knowledge and literacy regarding using mobile devices to access public transport.

The concept:

To create a training program where citizens inform other citizens about transport related smartphone apps and how to use them.

The question:

What information should this program entail, and how will it be presented?

The prototype:

The Barton community started with iteration dice to understand what a training program would entail. This led them to identify:

- Groups, rather than individuals, will participate in training sessions
- There will be no base level of technological knowledge required to participate
- The three (3) most important apps to include in the program

An initial draft of the written training material was created and presented to a local community member. Feedback from this trial fed into the second working group, where current drafts were discussed with local citizens and bus operators before being updated once more.

SuperTransit

Problem:
Affordable supermarkets are difficult to access by Barton residents without a car.

Concept:
Partner with supermarkets to provide subsidised transport for residents to do grocery shopping.

Question:
How would this service operate?

Prototype:
The prototype consisted of multiple events. In the first meeting, citizens outlined what this service would entail. The attendees broke into subgroups to each discuss a specific question, before presenting and reviewing their findings with the full group. This session identified:

- Three target groups who would use the service:

  1) Young parents who would like a quick (1 hr) trip.
  2) Older people who would like to spend more time and may be dealing with loneliness (~3 hr trip).
  3) People with health conditions related to diet, who could be accompanied by a nutrition expert.

- Local health workers are required to do community service hours—as such, there was enthusiasm from nutritionists to provide information sessions before trips, free of charge.
- MBA students agreed to develop a business case out of this concept, which will be delivered in April or May and will identify whether it could be feasible for supermarkets to provide this service free of charge in the future.
- There was a need to do a trial run with the bus.

After this first meeting, the pilot coordinators conducted trial runs with two of the identified groups (young parents and older people). The trial runs identified:

- The time it takes per trip
- The need to market and communicate the trip to potential riders
- Confirmation of the pickup time for the younger parents target group
- People were willing to share information (such as the amount spent on the trip) to aid in the cost-benefit analysis being undertaken by the MBA students.

A second working group meeting then took place where community members discussed the information and feedback gathered during the trial runs and created more detailed plans for when the supermarket trips will be piloted on a larger scale.

Hamburg (Altona)

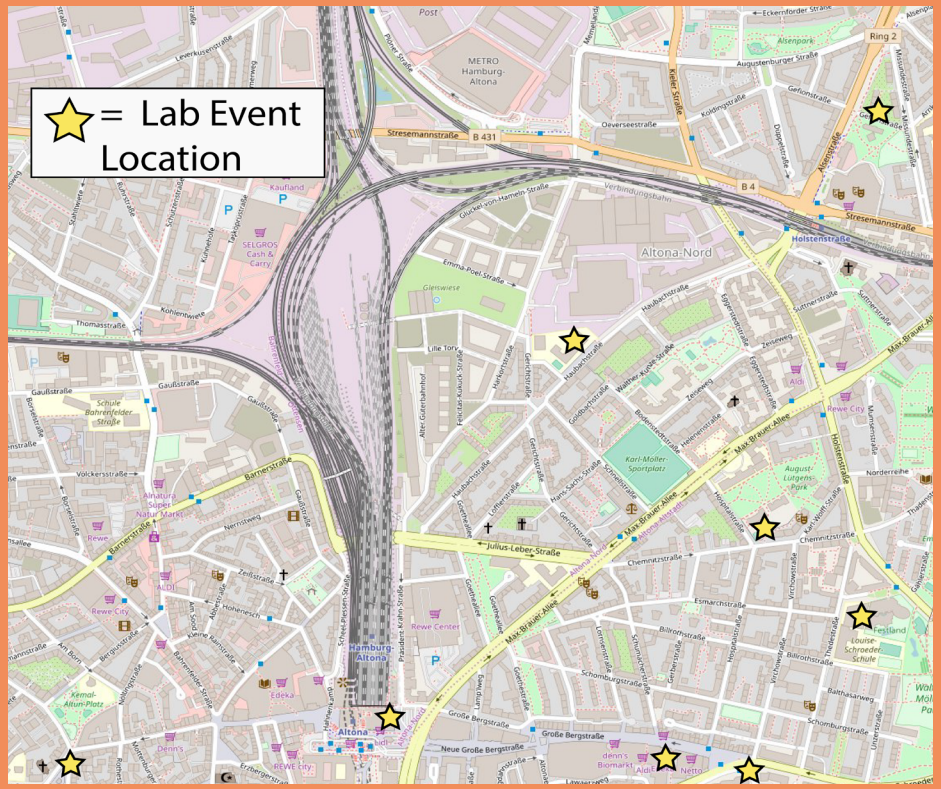
Altona is the western-most district of Hamburg with its center housing a major train station and residential neighborhoods with narrow streets, old buildings and many entertainment options. “Neue Mitte Altona” is a new infill development project for a disused industrial and railway space. These developments will strongly impact the surrounding neighbourhoods, an area currently housing about 85,000 people.

The C4P Hamburg team selected this area as the focus of their work and invited citizens to vote on the most pressing challenges. A desire to reduce automobile traffic and congestion through the promotion of active and liveable alternatives has driven the development towards their current three prototypes.

Image: Carsten Frenzl

An Accessible Lab

Altona’s Citizen Mobility Lab has held an ongoing series of events held in various locations in their neighborhood. This has encouraged coordination with other local groups who host them, like schools and community organizations. By choosing only handicap accessible spaces across the whole pilot area, as well as hosting events with various lengths and starting times, the strategy has helped to ensure that the events are accessible to everyone in the community.



Bike Parking

Problem:
Cars crowd the street, and sometimes cause issues with visibility. Meanwhile, bicycle parking can be hard to find. In addition, bikes parked against street signs, lampposts, and the like can encroach on or even obstruct sidewalks, causing accessibility problems for others.

Concept:
Put bicycle parking racks in the area of the street that is currently reserved for cars.

Question:
Which parking spaces will be converted into bike parking?

Prototype:
In earlier meetings with citizens, it was decided that criteria would be needed to identify potential parking spots to convert.

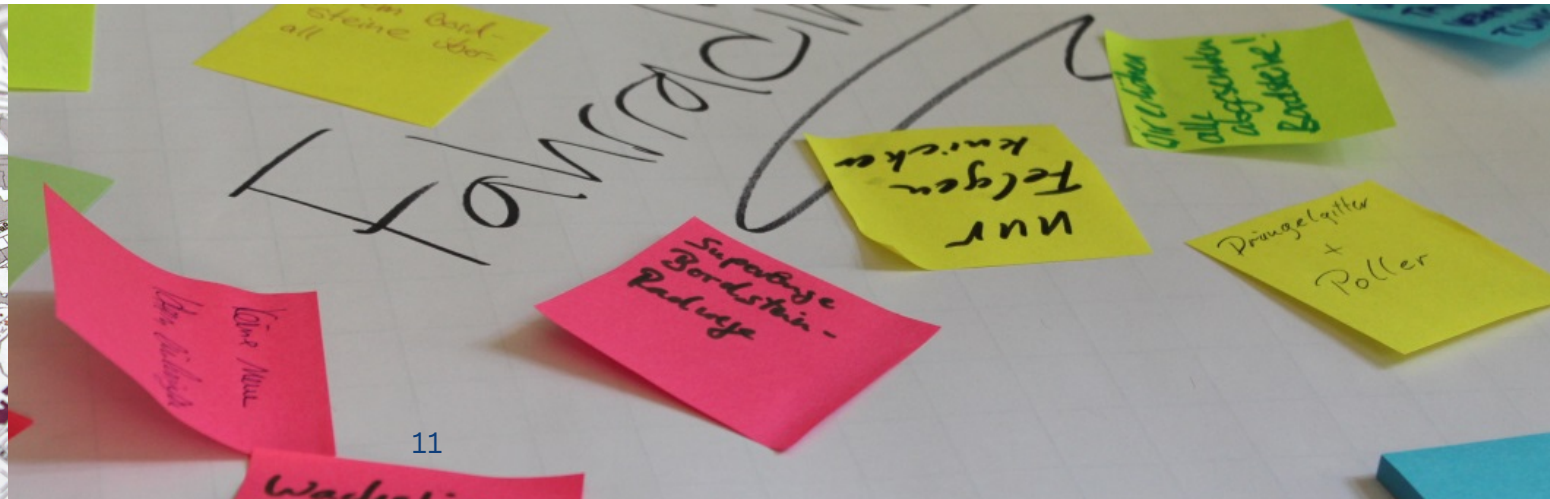
Crazy 8s and reverse brainstorming were used to identify these criteria. In reverse brainstorming, citizens first came up with the worst criteria they could identify for identifying parking spots, then flipped these to find good criteria. Ultimately, 5 criteria were selected:

1. **Traffic safety** - the area should generally be a safe place (for example, not an overly busy street or dangerous intersection)
2. **Frequented area** - the spot should be near the entrance or convenient parking spot for well-frequented areas and places
3. **Well lit** - cyclists should be able to see and feel safe when parking
4. **Accessible** - the area should be accessible to cyclists (for example, should not require stairs to access; should be near existing cycling infrastructure)
5. **Available** - spaces that are currently green, parts of buildings, or private property will not be considered available. Car parking spaces can still be used.

Using a large physical map of the neighborhood, citizens then marked spots on the map that met these criteria.

Following the live meeting, this exercise was extended to include voices from those who could not be present at the physical meeting. First, suggestions regarding bicycle parking from external online platforms (such as the citywide reporting platform Meldemichel) were included. Pilot partners then set up a 'Maptionnaire' page, where citizens could continue to identify spots that fit the criteria on a digital map of the Altona neighborhood.

Image: Julie-Ann Shiraishi, C4P Hamburg



Micro-Depot

Problem:
Delivery trucks often block streets in Altona. Generally, there is a desire for more climate-friendly transportation in the area.

Concept:
Combine a micro depot on the outskirts of the neighborhood with a bicycle delivery service.

Question:
How can a mobility point (provided by a private company) serve a community-oriented purpose?

Prototype:
Citizen interaction is at the center of this prototype: How can the piece of public space occupied by the Micro-Depot serve some kind of additional public benefit?

During a prototyping session, community members in Hamburg used the paint-a-picture exercise to build model containers, which participants designed with some restrictions. Ideas including gamifying the depot by adding components to enable citizen sensing; greening the area with plants; and adding ports to charge electric bicycles.

Sharing Day

Problem:
Many sharing services are available in Hamburg. This leads to confusion about what offers are available, and where and how to make use of them.

Concept:
Host an event that brings together sharing groups to inform citizens about the various sharing options available in their city.

Question:
What would motivate people to attend a 'Sharing Event'?

Prototype:
At prototyping workshop attendees utilized the storyboarding method. Teams selected different roles from a hat (such as 'just moved to the neighbourhood', 'student', and 'elderly') and filled out a worksheet to help them imagine themselves in this role. Ultimately, they answered: Why would this person want to come to a sharing event? Through this exercise, the community decided on aspects of the event including the following:

- The event should be accessible (needs to be handicapped accessible, also accessible by car, bike, public transport).
- Certain activities should be targeted at families with children.
- Safety considerations were explored, with the suggestion to include sessions about mobility safety (even when not related to sharing).

The same method was used to answer the question, "What would make this event more exciting?" This led to ideas such as offering a discount through the sharing platforms on the day of the event, and to allow people try out different different types of sharing and transportation live at the event.

Budapest

The pilot in Budapest takes place along the Danube river embankment in Buda. The Danube river separates the hilly Buda quarter from the flat Pest side, with several bridges reaching across the river. At Batthyány Square, the 19th century Chain Bridge offers a connection for car drivers, pedestrians and public transport. The citizen mobility community in Budapest chose the river embankment and its surroundings as the focus area for its interventions. The possibilities for walking close to the river in Buda are limited, which is due to a lack of pedestrian-friendly infrastructure and heavy automobile traffic. The community's goal is to find solutions to mobility challenges and to re-activate and expand the river bank as the city's "living room" and meeting point between Buda and Pest through various kinds of interventions.

Mobility Point

Problem:
People tend to come to Budapest by car from the outskirts of town; thus drivers are dissatisfied about the delay due to heavy traffic. Pedestrians think that there are too many cars parked on streets, using up public space.

Concept:
Offer people new ways of public traveling through a Mobility Point located on the upper embankment of the Danube at St. Gellért Square.

Question:
What should the Mobility Point contain?

Prototype:
The prototyping exercise began by showing community members various ‘best practices’ of mobility points and the city’s vision, to provide inspiration and a reference point from which to start. Following this initial presentation, community members developed concepts for the mobility points, as well as questions to be answered. By placing icons onto a physical map, stakeholders at this event suggested the design elements below:

- Beach flags and banners should be set up
- The overall design should reflect a ‘chill out’ atmosphere, which fits with the area’s development strategy
- Attention-grabbing walking surface graphics should be used
- An info board could be used for promotion
- Introduce a display showing how many people were cycling across that day

A second meeting took place as a live site visit at the Gellért Sqaure (where the Mobility Point would be established) where the access possibilities were researched. Here, the Mobility Point set-up was envisioned and measured. Following that visit, a visual picture of how the mobility point should look was created on paper, with nicely defined areas for certain tools.

Image: Dimitris Kamaras

Pedestrianization of the Danube River Embankment

Problem:

People are unable to access and use the river: The lower embankment in Buda is currently a traffic corridor serving the north-south transit traffic of Inner-Buda.

Concept:

Temporarily close the road to traffic to allow citizens to experience a car-free 1-3 km long river embankment in Buda.

Question:

For how long should we close the road? What should we do with the space?

Prototype:

The first prototyping session for this concept started with pilot coordinators introducing various inspirational and best practice examples, such as images from the beach-like atmosphere around the river banks in Paris. Coordinators then asked, ''what should be the most important aspect of this pedestrianization in Budapest?' Some attendees with previous experience in closing down the Liberty Bridge shared their experiences with stakeholders present. The Cities-4-People team then used brainstorming and visualization activities to come up with the following:

- The road should be closed for at least two days during piloting.
- People should be encouraged to come and use the space as they like.
- Promotion is very important. Supporters and stakeholders to involve in the event should be contacted to at least 3 (three) months ahead of time.

Communication for Public Space Activities Extension

Problem:
Many people are not aware of where and how they can currently access the Danube river for transport and recreation needs.

Concept:
Signs and other materials (maps, unique gamification elements) will be set up to communicate access points to the river and encourage people to use them.

Question:
How will this communication and encouragement take place?

Prototype:
During an initial co-creation session, community members placed post-it notes on the map to point out certain locations on the Danube embankment where they saw access to the river. Currently, there are only a few pedestrian access points. Citizens also came up with additional ideas for the pilot—what is the information that is needed for people to go down to the river? Should this be combined with gamification? Do people need incentives? Is there a boat stop and information? How could we attract more people—like children, families, and fishermen—to go there?

Community members identified the following:

- The pilot can make use of the pedestrian crossings that already exist
- There must be a goal to encourage locals to go there
- Touristic sites in the neighborhood must be clearly mapped and/or marked
- Accessibility should be shown on a map in minutes/distance
- Mark selfie point access points
- Set up idea collection boxes around the area so that ideation can continue

The following new ideas were also raised by stakeholders:

- Place an emphasis on gamification
- Set up and map the location of benches
- Mark historical sites along the Danube River
- Call attention to key buildings on the other side of the Danube River as well
- Promote the water travel history of Danube
- Place mini icons created by the community along the Danube as an exhibition
- Skubi boxes - install archival and community Danube images in a shoe-sized wooden box
- Install “pocket guide boxes” about the historic site, in both Hungarian and English.

Trikala

Trikala is a city located in the heart of Greece with about 80,000 inhabitants. The local citizen mobility community is focusing on making the city center more pedestrian-friendly. The area hosts Trikala's main square "Kentriki Platia Iroon Politechniou" with its adjacent street markets and the Litheos river. One of the identified urban mobility challenges is that cars pass through the busy street markets, posing a danger for the pedestrians and disturbing the market. The selected interventions place an additional focus on topics like storage and opportunities to expand accessibility for all citizens.

Setting the Scene in the Central Square

The local mobility community in Trikala makes the most of the city's central square. Here at their citizen mobility lab, the community conducted warm-up events and interviews to start designing their mobility interventions. More recently, a public prototyping event in the city center encouraged residents to examine the area up-close and in-person. With the neighborhood freshly in mind, the next step was to use various co-creation methods to refine selected concepts.

Storage Lockers

Problem:
People drive to the city center so that they can use their cars as storage while they walk and shop during the day.

Concept:
Build storage lockers in the central square.

Question:
How do we provide the service of storage in the city centre while preventing unwanted situations?

Prototyping:
Trikala started with reverse brainstorming to identify worst-case-scenarios for the lockers, in order to identify and preemptively address potential issues. Some of the potential issues the Trikala mobility community identified were:

- Lockers could be used for non-legal activities
- What if someone loses their keys?
- What if there is a mechanical error and people have to wait?
- Who is going to take care of these lockers?
- Are the lockers secure enough?

After identifying these issues, community members proposed design suggestions to address these problems. These design elements were refined using iteration dice, leading to new potential design elements such as brightly colored lockers and the inclusion of security cameras.

Pedestrianisation of Streets in the Central Square

Problem:

The central square is a meeting place for citizens from the area, but is often packed with heavy car traffic.

Concept:

Temporarily close the central square to car traffic.

Question:

How will the space be used when there is no traffic?

Prototype:

Community members in Trikala used reverse brainstorming and iteration dice to help to answer some of the fundamental questions surrounding this concept. With reverse brainstorming, they first identified potential challenges that could arise from closing the street, such as 'What if drivers go crazy?' and 'Where will people park?'. The iteration dice method helped to source concepts for what to do with the open space during the time it is closed to traffic. Ideas gathered here include creating a bicycle line through the area, hosting competitions throughout the event, and providing food and music to make the event livelier.

Ultimately, the municipality hopes to permanently close this area to traffic, and will use the experience of Cities-4-People to inform their choices. Due to the need for special permissions required to close a street, the proposals gathered during the prototyping session will now be presented to the municipality to decide which can be carried forward into the piloting of this event.

Provision of Wheelchair Scooters at the Central Square

Problem:

Bicycles are available to rent for free at the central square, but there is no similar option for people in wheelchairs.

Concept:

Provide wheelchair scooter attachments for free rental at the central square.

Question:

What hazards may come about when providing this service?

Prototype:

Arogi, a local association for people with mobility issues, has been central to the co-creation and development of this concept since it was first raised at an early co-creation session. As in previous sessions, Arogi was involved in the prototyping as well.

A reverse brainstorm exercise gathered input for potential hazards facing this concept: That people may not know how to use the attachment (and thus some training may be necessary); that it may leave people stranded in case of malfunction (so there should be a person to contact in case of emergency); and that the attachments may be misused, or used at high speeds (and thus the speed should be constrained somehow).

Finally, an iteration dice session identified potential infrastructural and mobility issues arising from the use of these wheelchair attachments, as well as concepts to address them. For example, how will wheelchairs affect other means of transport? Will they be visible? Will they be able to travel long distances? These insights led to considerations such as adding special lights to the attachments to make them visible and recognizable, as well as adding charging stations throughout town.

Following this session, pilot coordinators consulted with people who have previously used the wheelchair attachment, to address the above questions and identify other unknowns prior to piloting.

Istanbul (Üsküdar)

The pilot in Istanbul takes place in Üsküdar, a hilly area that is one of the oldest districts of Istanbul. Üsküdar is home to about 500,000 people, with a generally high level of education and large elderly population compared with other parts of Istanbul. The main goals are to increase accessibility for Üsküdar's aging society and to make the city more walkable for everyone.

The citizen mobility community in Üsküdar includes people with a wide range of backgrounds, such as municipal experts, members of educational institutions, members of local associations and foundations, representatives of the civil society, local citizens and students.

Image: Valinor Photography

I Own My Garden

Problem:
Citizens feel unsafe in public green areas late at night, and are unable to travel through these areas as a result.

Concept:
If more people start to use these public gardens, they will become safer as a result.

Question:
How can people be encouraged to use the gardens more?

Prototype:
During an initial prototyping event for this concept, community members used a brainstorming exercise to help identify ways to encourage people to use the local gardens. A second activity utilized lego serious play. Pilot coordinators split the group into two, gave them lego pieces, and asked them what they would need in that garden to encourage people to come there. They decided:

- To host a family-friendly event in the parks
- To have the event in mid-May, so that it can coincide with special dinner activities that take place daily during Ramadan
- Games for children will be the focus, so that families are encouraged to join.

A follow-up meeting with municipal experts was able to confirm the details agreed upon during the first community meeting. In order to gather further input for the event, pilot coordinators also conducted a survey at a local book fair to see what additional activities could be included in their event. Not only did they gain a list of new activities to include—sporting events, concerts, races—but they also earned a short interview with the local TV news!

Resting Point

Problem:
There is a large elderly population in Uskudar, which is a hilly area with many sets of stairs. Walking around the neighbourhood can be difficult for this group.

Concept:
Place benches at strategically identified spots in the neighbourhood to provide residents and walkers with resting points.

Question:
Where will these locations be?

Prototype:
In a first meeting with citizens, Üsküdar used a brainstorming method to gather feedback for location, shape, when to place the benches, and for how long.

Community members were then asked to write down which of their own ideas they preferred. These ideas were 'upvoted' by the group to identify which were the most popular. They decided:

- To carefully choose bench locations to avoid areas where they are likely to be damaged or used for illegal activities.
- To focus planning on 5 (five) centers/general areas where these could be (located mostly around mosques and other community centers)
- To test the benches for one month, counting the numbers of people using them during the final week of piloting.

Following this meeting, Üsküdar pilot coordinators met with local transportation department to discuss which of the citizen brainstorm ideas would be possible to implement. They also visited the identified places in person, asking: is it possible to put a bench here? In these areas, pilot coordinators spent a day asking citizens which areas and streets were the most problematic, filling in a map to mark the locations and gathering valuable impromptu ideas.

Discover a New World

Problem:
The hills of Üsküdar are particularly difficult to travel through for people with disabilities.

Concept:
Design an event where citizens and public officials can experience what it is like to travel through the area with a disability.

Question:
How will this activity be carried out?

Prototype:
During the first meeting to develop this prototype, pilot coordinators and citizens held an open discussion about key general plans for the event:

- To hold the event during the second week of May in coordination with the week for people with disabilities.
- The event will last during three days in Üsküdar square
- Key organizations and community groups were identified to invite as partners.

Discussions with the municipality during the prototype development meetings led to the idea to focus the event on blindness and mobility. In this pilot, local public administrators will be invited to walk the streets of Üsküdar from the perspective of a blind resident, by being guided through a pre-designed route while blindfolded. The option remains open to work with wheelchairs or simulate other types of mobility challenges if this pilot is scaled up in a later phase of the project.

In a later meeting, community members, an NGO related to disability, and university students used lego serious play exercises to map out what potential routes could be, what obstacles they would include, and how it would be designed. Discussions also led to other insights for the pilot, such as hosting before and after surveys with people who navigate the route, and including space in a program for residents with blindness and other disabilities to discuss their experiences and priorities with public administrators.

Pilot coordinators took input from the co-creations and conducted trial runs in two locations around Uskudar, as well as in a third controlled office setting. They created a test route before guiding themselves through the route blindfolded. Following this experience, the pilot of this intervention will be held outdoors in a public space where crowds can be cleared to leave a safe, open, and visible route.

Lessons learned

Through the prototyping process, pilot coordinators and local communities have identified a number of lessons learned. These lessons will be carried along into the next phase of the project, when these prototypes are piloted on the ground in the local cities.

Experiences with citizen involvement:

1. Understanding the local context and specific needs is of high importance. For example, the bike use in Altona is much higher than the Hamburg City average. Also, the local population of Üsküdar has a high proportion of elderly people and the area is hillier than the rest of Istanbul.
2. Identify key informants (neighbourhood committees, local authorities, artists, etc.) for your concept: Who can advocate for your purpose and interventions in the initial prototype phase? How do you engage them and what is your offer to them?
3. By focusing on a prototype on the neighbourhood level, you can use a realistic scope to iterate your intervention in a given period and build a strong community around it.
4. Transparency and public input through co-creation processes ensure higher viability of the project than merely an internal decision making process.
5. Confronting "taboo topics"—like parking spaces and car use—pays off and attracts people's attention.
6. The use of external expertise from outside the local community is very valuable.
7. Engaging citizens to identify and address urban mobility challenges has proven its worth: On the one hand, citizens have the chance to participate in urban developments that have a direct impact on their life while on the other hand, authorities are able to identify and nurture their citizens' skills and interests.

Take-aways for further interventions:

1. Be open and proactive: Ideas should be considered and innovations should be tested.
2. Take on leadership: If possible, take advantage of partnerships with private companies.
3. Improve the coordination with other districts and feed your ideas and needs into the Ministerial level, including its ongoing policy making processes.
4. The date and location for co-creation sessions should be chosen carefully as different groups of citizens differ in their availabilities.
5. Leverage big events. The promotion of the C4P project at bigger events (such as the Danube Regatta or the European Mobility Week in the Budapest pilot) helped to attract a wide range of people.
6. By considering the collaboration with other ongoing urban development or mobility projects, the possibilities for knowledge-exchange and funding expand.