

**CiViTAS**

Cleaner and better transport in cities

**ELAN**

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# Citizen Engagement Shelf

Citizen Engagement Shelf is a list of titles, brief descriptions of and links to documents and websites where you can find a rich volume of relevant information related to citizen participation in the field of mobility. It was compiled as one of the supporting activities aimed to raise capacities and skills of CIVITAS ELAN project partners when planning and implementing citizen engagement actions. We believe it can serve as a good source of information also for all other actors dealing with participation.

The Citizen Engagement Shelf was prepared by:  
Milena Marega, Citizen Engagement Coordinator, REC, Nataša Beltran and Blanka Koron, REC  
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The Citizen Engagement Shelf consists of:

- **good practice cases,**
- **relevant theoretical and methodological materials on stakeholder/citizen participation (like handbooks, guidelines, toolkits, books,...),**
- **relevant websites.**

## **GOOD PRACTICES**

*In this chapter general citizen engagement good practices are listed. In continuation you can find good practices that are focus on one of eight CIVITAS thematic areas.*

<b>Title /Author</b>	<b>Description</b>	<b>Link</b>
<b>Local and overall dissemination-Trendsetter project</b> <i>Trendsetter Report No 2005:17, Trendsetter external Deliverable No D3.3, January 2006, Stockholm</i>	This <b>report</b> contains examples of dissemination activities related to sustainable transport measures. Examples are described on pages 12-41.	<a href="http://www.civitas-initiative.org/docs1/Final_Dissemination_Report.pdf">http://www.civitas-initiative.org/docs1/Final_Dissemination_Report.pdf</a>
<b>Caerphilly Local Service Board's, Citizen Engagement Strategy</b> <i>MVA Consultancy, September 2008</i>	This <b>report</b> provides an example of how to conduct a citizen engagement strategy and gives useful hints on how to engage, which questions to ask and how to connect different agencies and projects.	<a href="http://www.caerphilly.gov.uk/pdf/Council_Democracy/Citizen-Engagement-Strategy.pdf">http://www.caerphilly.gov.uk/pdf/Council_Democracy/Citizen-Engagement-Strategy.pdf</a>
<b>Information and Awareness Raising</b> <i>Suceava, project SMILE, measure 11.7</i>	This <b>document</b> describes how the city of Suceava dealt with information and awareness raising regarding the use of sustainable forms of transport.	<a href="http://www.civitas-initiative.org/docs/Suceava%2011-7.pdf">http://www.civitas-initiative.org/docs/Suceava%2011-7.pdf</a>
<b>Improving Decision-making for Sustainable Urban Transport: An Introduction to the DISTILLATE Research</b>	This <b>report</b> describes an integrated research programme that developed a set of decision-support tools for the development and delivery of effective strategies within the development	<a href="http://www.ejir.tudelft.nl/issues/2009_03/pdf/2009_03_01.pdf">http://www.ejir.tudelft.nl/issues/2009_03/pdf/2009_03_01.pdf</a>

<p><b>Programme</b> <i>Anthony may, September 2009,</i></p>	<p>of sustainable transport. The report presents a study conducted in UK.</p>	
<p><b>Guidelines for Implementers of Neighbourhood Accessibility Planning</b> Niches, June 2010</p>	<p>This <b>document</b> addresses Neighbourhood accessibility planning and shows several examples of good practice from different European cities. It puts a strong emphasis on active involvement of citizens.</p>	<p><a href="http://www.rupprecht-consult.de/download/NICHES%2B_NAP_low_res.pdf">http://www.rupprecht-consult.de/download/NICHES%2B_NAP_low_res.pdf</a></p>
<p><b>NICHES+ Neighbourhood Accessibility Planning Workshop – Notes</b> 2009</p>	<p>These <b>notes</b> provide an example of good practice from Munich and describe how the public was included in the processes where 555 proposals on Neighbourhood Accessibility Planning were collected. The whole process is presented in such manner that anyone interested in using these methods can repeat them.</p>	<p><a href="http://www.niches-transport.org/fileadmin/NICHESplus/ChampionCities/Minutes_NAP_workshop_Munich_261109_final.pdf">http://www.niches-transport.org/fileadmin/NICHESplus/ChampionCities/Minutes_NAP_workshop_Munich_261109_final.pdf</a></p>
<p><b>Living Streets</b></p>	<p>Living streets is a national charity from UK that supports the creation of safe, attractive and enjoyable streets for pedestrians. On their homepage one can download a case study booklet describing different examples of good practice that are always supported with strong and active involvement of citizens.</p>	<p><a href="http://www.livingstreets.org.uk/expert-help/success_stories/">http://www.livingstreets.org.uk/expert-help/success_stories/</a></p>
<p><b>Over to you! A pteg good practice guide to consultation, participation and public involvement</b></p>	<p>This good practice <b>guide</b> takes a look at consultation, participation and public involvement on a range of schemes and issues – from large projects like new light rail systems, to on-going work with schools and young people. All issues presented are supported</p>	<p><a href="http://www.merseytravel.gov.uk/articleimages/Over_to_you_guide_to_consultation_and_participation.pdf">http://www.merseytravel.gov.uk/articleimages/Over_to_you_guide_to_consultation_and_participation.pdf</a></p>

	with examples of good practice from different cities.	
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## **Focused on CIVITAS thematic areas**

*In this chapter you can find good practices of citizen engagement that are focused on one of eight CIVITAS thematic areas (Alternative fuels and clean vehicles, Collective transport and intermodal integration, Demand management, Influencing travel behaviour, Safe and secure mobility, Innovative mobility service, Energy efficient freight logistic, Transport telematics).*

<b>Title /Author</b>	<b>Description</b>	<b>Link</b>
<b>2.1. Alternative fuels and clean and energy efficient vehicles</b>		
<b>The local implementation of clean(er) fuel policies in Europe</b> <i>Floris Mulder (SenterNovem) and others, Utrecht, Netherlands, 2009</i>	This <b>handbook</b> addresses the aspects of political and social support and presents guidelines on inclusion of target groups. Report contains three examples of good practice from Stockholm, Graz and Lille.	<a href="http://www.biofuel-cities.eu/fileadmin/template/projects/biofuels/files/Publications/The_Local_Implementation_fuel_policies_handbook.pdf">http://www.biofuel-cities.eu/fileadmin/template/projects/biofuels/files/Publications/The_Local_Implementation_fuel_policies_handbook.pdf</a>
<b>2.2. Collective transport service and intermodal integration</b>		
<b>D1 Stakeholders for Intermodal Passenger Travel</b> <i>LINK; The European Forum on Intermodal Passenger Travel, April 2007</i>	This <b>report</b> addresses the issues of stakeholder identification, determination of their roles and encouragement of their participation. Report contains useful hints and considerations for anyone interested in planning and implementing stakeholder	<a href="http://www.linkforum.eu/docs/214/LINK_D1_Stakeholder_Identification.pdf">http://www.linkforum.eu/docs/214/LINK_D1_Stakeholder_Identification.pdf</a>

	involvement activities.	
<b>2.3. Demand management</b>		
<b>CURACAO, Coordination of urban Road User charging Organizational Issues, Deliverable D2: State of the Art Review (FINAL)</b> <i>Institute for transport studies, university of Leeds, April 2006</i>	This <b>report</b> addresses the issue of congestion charging and contains information on factors affecting the acceptability of road user charging schemes also regarding the setting of objectives. Other important topics are equity, social inclusion and the policy implications resulting from various aspects of the project.	
<b>Lessons Learned from International Experience in Congestion Pricing</b> <i>U.S. Department of Transportation, federal Highway Administration, 2008</i>	In chapter 2, of this <b>report</b> , examples from Singapore, London and Stockholm are presented. Further on, in chapter 3.1 the acceptability of congestion charging is addressed based on several examples from different parts of the world.	<a href="http://ops.fhwa.dot.gov/publications/fhwahop08047/listcont.htm">http://ops.fhwa.dot.gov/publications/fhwahop08047/listcont.htm</a>
<b>The Acceptability of road charging</b> <i>Jens Schade, Dresden university of Technology, March 2007</i>	This <b>ppt presentation</b> briefly presents the aspects of acceptability of road charging. The author's work is related to CURACAO project.	<a href="http://www.curacaoproject.eu/documents/Acceptability_curacao_london_web.pdf">http://www.curacaoproject.eu/documents/Acceptability_curacao_london_web.pdf</a>
<b>Road pricing Schemes</b> <i>Policy notes, NICHES</i>	This <b>document</b> contains general information on congestion charging and among others addresses the issues of stakeholder involvement by defining key stakeholders and giving proposals for their inclusion.	<a href="http://www.niches-transport.org/fileadmin/archive/Deliverables/D4.3b_5.8_b_PolicyNotes/14690_pn13_pricing_ok_low.pdf">http://www.niches-transport.org/fileadmin/archive/Deliverables/D4.3b_5.8_b_PolicyNotes/14690_pn13_pricing_ok_low.pdf</a>

## 2.4. Influencing travel behaviour

<b>Communicating Environmentally Sustainable Transport, The Role of Soft Measures</b> <i>OECD, 2004</i>	This <b>report</b> contains information on human behaviour regarding sustainable traffic and soft measures, which include provision of information and use of communication strategies and educational techniques.	<a href="http://browse.oecdbookshop.org/oecd/pdfs/browseit/9704041E.PDF">http://browse.oecdbookshop.org/oecd/pdfs/browseit/9704041E.PDF</a>
<b>MAX-Successful travel awareness campaigns and mobility management strategies</b> <i>Mobiel 21</i>	This <b>page</b> contains general information on innovative approaches in travel awareness and shows further links and possibilities to download different reports related to this topic. All topics are part of the organization Mobiel 21 homepage.	<a href="http://www.mobiel21.be/">http://www.mobiel21.be/</a> - Look under: projects

## 2.5. Safe and secure mobility

## 2.6. Innovative mobility services

## 2.7. Energy efficient freight distribution

<b>Future Solutions for good distribution</b> <i>START, Final report, Sofie Vennersten, Goeteborg, 2009</i>	This <b>report</b> contains examples from 5 cities: Göteborg, Bristol, Ljubljana, Ravenna and Riga. The report stresses the importance of public and private partnership regarding local freight networks that present a prerequisite for sustainable solutions. The approach of the	<a href="http://www.start-project.org/download/final/START%20final%20Report.pdf">http://www.start-project.org/download/final/START%20final%20Report.pdf</a>
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	project is based on the close collaboration between city governments, transport companies and local businesses.	
<b>START, D6.3 evaluation recommendations</b> <i>July 2009</i>	This <b>document</b> presents a follow-up from the previous link and addresses the results of START project for each individual city.	<a href="http://www.start-project.org/download/START%20D6.3%20Final%20Evaluation%20Recommendation%20Report.pdf">http://www.start-project.org/download/START%20D6.3%20Final%20Evaluation%20Recommendation%20Report.pdf</a>
<b>START, Fact Sheet</b> <i>December 2008</i>	This <b>fact sheet</b> briefly addresses the context, objectives, action and expected results regarding the establishment of local freight network in the city of Bristol.	<a href="http://www.start-project.org/download/fact%20sheets/START%20bristol%20WP2%20Dec08.pdf">http://www.start-project.org/download/fact%20sheets/START%20bristol%20WP2%20Dec08.pdf</a>
<b>Space Management for Urban Delivery</b> <i>Innovative Approaches in City Logistics, Niches policy notes 6</i>	These <b>policy notes</b> introduce the space management for urban delivery and among others address the issues of stakeholder involvement by defining key stakeholders and their roles. In a similar way the following 2 links present the issue of Inner-city night Delivery and Alternative Solutions for home Delivery.	<a href="http://www.niches-transport.org/fileadmin/archive/Deliverables/D4.3b_5.8_b_PolicyNotes/14682_pn6_space_management_ok_low.pdf">http://www.niches-transport.org/fileadmin/archive/Deliverables/D4.3b_5.8_b_PolicyNotes/14682_pn6_space_management_ok_low.pdf</a>
<b>Inner-city night Delivery</b> <i>Innovative Approaches in City Logistics, Niches policy notes 7</i>		<a href="http://www.niches-transport.org/fileadmin/archive/Deliverables/D4.3b_5.8_b_PolicyNotes/14683_pn7_night_delivery_ok_low.pdf">http://www.niches-transport.org/fileadmin/archive/Deliverables/D4.3b_5.8_b_PolicyNotes/14683_pn7_night_delivery_ok_low.pdf</a>
<b>Alternative Solutions for home Delivery</b> <i>Innovative Approaches in City Logistics, Niches policy notes 8</i>		<a href="http://www.niches-transport.org/fileadmin/archive/Deliverables/D4.3b_5.8_b_PolicyNotes/14684_pn8_home_delivery_ok_low.pdf">http://www.niches-transport.org/fileadmin/archive/Deliverables/D4.3b_5.8_b_PolicyNotes/14684_pn8_home_delivery_ok_low.pdf</a>

## 2.8. Transport telematics

### Implementation status report on pilot project – 10 vending machines

*ELAN Deliverable No. 1, Zdeněk Jarolín and Miroslav Buchta, 2009:*

Chapter 10 of this **report** describes the method of information dissemination related to the implementation of vending machines.

<http://www.civitas-initiative.org/docs/DPMB%20%2010%20vending%20machines.pdf>

### Niches

This **homepage** addresses various issues of sustainable mobility and contains several reports and examples of good practice.

<http://www.niches-transport.org>

## 2. Theoretical and methodological support

Title /Author	Description	Link
<p><b>Involving stakeholders: Toolkit on organising Successful Consultation</b></p> <p><i>VANGUARD/CIVITAS handbooks, June 2011</i></p>	<p><i>This stakeholder toolkit provides guidelines, tips and checklists to help you with planning and execution of a range of consultation activities.</i></p>	<p><a href="http://www.civitas.eu">www.civitas.eu</a></p>
<p><b>Reaching the Citizen: Toolkit on Effective Communications and Marketing</b></p> <p><i>VANGUARD/CIVITAS handbooks, June 2011</i></p>	<p><i>This toolkit provides guidelines on communication with citizens about sustainable urban mobility options.</i></p>	<p><a href="http://www.civitas.eu">www.civitas.eu</a></p>
<p><b>The Community Planning Handbook; how people can shape their cities , towns and villages in any part of the world</b></p> <p><i>Nick Wates, Earthscan, 2000 ISBN 1-85383-654-0</i></p>	<p>Comprehensive worldwide how-to-do-it on public involvement in planning and design. It features an accessible style, best practice information on effective methods, international scope and relevance and full colour throughout. A vital reference for practitioners, policy makers and students throughout the world.</p>	<p><a href="http://www.communityplanning.net/toolkits/UrbanGovToolkitsCPH.pdf">http://www.communityplanning.net/toolkits/UrbanGovToolkitsCPH.pdf</a></p>
<p><b>The Community Planning Event Manual; How to use Collaborative Planning and Urban Design Events to Improve your Environment</b></p>	<p>Explains how and why to organise community planning events in any context from small neighbourhood improvements to major infrastructure and construction projects anywhere in the world. Includes a step-by-step</p>	<p><i>pdf not available, buy only</i>  <a href="http://www.earthscan.co.uk/?tabid=3875">http://www.earthscan.co.uk/?tabid=3875</a></p>

<p>Nick Wates, Earthscan, 2008 ISBN 9781844074921</p>	<p>guide, detailed checklists and other tools for event organisers.</p>	
<p><b>Communicating with the Citizen</b>  VANGUARD/MIMOSA Training Workshop, February 2010, Leuven</p>	<p><i>This ppt. presentation gives an overview of how to create a communications plan to engage citizens and ensure their participation.</i></p>	<p><a href="http://www.civitasinitiative.org/docs1/comm_training1.ppt">www.civitasinitiative.org/docs1/comm_training1.ppt</a>  All relevant presentations from related workshops available at <a href="http://www.civitas-initiative.eu/downloadcenter.phtml?top=602&amp;s_topic=601&amp;rows=9">http://www.civitas-initiative.eu/downloadcenter.phtml?top=602&amp;s_topic=601&amp;rows=9</a></p>
<p><b>Stakeholder Consultation and Citizen Engagement – Minutes and Evaluation Training</b>  GENT, 18-19 November, 2009</p>	<p><b>Report also includes ppt.</b> presentations with theoretical background on stakeholder analysis, participation and communication.</p>	<p><a href="http://civitas-initiative.org/docs1/Final_Report.pdf">http://civitas-initiative.org/docs1/Final_Report.pdf</a>  <a href="http://www.civitas.eu/docs1/Tools_for_stakeholder_analysis_and_participation_-_Magda_Toht_Nagy_REC_.pdf">http://www.civitas.eu/docs1/Tools_for_stakeholder_analysis_and_participation_-_Magda_Toht_Nagy_REC_.pdf</a>  <a href="http://www.civitas.eu/docs1/Communication_strategies_for_stakeholder_engagement_-_Bart_Derison_CONNECT_.pdf">http://www.civitas.eu/docs1/Communication_strategies_for_stakeholder_engagement_-_Bart_Derison_CONNECT_.pdf</a></p>
<p><b>Communications Tool Kit, Resources for Reaching the Citizen</b>  Mostra, on behalf of CIVITAS VANGUARD, Feb 2010</p>	<p>This <b>document</b> provides guidelines on how to communicate sustainable urban mobility options to citizens. The information and advice is designed for local, regional and even national authorities to assist them with various communication considerations.</p>	<p><a href="http://www.civitas-initiative.org/docs1/4.pdf">http://www.civitas-initiative.org/docs1/4.pdf</a></p>

<p><b>Training on Stakeholder Consultation and Citizen Engagement, Introduction</b> Ivo Cre, Polis – Tom Rye, Napier University, November 2009, Gent</p>	<p>This <b>ppt. presentation</b> gives a good introduction into why, when and how to pursue citizen engagement.</p>	<p><a href="http://www.civitas-initiative.org/docs1/Introduction0.pdf">http://www.civitas-initiative.org/docs1/Introduction0.pdf</a></p>
<p><b>Sustainable Urban Transport Planning, SUTP Manual, Guidance for Stakeholders, Mission – 4, Citizen Participation</b></p> <p><i>Prepared for the European Commission, DG Environment, by the partners of the PILOT; consortium, Marc Wolfram and Sebastian Bührmann, August, 2007</i></p>	<p>This <b>document</b> addresses the need for citizen participation and provides guidelines on appropriate methods that can be used regarding different stages of project development.</p>	<p><a href="http://www.pilot-transport.org/fileadmin/WP2/Pilot_EN_WEB.pdf">http://www.pilot-transport.org/fileadmin/WP2/Pilot_EN_WEB.pdf</a></p>
<p><b>Participatory Methods Toolkit: A Practitioner's Manual</b></p> <p><i>2nd edition, Stef Steyaert and Herve Lisoir (Eds.), Brussels, 2005</i></p>	<p>This <b>toolkit</b> details active participation methods and provides good guidance for individuals who want to apply those methods.</p>	<p><a href="http://www.kbs-frb.be/uploadedFiles/KBS-FRB/Files/EN/PUB_1540_Participatory_toolkit_New_edition.pdf">http://www.kbs-frb.be/uploadedFiles/KBS-FRB/Files/EN/PUB_1540_Participatory_toolkit_New_edition.pdf</a></p>
<p><b>Stakeholder Analysis, section 2: Tools to Support Participatory Urban Decision Making Process</b></p>	<p>This <b>source</b> provides insight into the method of stakeholder analysis, which is useful in the primary stages of conducting participatory processes.</p>	<p><a href="http://www.polytechnic.edu.na/academics/schools/engine_infotech/civil/libraries/urban_planning/Urban%20Planning%20Tools_StakeholderAnalysis.htm">http://www.polytechnic.edu.na/academics/schools/engine_infotech/civil/libraries/urban_planning/Urban%20Planning%20Tools_StakeholderAnalysis.htm</a></p>

**For further readings on stakeholder analysis visit also the following pages:**

<p><b>ucid Thought – Vol. 24</b></p> <p><i>Ruth Murray-Webster and Peter Simon</i></p>	<p>This <b>document</b> describes a three dimensional stakeholder analysis, linking stakeholders' power, interest and attitude in one diagram and further on gives hints on how to communicate with different stakeholders depending on their position within the diagram.</p>	<p><a href="http://www.lucidusconsulting.com/pdf-documents/Lucid-Thoughts/50-Lucid-Thoughts/Chapter-3/Lucid-Thought-24">http://www.lucidusconsulting.com/pdf-documents/Lucid-Thoughts/50-Lucid-Thoughts/Chapter-3/Lucid-Thought-24</a></p>
<p><b>Successful Transport Decision Making</b></p> <p><i>A project management and stakeholder engagement handbook, Volume 1: Concepts and Tools, 2004</i></p>	<p>This <b>handbook</b> gives many useful hints on the management of projects related to sustainable transport and shows many examples on stakeholder involvement with descriptions of useful stakeholder engagement tools. Theoretical background is supported with different examples from the cities.</p>	<p><a href="http://www.civitas-initiative.org/docs1/GUIDEMAPSHandbook_web.pdf">http://www.civitas-initiative.org/docs1/GUIDEMAPSHandbook_web.pdf</a></p>
<p><b>Successful Transport Decision Making</b></p> <p><i>A project management and stakeholder engagement handbook, Volume 2: Fact Sheets, 2004</i></p>	<p>Volume 2 of this <b>handbook</b> contains fact sheets that serve as reviews of projects or strategies and complement the application of methods described in Volume 1. Fact sheets also give guidance to project managers on all stakeholder participation methods that are presented in detail.</p>	<p><a href="http://www.civitas-initiative.org/docs1/GUIDEMAPSHandbook_web.pdf">http://www.civitas-initiative.org/docs1/GUIDEMAPSHandbook_web.pdf</a></p>
<p><b>D2.1 Stakeholder Involvement Handbook</b></p> <p><i>Stefan Tachner and Matthias Fiedler, April 2009</i></p>	<p>This <b>handbook</b> describes how to identify stakeholders, key steps for their involvement and selected tools that one can use. The handbook is part of AENAS project dealing with mobility in ageing societies.</p>	<p><a href="http://www.aeneas-project.eu/docs/AENEAS_StakeholderInvolvementHandbook.pdf">http://www.aeneas-project.eu/docs/AENEAS_StakeholderInvolvementHandbook.pdf</a></p>
<p><b>Early Stakeholder Involvement in Projects</b></p>	<p>This <b>article</b> describes the necessity, advantages and possible pitfalls related to stakeholder involvement in implementation of</p>	<p><a href="http://www.pmforum.org/library/papers/2009/PDFs/apr/TAMMER-Early-stakeholder.pdf">http://www.pmforum.org/library/papers/2009/PDFs/apr/TAMMER-Early-stakeholder.pdf</a></p>

<p><i>M.D. Tammer, PM World Today, (Vol. XI, Issue IV), April, 2009</i></p>	<p>projects.</p>	
<p><b>Community planning.net, Websites A - Z</b></p>	<p>On this website you can find an annotated selection of the most useful websites on community planning.</p>	<p><a href="http://www.communityplanning.net/websites/websites.php">http://www.communityplanning.net/websites/websites.php</a></p>
<p><b>Communityplanning.net</b> <i>The Community Planning Website</i></p>	<p>This website helps people shaping their cities, towns and villages in any part of the world. Global resource on involving communities in planning including toolkit of downloadable templates and links to other useful websites.</p>	<p><a href="http://www.communityplanning.net">www.communityplanning.net</a></p>