

Citizen and stakeholder involvement in mobility planning and new mobility services

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- Tools for participatory planning
- Smart intermodal solutions for public transport planning
- Park and ride plan

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement no. 690699.

Location: Turku, Finland

Organisations involved: [Regional Council of Southwest Finland](#)

[City of Turku](#)

[Turku University of Applied Sciences](#)

What is the solution?

New planning approaches will be developed in this measure and possibilities brought by new technologies and social networks will be tested for interactive and participatory planning. Turku will test and utilise the developed cooperation model and new technologies to enhance smart intermodal solutions in public transport planning, particularly park and ride, in the Turku region. In addition, a mobility barometer will be developed to increase the knowledge of citizens' satisfaction with sustainable mobility infrastructure and mobility services.

How does it work?

A detailed report on interactive and participatory planning has been authored describing new ways and methods to carry out participatory and interactive planning processes. The 'mobility barometer' survey was carried out from March to May 2017. The survey asked for feedback about the region's transport system targets and goals. It was an online survey which the region's citizens were invited to take. More than 3,500 responses were received that have now been analysed.

The planning phase for park and ride scheme has begun and was finalised in spring 2018. A consultant has been contracted to support the identification of the region's Park and ride demand and to develop a concept for planning and implementation. The planning process of the scheme includes new participatory methods, such as a map survey on the potential parking spaces, a workshop for stakeholders, interactive steering group meetings, and negotiations with representatives for trade. In addition, an online collaboration tool has been used for internal and external meetings.

Expected results

Participatory planning as such has not become firmly established in local and regional planning yet, and in order to do so, planning culture needs to change. This is a complex process requiring time. Integrating participatory methods into project/policy-based transport planning can be a way to change the planning culture little by little. Alongside the project, the Regional Council of Southwest Finland will publish a new website and an online presentation to highlight the importance of participatory mobility planning to decision-makers and other stakeholders.

When planning to use participatory methods in a process, it is of great importance to identify target groups first and then select methods that respond to the needs and the envisaged level of discussion with each group. Using a mix of methods is crucial to be able to reach out to different groups. Online methods (web-based survey, mobile application, instant messaging) have proven to be successful in this measure, in particular for involving young people and people that have only little time.

Business model

This measure is funded by the project funding with €145,450. The actors involved are Regional Council of Southwest Finland, City of Turku and Turku University of Applied Sciences. In addition to this, the process includes representatives from local authorities in the Region of Southwest Finland, consultants and other stakeholders.

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