Building consensus around street transformations: the StreetForum toolkit

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From car-dominated to people-centred streets
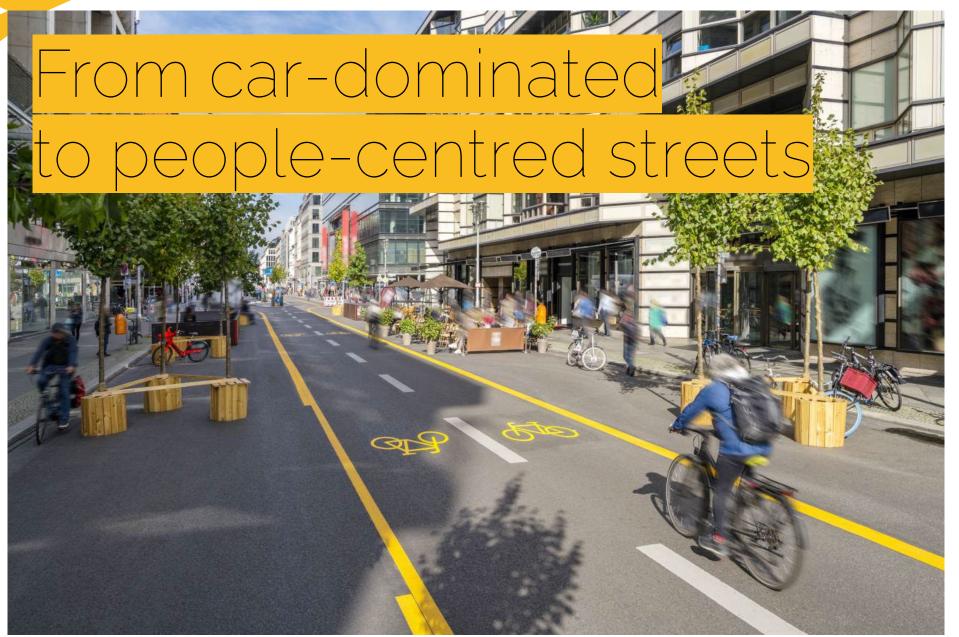
Image: https://urbact.eu/knowledge-hub/mobility/walk-and-roll-cities

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Challenges

DEVANT LA MAISON COMMUNAL D'ANDERLECHT PLACE DU CONSEIL

16/09/22 A 17H

C'EST NOUS LE PEUPLE

MANIFESTATION CONTRE LE PLAN GOODMOVE

PAS DE NÉGOCIATION!!! ON VEUX UN RETOUR EN ARRIÉRE

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How can we support local communities in building consensus among multiple stakeholders?

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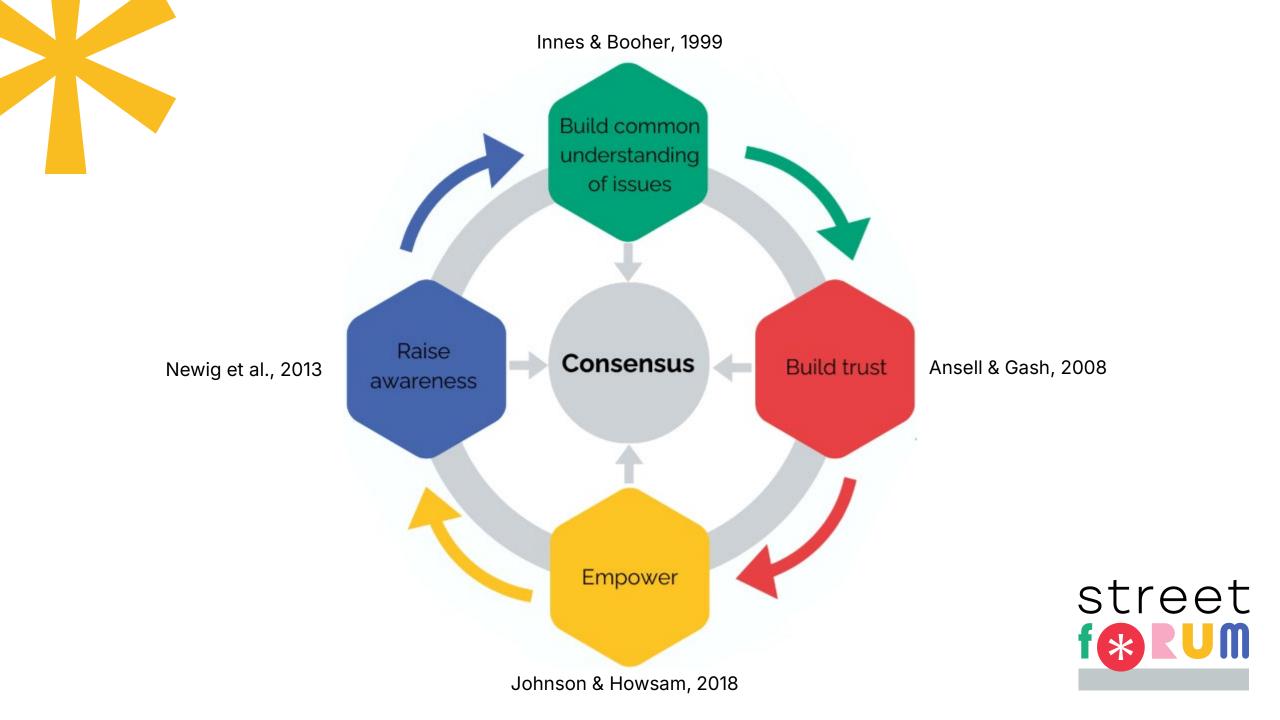
Locations and partners

- **Anderlecht (Brussels)**: Cultureghem, Mobilise (Vrije Universiteit Brussel), Municipality of Anderlecht

- **Istanbul**: Bogazici University, Istanbul Metropolitan Municipality

- **Stockholm**: Spacescape, Konstframjandet, Municipality of Stockholm

- **Vienna**: ACUR (Vienna University of Technology), Alain Tisserand Architect, space and place, and more.

- Other: Car-free Cities Alliance

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Innes & Booher, 1999

Newig et al., 2013

Ansell & Gash, 2008

Johnson & Howsam, 2018

Analysing local stakeholders as a starting point

Public Institution – Local Business – Public Authority – Civic Association - Inhabitant

PUBLIC INSTITUTION
SOPHIE HADDAD

Age	45
Gender	Woman
Occupation	Nursery Director

"Every toddler deserves a safe and peaceful environment. I want to advocate for better streets for our children, where they can grow up in peace, feeling like they belong."
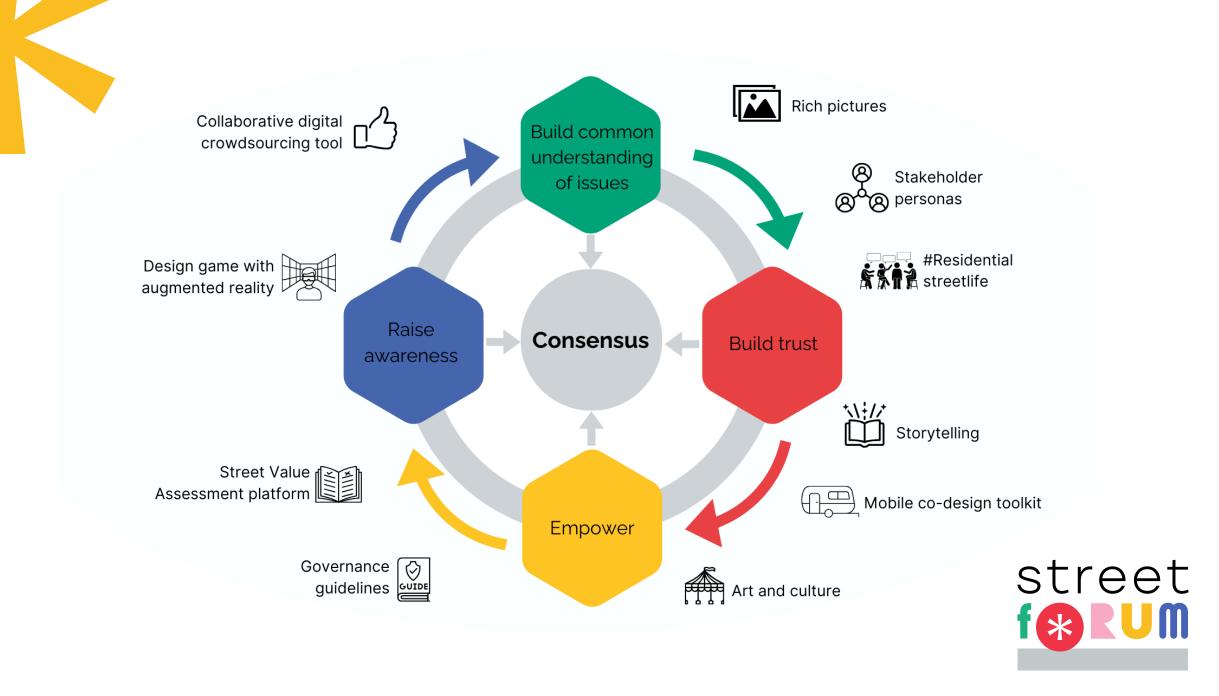
Bio
Sophie is a **caring nursery director** who looks after toddlers and babies. She's really committed to making sure they get a great influence from an early age and stay safe and happy. **She's woÂrried about the dangers of traffic and how the streets near the nursery are designed.** Anne has been in a relationsÂhip with her wife for many years.

Goals
- **Convincing policymakers** to implement safer infrastructure.
- **Communicating with parents** and educating them about the urban environment's effect on kids' formative years.

Influence
- She **collaborates with nursery workers, staff, and the toddlers' parents** to unÂderstand their concerns.
- She **fosters community meetings** with other associations with similar interests in children's safety.

Challenges
- Making sure it's **safe and peaceful for kids moving around school**, especially considering traffic nearby.
- **Finding funding** to support early education initiatives.

LOCAL BUSINESS
DAVID NGUYEN

Age	38
Gender	Man
Occupation	Market Operator

"At our market, every spot offers a variety of flavors, cultures and traditions. We want to make sure all our customers can easily enjoy them."

Bio
David is a skilled **market operator** who loves creating businesses and partnersÂhips. He started working in his family's supermarket when he was young. Now, David **runs a popular open-air market in the city center** four days a week. He drives to the market every day in his comÂpany car.

Goals
- Adding **more diverse products** to bring in more customers from different backgrounds.
- **Helping local** artists, immigrant business owners, and small businesses **to find a place to sell their products**.

Influence
- He **works closely with vendors** from different cultural backgrounds in the area.
- He often **reaches out to city officials** to ensure easy access for his customers.

Challenges
- **Making sure everyone** - vendors, logistics, and customers - can easily **access the market.**
- **Keeping sales and profits steady** during the street renovation project.

PUBLIC AUTHORITY
LISA LAMBERT

Age	52
Gender	Woman
Occupation	Local Politician

"My commitment to our city's future is building public spaces and offering public transport where everyone can move freely, safely, and sustainably."

Bio
Minister Lambert is a **local leader** who cares greatly about improving our city. She has taken the role of **alderwoman for mobility and public space**. She's passionate about making sure everyone can move around easily, protecting the environment. Now, she's **focused on getting re-elected to work for a liveable city for the community**.

Goals
- Constructing **safer streets** by reducing car traffic and improving pedestrian and cyclist infrastructure.
- Ensuring **re-election** at the next local elections.

Influence
- She decides on the **municipality's straÂtegies** to implement mobility policies.
- She **discusses with the region** how to secure **funding** for mobility initiatives.

Challenges
- Achieving her promised **government goals and projects**.
- Keeping her **voter's trust**, while working for street transformations.

CIVIC ASSOCIATION
YASSIN ABIBOU

Âge	25
Genre	Homme
Profession	Animateur

"J'aimerais que la rue soit un lieu sûr pour tous les enfants qui grandissent et qui explorent leur environnement urbain pour la première fois"

Bio
Yassin est **spécialisé dans les activités pour enfants et aide la communauté en organisant des activités extrascoÂlaires**. Il aime voir les enfants apprendre de nouvelles choses et découvrir qui ils sont. Il a une formation en travail social et en éducation des jeunes. Il veut que les enfants puissent profiter d'un mode de vie actif, en jouant dans un environneÂment conçu pour encourager leur curioÂsité en toute sécurité.

Buts
- Faire pression pour que **les places de parking soient transformées en espaces communautaires**.
- Souhaiter que la **communauté soit plus attentive à ce que ses petits** trouvent leur place dans le monde.

Influence
- Il est **très impliqué dans les associations sociales** et milite en faveur d'un mode de vie actif pour les jeunes.
- Il est **souvent invité**, en tant que profesÂsionnel, **à donner son avis sur l'éducation des jeunes**.

Défis
- **Éviter les situations dangereuses** lors des activités avec les enfants.
- **Essayer de travailler avec l'attention et le budget limités** dont bénéficient les activités pour enfants.

PEOPLE
MARIE DUPONT

Age	74
Gender	Woman
Occupation	Retired

"I hope that the neighbourhood keeps its old feel, and is not taken away by today's fads. It should remain the place the old residents recognise!"

Bio
Marie grew up in the area, and has lived there since the fifties. She took up her parents laundromat, which she ran until she retired some years back. She's concerned about the talk she hears about changing the neighbourhood. **Hopefully they keep the old atmosÂphere and don't get carried away doing new fashionable things.** Young people always think they know what they are doing.

Goals
- **Wanting to keep the street** more like she has always known it - **her home**.
- To **assure safety and well-being** of her niegbors and family.

Influence
- She **has a lot of old friends** who know people working for the municipality.
- Her **kids visit her** and they talk about what their neighbourhood should look like.

Challenges
- To **not let the character and ambiance** of the neighbourhood **disappear**.
- Trying to **communicate with people** who do not take her concerns seriously.

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Stakeholder Personas
(VUB)

Story-
telling
Game
(VUB)

Co-design game (TUW)

rich
picture
.talk
(spaceandplace)

residential streetlife
(spaceandplace)

MoBil

(Cultureghem)

Living lab Brussels

Living lab Istanbul

Living lab Stockholm

Living lab Vienna

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Combining tools to increase impact

Break the ice

MoBil, residential streetlife,...

Discuss in-depth

Co-Design Game, rich pictures.talk, Storytelling game,...

Reflect

Stakeholder personas, Placetoplan,...

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First learnings Living Labs

- A stakeholder analysis creates awareness of power relations

- Processes don't start from a blank page, approach should be tailored to its context

- Combining multiple tools increases impact

- Hybrid use of digital tools to overcome language barriers & low levels of digitalization

- Local partners are key to stakeholder engagement

- Activities in public space offer a low-threshold access to participation

- When consensus is not possible, aim for compromise

Keep an open mind during the process, and adapt to the local context and stakeholders

PINAR

Age	4
Sex	Female
Species	Cat

"For more places to explore, people to meet, warm cars to sleep on, and spaces to share with my cat friends".

Bio

Pinar is a friendly and curious 4-year-old cat. She's known for being independent yet loving. Pinar **likes to explore her territory, and visit people for cuddles and treats.** She hopes the street transformation will allow her to safely hang out with her

Goals

- **Keeping her old routines**, while staying safe during the street changes.
- **Finding new comfy places to nap** and take in the sun outside.

Influence

- She is **influenced by her natural insÂ tincts** for hunting and socializing.
- She and the other local cats **influence the community of people taking care of them.**

Challenges

- **Maintaining familiar landmarks** and hiding places during the street changes.
- Making sure she can still **get food and shelter** from the shop owners during the transformation.

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What's next?

Spring 2025:
Final StreetForum Event
Summer 2025:
Publication 'Guide To Successful Street Transformations'

Updates: www.streetforum.eu

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POLIS
CITIES AND REGIONS FOR TRANSPORT INNOVATION

ANNUAL CONFERENCE
2024

27-28 NOVEMBER 2024

KARLSRUHE (DE)

Baden-Württemberg
Ministry of Transport

Karlsruhe