mobil.TUM 2024 – The Future of Mobility and Urban Space, April 10-12, 2024

# Looking for consensus to create more liveable streets: Exploring the objectives, barriers and relationships of key stakeholders of street transformations

Imre Keseru[a*], Lluis Martinez Ramirez[a], Juliana Betancur Arenas[a], Cathy Macharis[a]

*[a]Vrije Universiteit Brussel, Mobilise Mobility and Logistics Research Group, Belgium*

This work addresses the following topic(s) from the Call for Contributions:
(Please check at least one box)

☒ Placemaking to integrate urban spaces and mobility
☐ Promoting sustainable mobility choices in metropolitan regions
☐ Governing responsible mobility innovations
☒ Shaping the transition towards mobility justice
☐ System analysis, design, and evaluation
☐ other: _____

## Extended Abstract

### Problem statement

The transformation of neighbourhoods from car-dominated to people-centred places is a key element in the sustainable transition of cities, especially in supporting the concept of the 15-minute city. This transformation requires the design, management and negotiation of access to street amenities and the allocation of street space to different modes of transport and uses. In recent years, many new approaches (e.g., superblocks, car-free developments, low-traffic neighbourhoods) and bottom-up initiatives (e.g., tactical urbanism, parklets, living streets) to solve local issues have been demonstrated. Nevertheless, it is still unclear if they can lead to a long-term, systemic transition of mobility (Bertolini, 2020; Nieuwenhuijsen et al., 2019). There are still many barriers related to the lack of consensus, fairness of the distribution of street space, resistance of stakeholders to change and a lack of the demonstration of the long-term impact of interventions to embed them in the long-term strategies of cities (Tatum et. al. 2020).

Consensus requires a common understanding of the problems, and the purpose and usefulness of street transformation (How will I benefit? How will my accessibility be affected?); trust building between the local community members and the heterogenous communities and authorities (Who else is there with the same problems and ideas?); empowerment of the local communities to be able to act upon their needs (Will they listen to my ideas?); and awareness of the medium/long-term positive and negative impact of the interventions on different stakeholders (What happens to the street in 10 years' time? Will there be an increase in traffic in other streets?). The first step in consensus making is to understand who the key stakeholders are, what they want to achieve and how they relate to other actors.

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* *Corresponding author.*
  *E-mail address: imre.keseru@vub.be*

**Research objectives**

In the context of urban planning and mobility, several inhomogeneous stakeholder groups are involved, which have diverse and often conflicting objectives (Keseru et al., 2016). The consensus-led approach in planning endorses the participation of the stakeholders in the full course of the decision-making process (Emberger et al. 2008). In this process, it is important how and when the views of stakeholders are brought together in the decision-making process. The objective of this paper is to identify the key stakeholders in street transformations.

**Methodological approach**

In the first step, a document/media analysis was carried out focusing on ongoing or planned street transformation interventions in Brussels, Vienna, Stockholm and Istanbul to identify key stakeholders (organisations and individuals) and get a first understanding of their viewpoints and roles in the transformation. Then, semi-structured interviews were carried out to learn about the role of the stakeholders in the intervention(s), their knowledge and opinion about the intervention(s), as well as their relationship with other stakeholders including conflict and collaborations.

**Expected results**

We have identified the key stakeholder groups such as local civil society organisations, neighbourhood associations, local businesses, local schools, the local government, property owners, local cafes and restaurants (depending on the local context) and drew up a stakeholder interest and power matrix.
As a result of the analysis, generic persona templates and narratives are being developed that can be adapted and reused in other contexts to identify the needs and problems of stakeholders of street transformation projects. These tools can be used at workshops where stakeholders can take each other's roles and learn about the needs and barriers of specific stakeholders thus supporting mutual learning.
The personas represented by graphics and narratives will be part of the StreetForum Toolkit (Figure 1) that will consist of analogue and digital tools that help consensus building and negotiation of access and design. Besides the stakeholder personas the toolkit will include a collaborative digital crowdsourcing tool, a consensus making design game, an online street value assessment platform, a physical mobile co-design cart, guidelines for using art installations and cultural events as well as governance guidelines. The toolkit will be tested in four living labs (Brussels, Vienna, Stockholm, Istanbul) to evaluate its impact, transferability and scalability and will be available as free-to-use resource for the broader community. The research is part of the *StreetForum - Transforming streets into accessible urban oases through consensus building with digital and analogue tools* project funded by JPI Urban Europe, Innoviris, Tubitak, Vinnova and FFG.
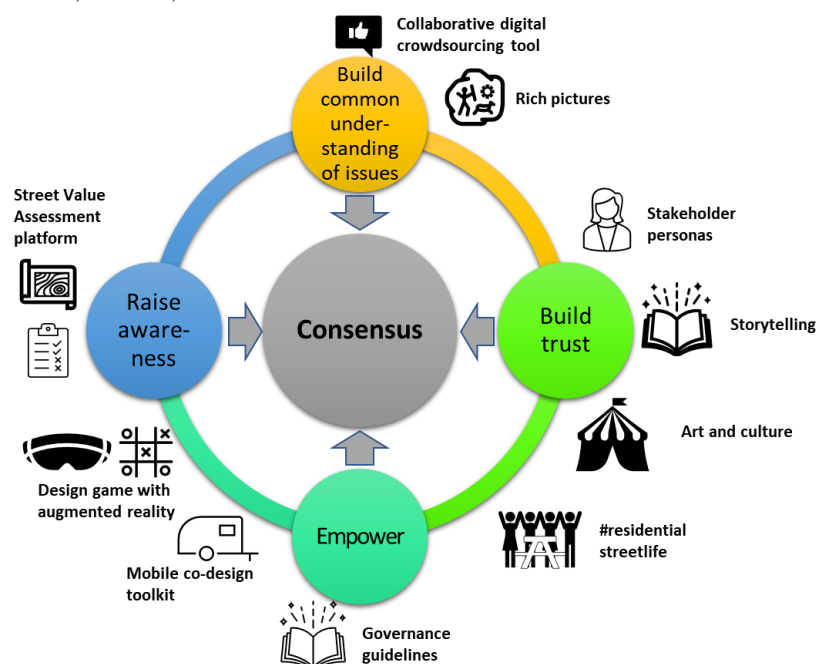


**Figure 1**

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