

Universität
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Experimental and participatory governance of mobility hubs in urban sustainable transitions

mobil.TUM 2024 – The Future of Mobility and Urban Space

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Parallel Session A2: Mobility Hubs

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Overview

**How can participatory governance help increase democratic integration and inclusivity of mobility hubs?
What criteria can be used to examine participatory processes?**

Theory: Participatory Governance in sustainable urban mobility planning

Heuristic: Democratic Integration Ladder

Cases: Four Living Labs with 16 different co-design and participatory activities

Data: Reports from the SmartHubs Living Labs, questionnaires with researchers and qualitative document analysis of policy documents

SmartHubs Project (05/2021 – 04/2024)



Overall aim: to examine if a co-creation process in the development of mobility hubs (involving users, governments and businesses) can enable mobility hubs to act as a game changer towards inclusive, sustainable urban mobility and accessibility in European cities

Four **LivingLab Areas:** Rotterdam/The Hague, Vienna, Munich and Brussels

Inclusivity:

- Underrepresentation of vulnerable to exclusion groups and selective participation (Graf/ Fuchs 2015)
- Inclusivity understood in context of intersectionality (Kaijser/ Kronsell 2013)

Our Approach to Participation and Participatory Governance

Four central characteristics of Participatory Governance:

- appropriate representation of stakeholder interests,
- deliberative engagement of stakeholders,
- integration of different knowledge,
- and social learning (Geurs et al. 2023, Meadowcroft 2004, Newig et al. 2018).

Participation occurs **at various levels** (local, regional, national, supranational), in **different forms and venues** (including the internet) and constitutes a **dynamic relationship between participation givers and takers** (Heinelt, 2002; Kung & Zhu, 2022; Schweizer-Ries et al. 2011)

SmartHubs Integration Ladder

		Physical integration	Digital integration	Democratic integration
Smart Mobility Hub	4	Conflict free and place making	Integration of societal goals and policies, and consideration of universal design principles	Social learning
	3	Visibility and branding	Integration of service offers and consideration of universal design principles	Integration of different knowledge
	2	Wayfinding and consideration of universal design principles	Integration of booking and payment and consideration of universal design principles	Deliberative engagement of stakeholders, including (vulnerable) user groups
Mobility hub	1	Acceptable walking distance to shared and public transport, minimum inclusive design standards	Digital integration of information	Appropriate representation of stakeholder interests, no or limited attention for vulnerable user groups
Single mobility services	0	No physical integration	No digital integration	No stakeholder involvement and consideration of (vulnerable) user needs

(Geurs et al. 2023: 18)

SmartHubs activities

In total 16 participatory formats were conducted in four LL areas

- Partly activities were planned as follow up events, partly nonrelated single formats
- Some events addressed random citizens, residents or potential users of hubs other events focused on mobility experts and stakeholders representing population groups
- Each event was evaluated according to the characteristics of the democratic integration ladder

Additionally, participatory activities from the local / regional mobility plans (SUMP) were evaluated

Level	Democratic Integration	Local mobility plans & concepts	SmartHubs Activities
4	Social learning Participants incl. vulnerable users networked and integrated into community. Participation methods involves a permanent and independent exchange with mutual understanding and institutionalization.		
3	Integration of different knowledge Participants incl. vulnerable users, argue or deny positions, their input is integrated into the participation process, and participation gives create room for decision-making. Participating methods include hearings or workshops.	Participation Hubs (Vienna 2022) Mobility Councils (Brussels 2021) Shared Mobility Strategy (Munich 2022b) Participation strategy (The Hague 2019) Smart Klima City Strategie (Vienna 2022)	On-street event presenting and getting feedback on the results (LLB)
2	Deliberative engagement of stakeholders Participants incl. vulnerable users, argumentatively engage in decision-making, exchange positions, organizers listen to stakeholder interests. Participating methods include a public hearing and invitation to send feedback via mail and/or webform.	Mobility Hub strategy (Brussels 2023) Mobility transition strategy (The Hague 2021a) Expert conferences (Munich 2021)	On-street co-design workshop with PT provider (LLB) Indoor co-design workshop (LLB) Local walk-in workshop (LLRD) Indoor game sessions (LLM) Public co-creation workshop (LLEA) Outdoor workshop during street festival (LLM) Design game workshops (LLEA) Public stakeholder workshops (LLEA) Onsite participation workshop (LLM)
1	Appropriate representation of stakeholder interests Consultation process and provision of relevant information. No or limited attention to vulnerable user groups. Participation methods include surveys and handing out flyers, brochures, etc.		Digital pillar experiment at local mobility station (LLRD) Assisted surveys (LLRD) On-street event with digital pillar experiments (LLB) Active training session (LLM) Indoor stakeholder feedback (LLM)
0	No involvement No involvement or consideration of stakeholder interests and user needs		Stakeholder interviews to test assessment methods (LLRD)

Level	Democratic Integration	Local mobility plans & concepts	SmartHubs Activities
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3 Integration of different knowledge	Participants incl. vulnerable users, argue or deny positions, their input is integrated into the participation process, and participation gives create room for decision-making. Participating methods include hearings or workshops.	<p>Participation Hubs (Vienna 2022)</p> <p>Mobility Councils (Brussels 2021)</p> <p>Shared Mobility Strategy (Munich 2022b)</p> <p>Participation strategy (The Hague 2019)</p> <p>Smart Klima City Strategie (Vienna 2022)</p>	<p>On-street event presenting and getting feedback on the results (LLB)</p>
2 Deliberative engagement of stakeholders	Participants incl. vulnerable users, argumentatively engage in decision-making, exchange positions, organizers listen to stakeholder interests. Participating methods include a public hearing and invitation to send feedback via mail and/or webform.	<p>Mobility Hub strategy (Brussels 2023)</p> <p>Mobility transition strategy (The Hague 2021a)</p> <p>Expert conferences (Munich 2021)</p>	<p>On-street co-design workshop with PT provider (LLB)</p> <p>Indoor co-design workshop (LLB)</p> <p>Local walk-in workshop (LLRD)</p> <p>Indoor game sessions (LLM)</p> <p>Public co-creation workshop (LLEA)</p> <p>Outdoor workshop during street festival (LLM)</p> <p>Design game workshops (LLEA)</p> <p>Public stakeholder workshops (LLEA)</p> <p>Onsite participation workshop (LLM)</p>
1 Appropriate representation of stakeholder interests	Consultation process and provision of relevant information. No or limited attention to vulnerable user groups. Participation methods include surveys and handing out flyers, brochures, etc.		<p>Digital pillar experiment at local mobility station (LLRD)</p> <p>Assisted surveys (LLRD)</p> <p>On-street event with digital pillar experiments (LLB)</p> <p>Active training session (LLM)</p> <p>Indoor stakeholder feedback (LLM)</p>
0 No involvement	No involvement or consideration of stakeholder interests and user needs		<p>Stakeholder interviews to test assessment methods (LLRD)</p>

Example SmartHubs activities

Outdoor workshop during street festival in Munich
(level two on the democratic integration ladder)

Aim: identify potential elements of a mobility hubs with on-street panel and game application

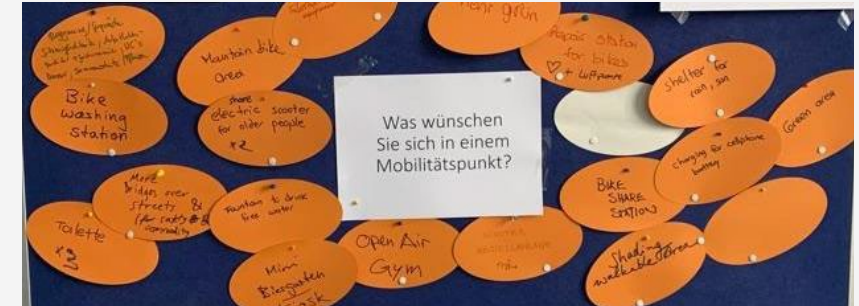
Participants can provide own suggestions, argue and exchange positions

No documentation regarding heterogeneity participants, about 18 active participants, results documented

Advantages: open to all, random participants, potential to reach vulnerable citizens

Challenges: documentation, available time of participants (design game tested at additional workshops), distractions

Recommendation: actively approach potential participants, provide incentives like free snacks, drinks etc., cooperate with existing formats (here: street festival)



Learnings and Recommendations

To be considered as ‘smart’ hub level 2 has to be fulfilled, therefore many activities fulfill these requirements

- Setting & program already entail important choices (access, timing, physical or mental barriers, etc.) influencing the accessibility of specific target groups
- Create synergies: Organize activities by building on existing social networks and infrastructures
- Clear structure of process, neutral moderation and outline of how feedback is integrated and feedback loops on process itself enable meaningful participation (especially for level two or higher)
- Inclusivity needs active consideration: vulnerable users must be addressed actively
- Different media (visualizations, games, storytelling, etc., besides written text) makes content more accessible to everyone

Conclusion

Single activities hardly reach higher levels of dem. Integration (knowledge integration or social learning), ideally activities are embedded in larger context of mobility planning (e.g. SUMP)

Participation cannot be a ‚one-size-fits-all solution‘, but manifold potential formats

- Participation formats need to adjust to local contexts
- Object/decision-making potential needs to be clear (here: design of mobility hub)
- trade-off between detailed involvement and (too) time-consuming formats

Permanent character and independent structure of social learning contradict project-based approach of research projects or top-down administrative planning approaches

Thank you!



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Want to learn more?

→ *SmartHubs Deliverable 6.1 (Graf, Hansel, Wagner 2024)*

→ smartmobilityhubs.eu

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