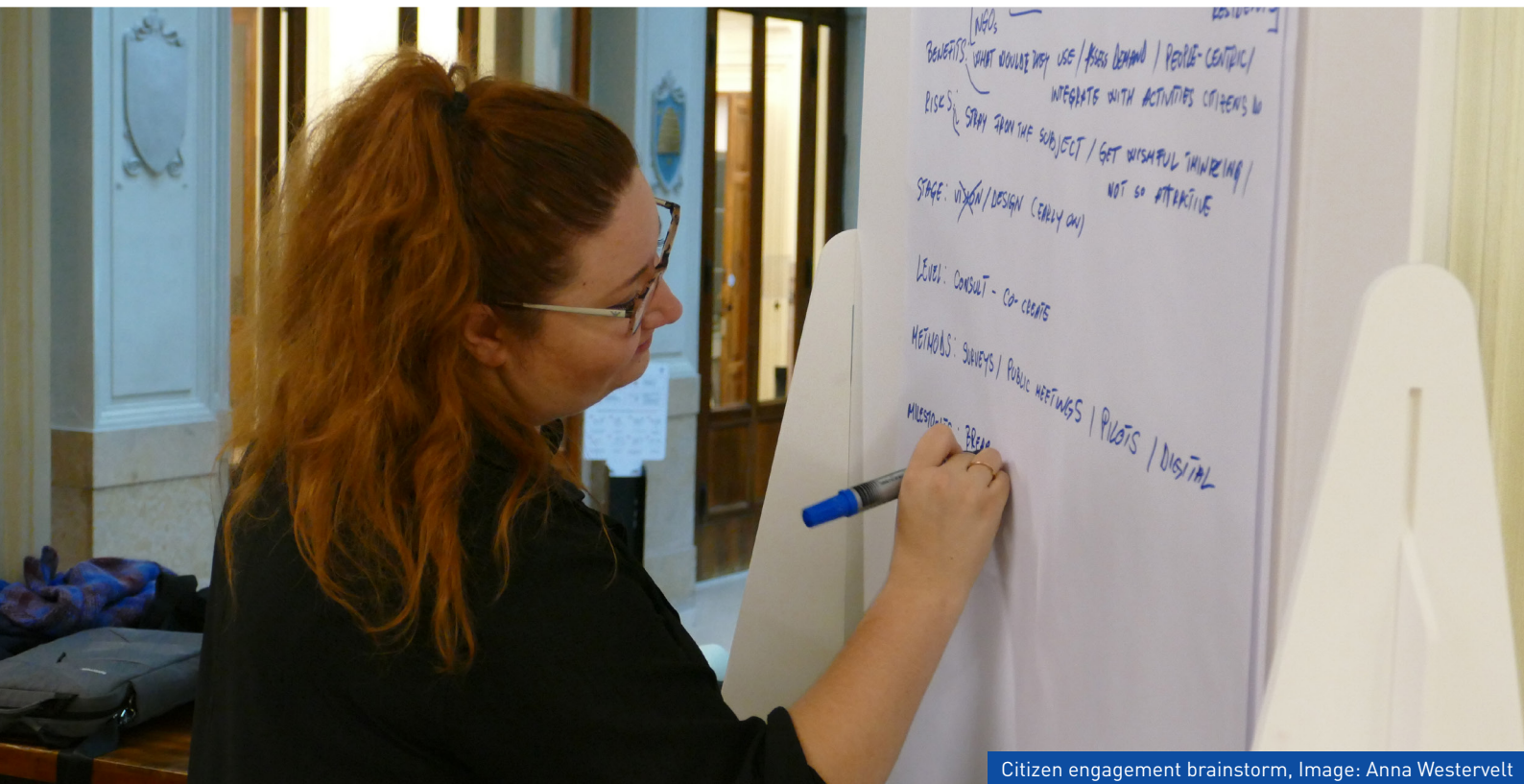




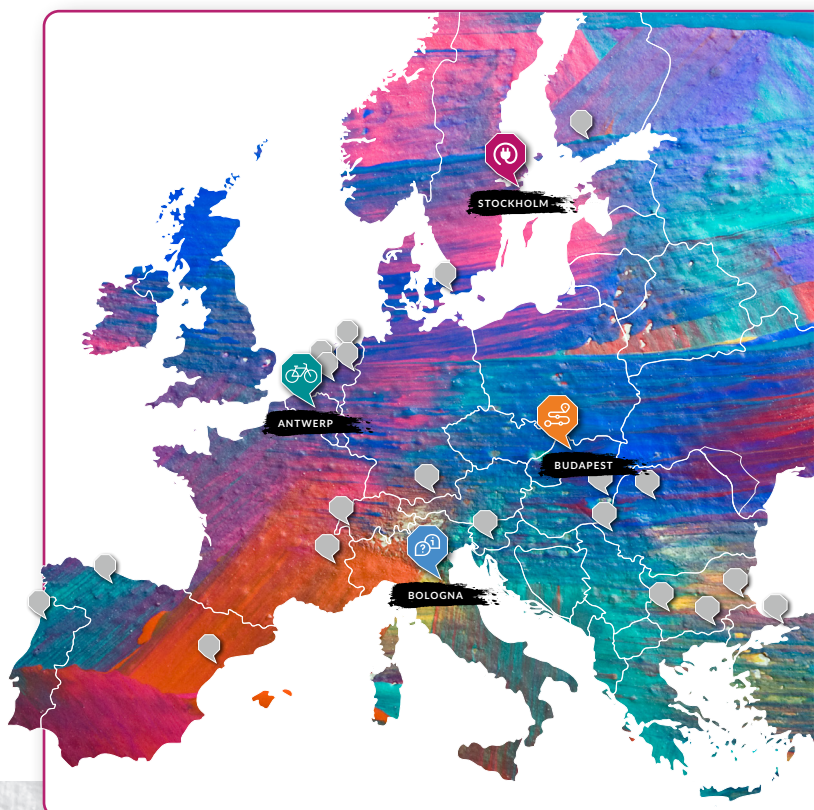
Governance, Participation, Cooperation, and Co-creation



Citizen engagement brainstorm, Image: Anna Westervelt

Using knowledge exchange and capacity building to speed-up the roll-out of sustainable mobility innovation: **that's what the CIVITAS FastTrack project was all about.**

New mobility innovations will, simply put, not be successful in the long-run without the buy-in of local communities. New **governance arrangements that foreground participation and cooperation** are needed to ensure that mobility and transport systems are transformed as soon as possible, and in a sustainable and long-lasting manner. That is why FastTrack set out to support cities to explore governance and participation arrangements that bring all stakeholders together in the speedy implementation of new mobility innovations. Furthermore, cities explored new governance schemes that are innovations in and of themselves.





FastTrack's approach

FastTrack cities felt that participatory governance systems could be best understood by looking at: **engagement with public and private stakeholders**; **engagement with end-users** including residents, tourists, and other visitors; and **strategic partnerships**. Furthermore, attention has to be paid to how these components are **integrated** into processes and governance structures at the local and regional levels. FastTrack cities engaged with each other and with external experts to delve deeper.

Engaging public and private stakeholders

Representatives from the ULaaDS project walked FastTrack cities through ways to identify core stakeholders to engage with, and assess power relations amongst these groups, all through the lens of setting up logistics fora. They encouraged cities to start by identifying categories of relevant players (e.g. supply chain actors, shopkeepers, system suppliers). Then, to make use of existing tools to calculate power dynamics within the group, and to ensure that this is continually adapted and re-assessed. Local authorities should use power calculations to ensure that the focus does not remain only on extant players with known presence and inertia.

The FastTrack Supplier Registry

FastTrack used an open call to compile a Supplier Registry, which helped facilitate cooperation between FastTrack cities and potential solution suppliers. Cities used a search tool and filters to find suppliers suited to address their needs, while suppliers were invited to pitch their services at a Capacity Building Week.

Engaging end-users

Experts from Groningen (NL) and Malmö (SE) both spoke to the need to use a variety of methods to reach and engage with end users. Cities must consider that different groups will be reached differently, and should thus roll-out a portfolio of engagement methods, from digital tools, to cooperating with neighbourhood groups to identify needs, and to engaging children through schools.

Strategic partnerships

Antwerp (BE) allocated the equivalent of 1.5 full-time staff dedicated to working on the city's Sustainable Urban Logistics Plan alongside external expert consultants. This team identified the need to bring in a neutral partner to liaise between the local authority and private logistics actors. This actor acts as a kind of mediator, supporting successful partnerships even between actors with different motivations and end goals.

Integrating engagement into local structures

Several representatives from Bologna (IT) spoke to the city's thorough citizen participation processes when developing public transport policies. These span both informative and co-creational styles of engagement. Their key advice based on these experiences is that local authorities must ensure that their processes and structures are set-up to be flexible to locals' feedback. Those who participate in citizen engagement will (rightfully!) expect that their inputs will be seriously considered. Local authorities must, therefore, be ready to alter their original plans. If not, they will lose trust.



Bologna site visit, Image: Anna Westervelt



Results

FastTrack cities integrated newly acquired insights into governance, participation, cooperation and co-creation into their concrete **innovation deployment plans**. Some examples of FastTrack cities demonstrating the key points include:

City of Gdynia: engaging public and private stakeholders

Gdynia (PL) convened a workshop on the city's micromobility hub, aiming to understand which citizens shall be involved in setting-up the hub. There are several actors involved, spanning micromobility operators, those in postal services, cargo bike companies, and more. However, the workshop unearthed the need to engage additional actors, such as labour organisations specialised in delivery, to provide insights on factors like the impacts of the geography of the city, and the current skillset of delivery workers.

City of Stockholm: engaging end-users

To understand how whether existing cycling infrastructure can safely support the proliferation of cargo bikes, Stockholm (SE) equipped four people to go out with bikes, extensively use the infrastructure, and report back with their assessment of the quality of the network. This was a useful tool to get into

the mindset of end-users, and to better understand daily challenges faced by cargo bike users, which unearthed relatively easy-to-remedy barriers including broken kerbstones and litter on parts of the path.

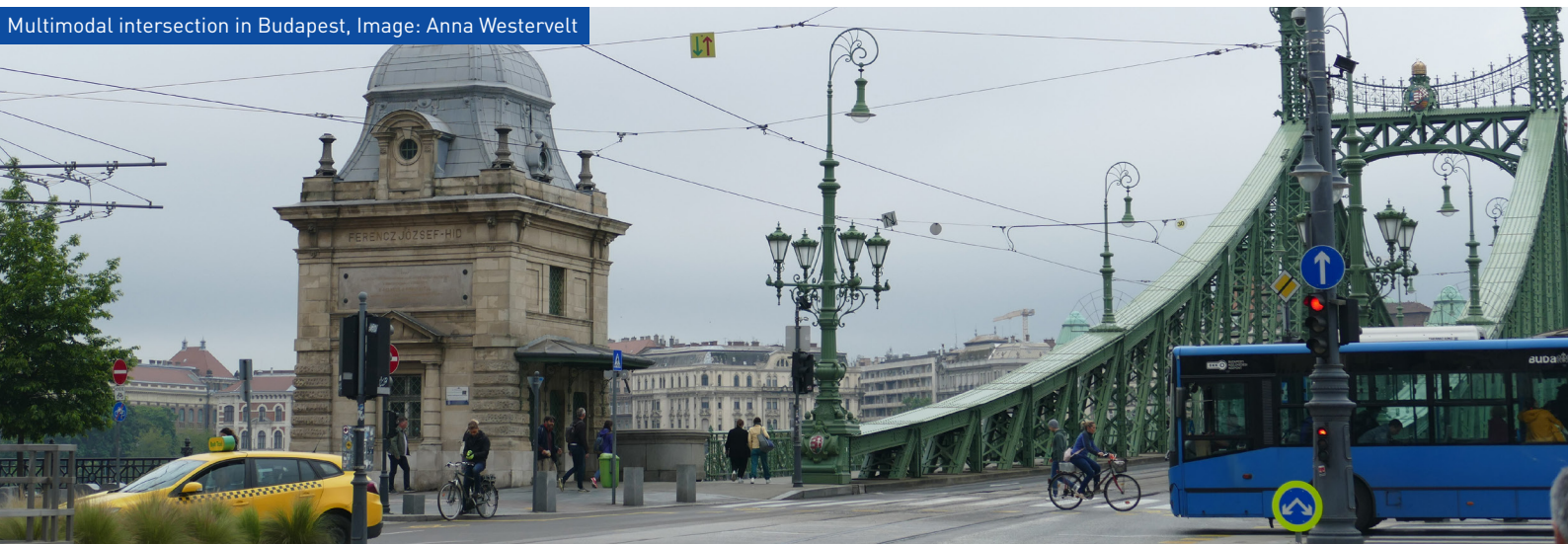
City of Murcia: strategic partnerships

Murcia (ES) relied on strategic partnerships and funding to tap others' knowledge and ultimately improve their plans for micromobility hubs. To bring in an expert partner, Murcia made use of the FastTrack Fund to engage in a partnership with Factual, a mobility consultancy. The city then relied on its fellow FastTrack peers to provide feedback on their plans for the hubs. Murcia used all this input to help shape how they will practically guide the private sector to develop their own hubs.

City of Bologna: integrating engagement into local structures

Bologna City Council (IT) established the Consulta della Bicicletta, as a formal group that gives voice to the cycling community and has the right – and mandate – to express opinions in City Council meetings. The Consulta has developed a strong working relationship with the municipal mobility department, providing feedback that shapes public mobility projects, cycling infrastructural plans, and which promotes public awareness of cycling.

Multimodal intersection in Budapest, Image: Anna Westervelt





Lessons learnt and recommendations

Partnerships, co-creation, and local engagement came up throughout FastTrack, thereby affirming that this is truly a cross-cutting theme that must be accounted for in all mobility planning and innovation roll-out.

Stakeholder engagement of all kinds – whether cities are engaging private partners, peer cities, or local

communities – must be based in **trust**. This trust can be developed and maintained in a variety of ways, including: engaging a neutral actor to act as something of a mediator; building processes with the explicit expectation that stakeholder feedback will be taken into account and may change original plans; and seeking out strategic partnerships with peers.

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