Making the change

Co-creating mobility solutions at the neighborhood level
the SUNRISE experience

CO-LEARNING

CO-IDENTIFICATION OF MOBILITY PROBLEMS

CO-SELECTION OF SOLUTIONS

CO-CREATION OF SOLUTIONS

CO-ASSESSMENT

About

The document summarises SUNRISE's key-recommendations after four years of research and fieldwork experiences of working with citizens at the neighbourhood level to tackle the most pressing mobility challenges. This brochure describes the actual change that occurred in the six SUNRISE neighbourhoods and the processes that led to them. The core part of the brochure is made of the so-called "tales of the cities" highlighting drivers, barriers and stories of involving citizens at every step of the co-creation process. Each city's story is then linked to SUNRISE's Sunbeams which represent the essence of the SUNRISE project. The final part of this publication contains a forward-looking message towards the European Commission, policy makers, local authorities and other stakeholders interested in making use of citizen-driven planning methods to deliver sustainable mobility measures in local areas.

Title
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Co-creating mobility solutions at the neighbourhood level:
the SUNRISE experience.

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Words of the coordinator

Dear reader,

We are pleased and proud to present this final brochure as the conclusions from SUNRISE. Two essential elements defined this EU-funded project: One was a deliberate focus on the neighbourhood as geographical level where people's everyday life unfolds, where many mobility challenges are most directly experienced and where certain measures can be most effectively applied. The other element had to do with a special kind of process, called "co-creation". By this, we mean a radical involvement of citizens and local stakeholders – not only as discussants of a pre-developed plan but as experts who know best what exactly the problems of their neighbourhoods are; what the most effective measures might be to address those challenges; and how the fairness and effectiveness of the collective innovation journey and its results should be assessed.

From May 2017 until July 2021, this specific approach was deployed in six so called "action neighbourhoods" in six cities and six countries. In this brochure, the people working on-the-ground in these neighbourhoods tell their stories. These tales all start with various difficulties: Economic downturn, criminality, extreme auto-dependence, unenforced rules, a lack of imagination, paralysing routines etc. But they all continue with encouraging narratives of people's enthusiasm, dedication, understanding, a readiness for compromise, volunteer labour, new partnership and trust between each other and between citizens and the administration and much more. None of these stories end with all-encompassing glory – some even contain elements of contest and serious disagreement (esp. when it comes to space reallocation). But all of them clearly mark a step in the right direction and they whet the appetite to continue the process towards a better, fairer and more climate friendly mobility system.

Without SUNRISE, without co-creation and without a focus at the neighbourhood level, even these initial steps might not have been possible. The reason for this is that the SUNRISE approach made it possible to overcome certain discussion taboos, to bring people around a table who would otherwise have never talked to each other, to make visible the mobility problems of social groups who typically are unheard (e.g. children, disabled people, waste collectors). Co-creation makes it possible to detect and articulate situations of unfortunate stalemate between citizens and the administration (e.g. both waiting for each other to do the first step), to discover the spread of frustration about a certain situation, to identify where exactly the problem lies, to utilise the creativity and energy of thousands of people, to remove that one annoying barrier that kept children from walking to school und a lot more.

Throughout these stories we sprinkled what we call our "SUNBEAMS". These are like nuggets we found along the way; essential insights that encapsulate what we consider transferable lessons. They are not recipes to apply blindly but intended as sparks of inspiration to ignite a co-creation process in your own neighbourhood. But don't be misled by our enthusiasm: Co-creation requires a lot of skill, flexibility, commitment, dedication, time and money. If you are willing and able to invest these resources: GO FOR IT! That way we can make a better world: One neighbourhood at a time.

Ralf Brand
(Rupprecht Consult)

Co-creating mobility solutions at the neighbourhood level

Why co-creation matters

Co-creation is a powerful tool in the transition to a sustainable urban future. As cities seek to move away from car-centred transport systems towards public transport and active travel, they must engage their citizens every step of the way, understanding their mobility needs and priorities, while comprehending the personal and structural challenges shaping their transport choices. Such shifts towards citizen engagement have been prompted by past misfortunes, where cities have learned- often too late- the perils of failing to understand local communities. Hamburg learnt the hard way when it was forced to abandon the construction of its mega stadium for the 2024 Olympics- when over 50% of the population voted against the city's bid for the games. We are now witnessing a dramatic shift. The city of Brussels has begun to embrace this approach. Over the last decade the Belgian capital has shifted from a strong top-down car-centric approach to a city that involves citizens in the decision-making process which takes the citizens together to transform the city for the better by putting people-centred policy-making at the heart of urban planning (more space for people who walk, cycle and encounter, less for cars and a fairer space allocation across all modes of transport).

From Big Messages:
Lessons for co-creative mobility initiatives in neighbourhoods:

Co-creation is an approach that focuses on bringing together different societal factors (typically including public administrators, stakeholders and citizens) around matters of shared concern. In addition to improving the quality and relevance of a service, a "product" (incl. public infrastructure) or policy, co-creation is increasingly applied to make governance more democratic, fair, and inclusive. Citizens are experts, with detailed knowledge on the problems they face in their everyday environments and insight into possible solutions. Local governments know the administrative and legal procedures that are necessary to implement solutions and are aware of the technical possibilities. Co-creation can provide an avenue for groups with different types of expertise to come together, and to include the voices of those who are affected most by decision making.

Co-creation doesn't translate into a simple "pleasing everyone". There is an inherent friction in every city in some places between what citizens want and what the city needs as a whole taking into account everyone's benefits. But involving citizens and other involved stakeholders and experts since the very beginning, helps the common understanding of the different positions and needs, and the finding of common compromises and solutions.

Big Messages — Lessons for co-creative mobility initiatives in neighbourhoods

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What is SUNRISE?

The EU-funded SUNRISE project (Sustainable Urban Neighbourhoods – Research and Implementation Support in Europe) put citizen-centred policymaking at the heart of urban mobility planning. The project deployed collaborative ways to address mobility challenges at the urban district level. People living in six neighbourhoods within the six SUNRISE pilot cities of Bremen, Budapest, Jerusalem, Malmö, Southend-on-Sea and Thessaloniki were empowered with co-creation techniques to tackle what they perceived as the most pressing mobility challenges.

SUNRISE entailed activities along the entire innovation chain: identification of mobility problems, development of innovative ideas, concrete implementation, systematic evaluation, extraction of lessons learned and their dissemination in the form of a "Neighbourhood Mobility Pathfinder".
https://civitas-sunrise.eu/mobility-pathfinder/pathfinder-tool

Local residents, businesses and other stakeholders were involved in all phases to create SUNRISE's "co-creation" spirit. Particular focus was paid to the involvement of typically under-represented groups such as migrants, women, older and younger people. SUNRISE aimed to lay the foundation for a Sustainable Neighbourhood Mobility Planning concept to complement the existing Sustainable Urban Mobility Plans (SUMP).

Co-creation
Co-production

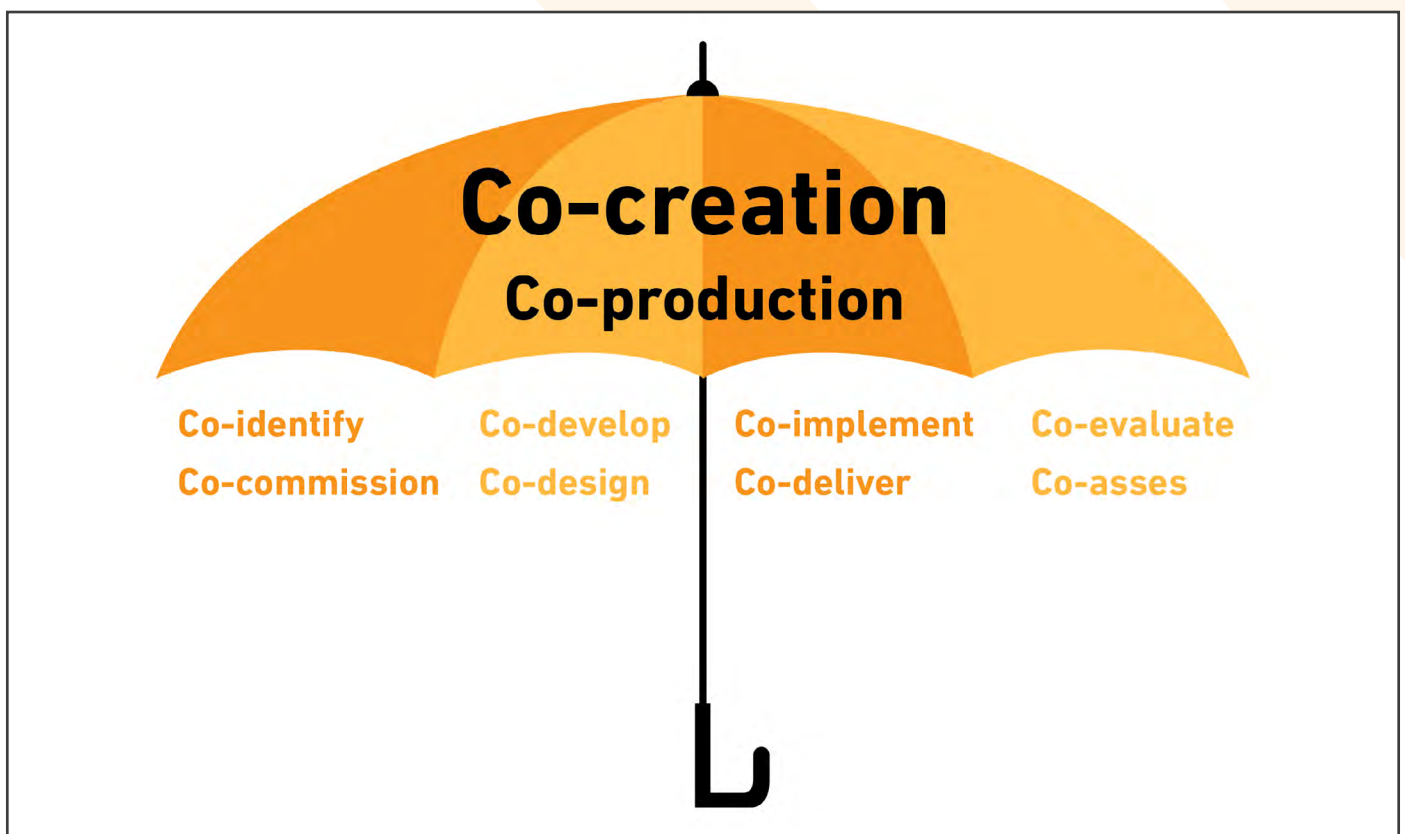| Co-identify | Co-develop | Co-implement | Co-evaluate |
| Co-commission | Co-design | Co-deliver | Co-asses |

figure: The Co-Family

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Watch the video

This video provides a brief explanation of SUNRISE:

What is co-creation according to SUNRISE

Within SUNRISE, Co-creation refers to a process that brings together different parties, e.g. a business and customers, to jointly produce a mutually valued outcome. In a co-creation approach, heterogeneous actors collaborate to produce knowledge, instruments, technology, artefacts, policy, know-how. Co-creation goes beyond traditional participatory methods to develop innovative solutions for complex problems, moving beyond the traditional hierarchical organisation structure. In terms of urban development, it shifts the focus from centralised governance towards co-production by empowering local civic actors and involving them in decision making processes, as well as encouraging partnerships and networks.

Co-creation brings together different actors including public administrators and citizens to discuss common challenges, such as urban mobility and transport. The purpose is to make governance truly inclusive by involving those that are directly affected by the decision-making process.

The inspiring principle is that everyone is an expert and has knowledge and experience of the neighbourhood in which they live. As a geographical entity, the neighbourhood is an opportune location where co-creation can be applied as inhabitants have a deep knowledge of their own neighbourhood and are interested in improving the quality and safety of the spaces where they live and move.

Why focus on the neighbourhood level?

In SUNRISE's Shared definition of key terms[1], the neighbourhood is defined as synonymous to district or quarter. The term is used to highlight societal aspects like identification, belonging, networking, trust, and agreement about the way to live. It has a physical size; it is defined by borders and infrastructures, however, it does not always correspond to a city's administrative boundary. As a spatial entity, the neighbourhood in SUNRISE is where everyday life unfolds, where people leave their front door in the morning, meet their neighbours, where children go to school and typically where people shop for their daily needs. In short: the neighbourhood is an extension of the home, where people spend a large part of their time.

The neighbourhood shapes our lives and our sense of what is normal and most of us have an intimate and very detailed knowledge about it. This provides unique opportunities for action: the spatial proximity of many destinations means that neighbourhood mobility takes place on foot, bicycles, kick scooters and other modes of transportation. The problems and repercussions of interventions are direct and tangible, which is conducive to experimentation and action research. Finally, a sense of community, a shared language, cultural references and established communication channels found in a neighbourhood provide social capital that can support meaningful collaboration.

There are, naturally, challenges inherent at the neighbourhood level as well: there may be tensions between competing uses of space. Local communities are often portrayed as closed with a stifling degree of social control, tacit – and therefore inaccessible – knowledge and untransparent decision making structures. Meanwhile, external actors (city administration, investors, corporate property owners) are often well organised, connected and funded, which may create a power imbalance against the neighbourhood residents. This is why seeking complementarity with SUMP wider policies is highly advisable[2].

1

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1 SUNRISE, Shared definition of key terms available at http://www.rupprecht-consult.eu/uploads/tx_rupprecht/SUNRISE_D6_1_Shared-definition-of-key-terms_final.pdf

2 This definition is taken from Big Messages: Lessons for co-creative mobility initiatives in neighbourhoods a joint publication of four EU-funded projects - SUNRISE, Cities-4-People, METAMORPHOSIS, Looper that worked with citizens to co-create mobility solutions at the neighbourhood level. (QR Code pag.5)
Download the publication here: https://civitas-sunrise.eu/wp-content/uploads/2021/02/Polis-Big-Messages-Brochure-08-WEB-Final_compressed.pdf

Tale of six cities

In this section we ask the SUNRISE action neighbourhoods about their experiences of applying the SUNRISE co-creation methodology to tackle mobility challenges with citizens in their neighbourhoods. Each city's representatives are highlighting drivers, barriers and stories. If you would like to know in detail what mobility measures were co-created per neighbourhood we suggest consulting the Neighbourhood Mobility Action Plan (NMAP) which contains the six different action plans per neighbourhood with the collectively selected and developed measures. All measures took into account the challenges co-identified throughout the first phase of the project as described in the Neighbourhood-Mobility-Dossiers.

Engaging the community

Engaging with the local community is the guiding principle behind the SUNRISE project methodology. The three key steps towards effective community engagement start with the co-identification of problems in the neighbourhood, followed by a co-selection of corresponding solutions and measures, and finally the co-implementation stage.

These three steps seek to involve city representatives and civic actors in a collaborative and complementary way. A truly participatory process requires input from everyone in the decision-making process, including the so-called "hard-to-reach groups" (e.g., older people, children, mobility-impaired people, those from lower income and/or migrant backgrounds, LGBTQ+ groups). At same time it is important to take into account the combination of online and offline tools which involve different citizens groups.

Digital co-design tools and platforms are useful instruments that facilitate co-creation; however, physical meetings and events remain important instruments for engaging citizens who do not use digital services or prefer personal interaction.

The SUNRISE action neighbourhoods have deployed a variety of methods, both digital and psychical, that maximised citizens' involvement. SUNRISE explored a variety of online and offline tools that can be used to engage with the local community depending on the target groups addressed (citizens, politics, city administration, lobbyists associations, business, service provider, (Public Transport companies, etc.)[3].

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[3] To know more about tools and methods to engage with the local community we suggest referring to SUNRISE e-course (units 3, 4 and 5,); the Handbook for Participation Strategies for Mobility Issues in Neighbourhoods; the Big Messages: Lessons for co-creative mobility initiatives in neighbourhoods publication which are all on the SUNRSE website https://civitas-sunrise.eu/

Lindängen (Malmö): Flexibility – the art of navigation and being flexible in a co-creation process

"Our experiences working in this co-creation process have made it very clear that every neighbourhood and co-creation process is unique and learning and adapting continuously are essential. When it comes to co-creation a lot of flexibility is needed across the framework, deadlines, scope and outcomes."

Emmy Linde
is Co-Designer at the city of Malmö, Sweden

A Co-creation moment in Lindängen (Malmö)

Emmy, which SUNRISE achievements make you feel proud?
This is definitely the collaboration with local actors and citizens - and the effect such collaborations have had on the people participating, as well as in a wider sense. For example, during an inventory walk, a teenage girl spotted that some of the lights in the park were out of order. As part of the activity, she reported the faulty lights via the municipality webpage. When the lights were fixed, she told her friends that she had been involved in making the lights working again. This was really great to hear! In another case, citizens were more interested in coming up with ideas for how to improve the urban space in their neighbourhood after noticing that the municipality had taken into account their concerns for illegal driving and established traffic calming measures. They clearly felt inspired to engage further on seeing direct results of their participation. We wanted to build trust in the neighborhood, especially trust between the municipality and its citizens, so we are very happy to have been able to contribute to this!

What was the biggest challenge you encountered and how did you address it?
Our biggest challenge was that citizens did not think that they had a mobility issue, and if they did it was not deemed significant or urgent enough for them to become involved in a co-creation process. However, neighbourhood safety was a significant concern. Feeling of lack of safety had mobility implications as people were concerned when walking or biking in the area, thus restricting daily life and mobility for both adults, teenagers, and children, and leaving public space devoid of life and vitality. In response to this we reframed the scope of the project to challenge the municipality, local actors, and citizens to find solutions to this problem. However, even when the focus of the project was shifted towards safety it remained difficult to involve citizens and to maintain their commitment throughout the process. To tackling this, we made the engagement process more flexible. We worked closely with local actors and adjoined our work to forums and networks. This approach was also successful in communicating with some hard-to-reach groups in the neighbourhood. Our experiences working in this co-creation process have made it very clear that every neighbourhood and co-creation process is unique and learning and adapting continuously are essential. When it comes to co-creation a lot of flexibility is needed across the framework, deadlines, scope and outcomes.

How are you integrating SUNRISE in your activities, what is the project's legacy?
Our hope is that by making small changes together with residents, we might have changed the way they see the municipality, and at the same time, the way we, the municipality, see ourselves and our work. We want to encourage the municipality to solve some of the organisational and legal barriers inhibiting co-creation which have been identified throughout SUNRISE. We also want to continue nurturing the local collaborations that have been created and try to find further capacity to embrace and facilitate co-creation and its possibilities.

Lindängen (Malmö):
Flexibility – the art of navigation and being flexible in a co-creation process

Lindängen is characterized by a multi-ethnic, international and very young population. 34% of its residents are below the age of 24, compared to 29% in the whole of Malmö. Lindängen is a neighbourhood where citizens have been involved in several previous projects. The experience has not always been positive, and many people have become disillusioned with projects which do not provide tangible results. Therefore, it has been crucial for SUNRISE in Lindängen to focus on transparency, communication and the ability to act on the issues and measures that were raised by citizens. The focus of SUNRISE is to understand why many people in the area are avoiding cycling and walking in the neighbourhood. The aim is to increase sustainable travel. As there is a lack of urgency amongst citizens to work with sustainable mobility initiatives in the area, mobility needs to be addressed in other ways. This has been done by talking about the feeling of safety and measures linked to enhancing safety across the neighbourhood, as it was perceived as an essential issue.

Quick facts about Lindängen

Neighbourhood challenges

- Participation and project fatigue
- Lack of trust in the municipality
- Other issues regarded as more pressing than sustainable mobility
- Language barriers
- Lack of knowledge and supporting organisational structure for co-creation

Watch the video

to learn more about the SUNRISE activities in Malmö.

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Thessaloniki: Winning the confidence of the local community in the co-creation process

"The main legacy of SUNRISE is the introduction of participatory activities and techniques to engage citizens and make them part of the solution."

Michail Karampasis
is a Civil Engineer at
Thessaloniki Transport Authority

Michail, which SUNRISE achievements make you feel proud?
One of our successes is making the participatory processes part of the neighborhood's everyday life and joining local networks together. It was very important to ensure that all voices were heard -especially vulnerable social groups such as the elderly and students. For this reason, we tried to involve them by meeting them at important locations in their lives, such as schools and the elderly centre. As a result, the newly established network, the Youths of Neo Rysio, reached out to us to organize activities to improve the neighborhood like designing posters for the new bus shelters and repainting bicycle lanes. Citizens of our neighborhood are very pleased with the outcome of the SUNRISE project and recognize that improvements in the local infrastructure are a result of their efforts.

What was the biggest challenge you encountered and how did you address it?
The co-implementation phase of the project was delayed by approval processes, which was a source of annoyance for those involved. Adding to this, the co-implementation phase mainly included urban installations that could be completed only by the contractor and experienced personnel, this meant the Core-Group had more of a supportive/ consulting role than actual involvement, thus aggravating their frustration. In order to overcome this barrier, we tried to keep the Core-Group updated throughout each step of the co-implementation phase (e.g. by regular e-mails) and involved them as much possible by organizing parallel activities such as online polls to determine details for the urban installations (like colour of bicycle racks) or designing material for the urban installations (like posters for bus shelters) and organizing competitions to promote sustainable mobility, giving away prizes (like bicycles and t-shirts).

How are you integrating SUNRISE in your activities, what is the project's legacy?
Even though measures (such as smart bus stops and bus shelters, bicycle rack, safety signage) implemented in our neighbourhood during SUNRISE are innovative and very important to the residents they are just part of the project's legacy. The measures provided us with additional knowledge of how to improve and resolve specific micro-mobility issues on a neighborhood level; however, the desire of residents to improve their neighborhood and take active role in real decision-making processes made us reconsider the value of public opinion. Thus, the main legacy of SUNRISE is the introduction of participatory activities and techniques to engage citizens and make them part of the solution. Specifically, we plan to use these techniques in order to value public opinion in issues such as improving the schedule of a bus line and also for future design like estimating the traffic on a metro station. It goes without saying that data from such techniques will be used collaboratively with existing studies.

Co-creation in Neo Rysio (Thessaloniki)

Thessaloniki:
Winning the confidence of the local
community in the co-creation process

The neighbourhood of Neo Rysio is located in Metropolitan Thessaloniki, covering an area of 20 ha and administratively belongs to the Municipality of Thermi. The population of Neo Rysio is 2,952 (Census 2011), 20% of which are elderly (>60 years), and 25% of which are young people (0-19 years old). The inhabitants of Neo Rysio exhibit a high sense of belonging and cultural linkage that dates back to the historical roots of Neo Rysio as a refuge of relocated Greek population during the 1920s. The participation of Neo Rysio in SUNRISE arose after collaboration with the Municipality of Thermi, as an area presenting great interest in issues of urban mobility but also because of their recent involvement in the SUMP of Thermi. The aim was to improve citizens' everyday life in terms of mobility through a process which involves active engagement and participation of citizens in an interactive and participatory manner.

Quick facts on Neo Rysio-Thermi

Neighbourhood challenges

- Car as the dominant transport mode causes heavy traffic on two main streets
- Inappropriate infrastructure to access schools
- Lack of playgrounds and appropriate infrastructure for children' and families' recreation activities
- Bureaucracy as a barrier for obtaining approval

Watch the video

to learn more about the SUNRISE activities in Thessaloniki.

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Our four sunbeams for engaging the local community

Co-creation process in Lindängen (Malmö)

New bike racks in Neo Rysio (Thessaloniki)

It's in the mix - Tailor the co-creation process to your neighbourhood

Each city and each neighbourhood are different. The principles of co-creation (e.g., the need for clear and constant communication with stakeholders) need to be adapted to each individual neighbourhood. Co-creation must build on the local contexts. Knowledge about the neighbourhood gives access to local networks and individuals who are key to success. Only processes adapted to the specific social and physical characteristics of the neighbourhood and to the existing governance structure ensure suitable solutions and acceptance of change. Differences exist not only between neighbourhoods, but within them. To work with different target groups, it is necessary to apply a mix of methods. Be ready for trial-and-error. If certain target groups are not reached, adjustments are necessary. In particular, pay attention to the typically underrepresented groups and develop specific formats for their involvement.

Don't try to put co-creation in a box

Processes with multiple stakeholders are inherently complex, especially if these stakeholders are trying to tackle multifaceted challenges. Co-creation lends itself well to deal with and navigate social complexity – but only if you use a "complexity conscious mindset", open to changes in aims, methods, and outcomes of the process. If you invite people to co-create every step of the innovation chain, plans and even problem definitions are likely to evolve along the way. Therefore, the remit of the project must be very wide or open to be redefined. This requires a highly flexible planning framework. If the municipality is not available to accept changes in the scope of the project, involving residents and local stakeholders only in some of the stages of the co-creation process may lead to better results. Common practices are appropriate to tackle structured problems. Co-creation often faces complex or chaotic challenges which call for innovative and unconventional approaches.

Our four sunbeams for engaging the local community

Involving local actors in Lindängen (Malmö)

☀ *Open up possibilities for co-implementation*

Co-implementation is when things happen - something that normally makes people excited. Involving local actors in implementation increases their ownership and adoption of measures, reduces the risk of vandalism andimproves social cohesion, generating feelings of joint achievement. Get creative and inspire local partners in what co-implementation could mean. Share good practice examples. Check in regularly with residents to remind them that they can co-implement, and how they can do it. Do not wait for big co-implementation opportunities to emerge. Value small hands-on involvement: watering of trees, trash removal, small paint jobs. Identify and tackle practical barriers (e.g., insurance, liability, administrative processes, silo structures, lack of communication routines).

The Neo Rysio neighbourhood in Thessaloniki

☀ *Communicate and build on human relationships to foster engagement*

A major challenge for co-creative processes is keeping citizens involved and motivating them to participate in the long term. This is due to the complexity and the duration of co-creation processes and the related "participation fatigue". A communication approach successful in keeping actors engaged involves good branding, continuous communication, an easy way for people to contact those responsible for the process, a consistent momentum of meetings and events, awareness-raising campaigns, the diffusion of small-scale success stories linked to what emerged in the early phases of the process even before the actual implementation stage. But it is not only about communication techniques. Citizens are human beings: be friendly, offer people the opportunity to build new connections, recognise and enhance their desire to do something good for their neighbourhood and their neighbours. Competitions and awards, building on people's goodwill, can keep them engaged, triggering and strengthening a positive attitude towards the measures put in place.

Building consensus and managing conflicts

Co-creation should aim to create solutions that involve all relevant stakeholders. An important aspect of this process is the combination of how to build consensus from the local community while at the same time be able to manage conflicts.

It will not be possible to please everyone, particularly when the problems at stake concern non-multipliable resources such as space, for instance. Conflicts cannot be removed completely because there will always be individuals with different and contrasting interests.

Some conflicts might remain unresolved, but this doesn't mean that the co-creation process hasn't worked as long as the different interests and groups have been well represented. It is all about voicing different views and having a structured co-creation approach that builds on a transparent community consensus around measures. If there is transparency throughout the process, those measures which are more controversial could be pushed forward for the benefit of the whole community.

In that respect, co-creation can be seen as a conflict resolution tool and allows administrations to raise and tackle more controversial issues. These stories from the SUNRISE action neighbourhoods will tell us more about this topic.

Budapest: Creative tools in citizen engagement

> *"The positive outcome of the pilot actions is an inspiration for the citizens, the municipalities, and other stakeholders. It shows that the invested time and effort in the co-creation is worth it, the transparency builds trust, and dialogues support deeper understanding of problems and solutions."*

Zsuzsanna Király
is Project Communication Manager at the Municipality of Zugló, Budapest

Zsuzsanna, which SUNRISE achievements make you feel proud?

I think the voting software really made a difference. It was developed to support the selection of the most popular mobility pilot actions. Initially it was not effective but after a few weeks participation started to accelerate. It was positive feedback for the project team, the methodology was working, the software was easy to use, and people started to share the information. This was one of the prime success moments of the project.

What was the biggest challenge you encountered and how did you address it?

Co-creation was a unique methodology for citizens. We had to explain very clearly the frames, rules and flexibility and in some cases the uncertain outcome of the project and the roles of the participating partners. The intensive research activities – inquiries, feedback questionnaires etc. - are new to the municipality too. The regular thematic meetings with the Core Group, as well as detailed and repeated communication helped to overcome these barriers. The traditional operation of the municipality's main communication channels and decision-making processes are too bureaucratic, and thus complicate direct involvement of local citizens. Therefore, we set up an independent communication channel; the miuglonk.hu and mizuglonk Facebook page and the project leaflets served the direct communication (**mizuglonk.hu** - **https://www.facebook.com/mizuglonk**).

How are you integrating SUNRISE in your activities, what is the project's legacy?

The positive outcome of the pilot actions is an inspiration for the citizens, the municipalities, and other stakeholders. It shows that the invested time and effort in the co-creation is worth it, the transparency builds trust, and dialogues support deeper understanding of problems and solutions. Some elements of the SUNRISE methodology, e.g., thematic walks, pop-up information stands and voting tool, are already utilized in current mobility projects in Hungary. A significant number of local municipalities – Capital City Budapest and several districts – are interested in the methodology and are planning to initiate co-creation process like SUNRISE aiming for more sustainable, walkable neighbourhoods in the city.

Engaging with citizens in Zugló (Budapest)

Törökőr is situated in Zugló, which is one of the 23 districts of Budapest, located in the transitional zone, between the core and the outskirts of the city. Budapest has 1,7 million residents, of which approximately 125,000 live in Zugló and 12,000 in Törökőr. The size of the neighbourhood is 1.75 km2. Budapest has a two-tier administrative system: The Municipality of the Capital City of Budapest is responsible for the issues of city level interest, and 23 district municipalities responsible for the issues of district-level interest. The Municipality of Zugló is the 14th district of Budapest and has a representative body with elected representatives. The neighbourhood has an ageing population which is causing organisational problems for the municipality. It also has its effects on mobility. For instance, ageing has an effect on public transport as there are areas with more passengers that have mobility problems. The neighbourhood is divided into 5 smaller areas by the railway and three crossing collector roads; Törökőr is home to middle-class people with higher qualification than the Budapest average. There are 5 kindergartens, 2 elementary schools, 7 technical collages and one high school located in the area. The area has a large number of parked cars; most of them are parked on public spaces and also serves as an "informal park and ride" solution for commuters due to higher parking fees in neighbouring areas. The proximity to the national sport stadium and Hungary's biggest sports court also causes parking problems. The neighbourhood has a reasonably well-developed public transport system; however, coverage is not complete. Accessing the main public transport lines causes problems for some groups of people (disabled people, elderly or parents with babies). Cycling is growing rapidly, and the need for developing cycling infrastructure – cycling routes, bicycle parking – is evident. The public bike sharing system does not reach Törökőr. Conditions of crossings or harmonisations of traffic lights need to be developed, but the main problem is on the borders of Törökőr, where the main roads inihibit mobility and separate Törökőr from neighbouring areas. New pedestrian crossings could improve the situation.

Quick facts about Zugló-Törökőr (Budapest)

- Congestion and a high level of air and noise pollution
- Insufficient public transport system coverage
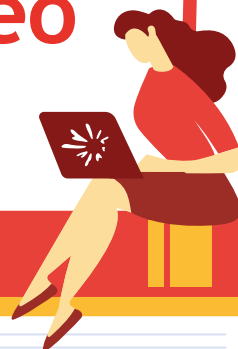- Car parking taking excessive space
- Lack of pedestrian paths

Neighbourhood challenges

Watch the video

to learn more about the SUNRISE activities in Budapest.

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Bremen: Dealing with conflict management, political challenges and managing expectations

"SUNRISE ignited a process that will continue in other neighbourhoods of Bremen. SUNRISE delivered a blueprint for addressing the issues discussed above and other German cities are also interested in the SUNRISE experience."

Michael Glotz-Richter
Project Manager in sustainable mobility - City of Bremen

Michail, which SUNRISE achievements make you feel proud?
As in every other city, re-organising parking in narrow streets in Bremen is a 'hot potato', as the car is subject to strong emotions. SUNRISE has been dealing with more than parking management - it is about street space management. It is also about walking, inclusion of handicapped individuals, cycling and climate adaptation and liveable streets. Before, we had a lot of illegal parking on sidewalks in the neighbourhood, and the particpation process exposed the extent of conflict this caused. We think it was a good approach to have street walks and street stands with debates in smaller groups instead of the usual assemblies. You also reach families and teens, you can talk with people that usually don't dare to express their opinion in larger assemblies. In addition, you are on the spot - literally in the space being discussed. In the Bremen SUNRISE area, by re-organising car-parking about 1600m sidewalks became usable again. It makes us proud to see how people can walk side by side, when they move around now conveniently – particularly for those using prams or in a wheelchair. It makes us proud when receiving the response from drivers of waste-collecting vehicles who are no longer inhibited by illegally parked cars. Of course, not everybody is happy, for some car owners it feels like losing parking space. Complaints reach as us as well as supportive messages. There are new paid-parking areas around hundred meters away, - about 50€/month - but people were used to parking for free. These reactions mean Bremen SUNRISE has also involved navigating reaction to change.

What was the biggest challenge you encountered and how did you address it?
The biggest challenge was the emotional role of the car, which became even stronger when the new parking regime was implemented and the general rules of parking were enforced. There is clearly still a lot of out of date thinking around the car as a status symbol. Despite all stereotypes about Germans and keeping rules - this is definitely not true when it comes to parking. With the planning we were flexible - but we also expressed clearly that the legal framework sets a limit: the given narrow sidewalks are for walking and not for car parking. On such aspects you have to be transparent.

How are you integrating SUNRISE in your activities, what is the project's legacy?
SUNRISE ignited a process that will continue in other neighbourhoods of Bremen. SUNRISE delivered a blueprint for addressing the issues discussed above and other German cities are also interested in the SUNRISE experience. We learned a lot about change management. We also have to recognize that despite all participatory measures, some conflicts may remain. We also have to respect legalities – which surround parking regulations; there is no dodging the legal framework in neighbourhoods.

Yuri and the team enjoying streets with fewer parked cars in Bremen.

Bremen:
Dealing with conflict management, political challenges and managing expectations

The Hulsberg neighborhood is situated close to Bremen's historical centre. It is a densely populated residential and mixed-use area, with 29,500 inhabitants. The borough has a wide mix of social groups: traditionally a high percentage of students and academics. Hulsberg is very lively, hosting a large area for shopping, with restaurants and bars. Although the modal split of the neighbourhood shows a preference of non-motorised modes, placing pressure on parking space and access to street spaces for non-drivers. Many sidewalks are partly used for car parking. As a consequence, the space for pedestrians is significantly reduced. Bicycle parking on the sidewalks and garbage bins further add to the problem. The integration of the new neighbourhood "Neues Hulsberg" with new residents and the further enlargement of the hospital's capacity - which is situated in the middle of the neighbourhood - may increase existing problems. Car parking has become emotionally charged and an extremely sensitive theme across the neighbourhood, and a political issue. For many decades, the practice of parking partly on sidewalks was accepted – although not legal. As cars become bigger, the situation is getting more precarious, and it needs the political will to change things as well as the support of the whole community.
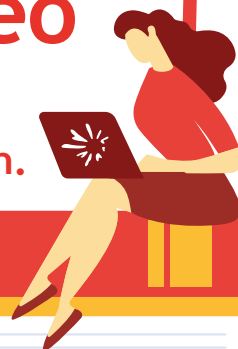
Quick facts on Hulsberg (Bremen)

Neighbourhood challenges

- The street space is heavily overused
- Growing of the residential area
- Illegal parking established as a tolerated practice
- Space is scarce for bike parking

Watch the video

to learn more about the SUNRISE activities in Bremen.

Scan the QR Code

Our four sunbeams on how to build consensus and manage conflicts

Involving local resident in Zugló, Budapest

Kids on streets with no cars on sidewalks in Bremen.

Provide participants with knowledge and inspiration

To be able to create something together, all actors must first be provided with a basic level of information to frame problems and solutions. Particularly complex topics such as "sustainable mobility" require access to a common knowledge base regarding definitions, different options, aspects, interactions, challenges, and impacts: how does everyone's choice of transport affect the environment, the economy, and the common public space? What legal restrictions are in place? What could an alternative future look like? Education campaigns, information boards during events can help here. Visiting best practice examples or their presentation by external experts has also proven to be very helpful. Documentation in lay terms and easy to access must be made available.

Manage expectations to avoid disillusionment

Driven by their desire to find solutions to problems, people's expectations often exceed reality. This is particularly valid in a neighbourhood context where co-creation is used to harness and put together the ideas and creativity of many people, often coming from very diverse, hard-to-reach and other under-represented groups of the population. What possibilities and limits do the process and its outcomes have? How do citizens' statements evolve into implemented projects? Who has the final word on what will be done? What is the available budget for the measures proposed by the citizens? Memorandums of understanding, dossiers, participation promises, the explicit articulation of a "corridor" of options (clearly stating what is NOT possible) can be used as effective means to answer such questions, managing expectations and so avoiding disillusionment and unrealistic demands by stakeholders. Transparency is important for the traceability of the process and decisions and avoids disappointment.

Our four sunbeams on how to build consensus and manage conflicts

A map of the Törökőr neighbourhood Zugló (Budapest)

A cargo bike in Hulsberg (Bremen)

Aim for fairness not (necessarily) for majorities

Do not try to make everyone happy but make sure that no one suffers, above all those whose voice is not heard. Promote the principle of "systemic consensus", departing from decision making based on majorities and aiming for decisions to which no actors have significant objections. Caring only for majorities can create severe problems for a few – possibly vulnerable – others, which is not ethically acceptable (for example: if parking on sidewalks is permitted, most residents may enjoy the convenience of a parking spot in proximity of their house. However, if this means that a wheelchair user cannot use the sidewalk anymore, the situation is unacceptable). Defining what is fair is complex and sometimes accepting it requires one group to lose established privileges. The co-creation process can help – above all if it succeeds in achieving a true representation of the neighbourhood – by increasing the awareness of and the empathy for the needs of others, for instance by means of small group discussions and first-hand experiences. However, the problem exceeds co-creation, and it requires the co-creation team to interact with democratically elected decision-makers.

Be mindful of the need for political support

The support of local politicians determines the success of a co-creation process. Local politicians have the power to veto the co-creatively developed and agreed solutions. Therefore, it is necessary to get in touch with them and gain support for the co-creation process from the beginning. During the process, ensure involvement of local politicians through regular information and exchanges. Bringing politicians together with the local actors might help to create a positive stance towards the co-creation process in both groups. The continuous involvement of politicians in the co-creation process can facilitate – although does not necessarily ensure – the achievement of political agreement on the measures to implement. In any case, the democratic decision-making process has its rules, so consider carefully the time needed for the official approval of the outcomes of the co-creation process by those who are in charge.

Leveraging the benefits of the neighbourhood level

At the beginning of this publication, we underlined the main reasons why focusing on co-creation at the neighbourhood level might be a win-win process, both for the city administration and for local residents and other stakeholders. Neighbourhoods are the natural environment for co-creation: distances are shorter, people know each other, a sense of community is often already there. Fostering a more sustainable mobility at this geographical level of a city while building on the social capital that people provide in the neighbourhood is easier.

In fact, often existing networks and channels facilitate human interaction both with the city administration and with the local community. The inspiring principle of co-creation is that everyone is an expert and has knowledge and experience of the neighbourhood in which they live. As a geographical entity, the neighbourhood proves to be one of the best places where co-creation can be applied as inhabitants have a deep knowledge of their own neighbourhood and are all interested in improving the quality and safety of the spaces where they live and move in their everyday life. Neighbourhood-level planning should be acknowledged, promoted and funded as a standard element of planning for the sustainable city. On the other hand, co-creation takes times and may require substantial financial resources. Securing finding in this respect is key while convincing funders from different departments on the benefits of focusing on the neighbourhood level is a worthwhile investment as the experiences form the SUNRISE actions neighbourhoods are showing.

One barrier is a lack of familiarity with the process, its benefits and suitable methods and tools. City planners' and policymakers' work can be improved by the involvement of citizens (who are often also the subjects of their work), and citizen initiatives can be enhanced by working with local authorities. In order for co-creation to be taken up more widely, people must understand the value of such approaches. It would benefit city planners and policymakers to bring other stakeholders, including residents, into the planning process, and by the same token, it is important that residents and other stakeholders understand the benefits of their involvement.

Jerusalem: SUNRISE model – formalising and transferring the SUNRISE approach

> *"Walkability was a key issue. To shift from private cars as the primary mode of transport to a system of walkability requires a multi-scale, multi-disciplinary approach. While this was a major challenge, it was also an opportunity."*

Maya Tapiero
Coordinator for SUNRISE
in Baka, Jerusalem

Maya, which SUNRISE achievements make you feel proud?

In Baka our flagship project was to achieve approval for the "Green Path", a walkable boulevard for the neighbourhood which prioritizes pedestrians. Believing in the power of grassroots movements, our approach was to involve the residents every step of the way, from defining leading principles to co- designing the traffic flows. By working with people from the neighbourhood the final traffic plan was customized to local needs and desires. The public participation meeting, in which the wider public was invited, went smoothly-barring several concerns for parking which are already being addressed in parallel forums. *"Walkability was a key issue. To shift from private cars as the primary mode of transport to a system of walkability requires a multi-scale, multi-disciplinary approach. While this was a major challenge, it was also an opportunity. By bringing partners together, working with individuals from education, social work, community building, local politics, urban planning and sustainability, we reached new audiences while reinforcing the importance of the issue among decision makers."* Citizens have come to view walkability not only as nice-to-have, but as their civic right for safe, accessible, pleasant and healthy neighbourhoods. In SUNRISE, every event and project were approached as a means of raising awareness, and by inviting partners from across the professional, civic and municipal spectrum, walkability has become an aim in its own right.

What was the biggest challenge you encountered and how did you address it?

The last phase of planning for the Green Path was a complex process. The initial traffic plan, superimposed on the conceptual plan by HQ Architects, proposed the removal of seating islands which reduce traffic flow. These seating islands today block traffic from passing through, and they represent for the Baka community a major step towards safe and walkable streets. When this proposal was presented to the community, there was loud (yet expected) outcry against the proposal, and many residents expressed their disagreement over the strategy. The clear and distinct opposition of the community to the traffic proposal opened the way to a unique opportunity - redesigning the traffic plan with the complete participation of the residents from start to finish. Two parallel forums were created for this process: a WhatsApp group of activists for the wider community, in which major developments or questions were presented and discussed; and a smaller working group consisting of the traffic planner, architects, Baka Community Council representatives, and SUNRISE Core Group members. Each brought their expertise - whether traffic planning, their knowledge of Baka, or of the urban planning system, and together created a proposal that was innovative and acceptable to the wider public.

How are you integrating SUNRISE in your activities, what is the project's legacy?

The Green Path will be implemented as a result of the process in SUNRISE and will provide the Baka community with a walkable boulevard that promotes the health and environmental sustainability of the area. Moreover, it is an example of two successes: a walkable, neighbourhood-scale boulevard as a showcase for other Jerusalem neighbourhoods, and as an example of urban design and traffic planning with the full participation of the community. Two other neighbourhoods in Jerusalem are already advancing initiatives based on the SUNRISE model: Gonenim, and Abu Tor. Gonenim has developed a set of projects, including one like the Green Path that will be an accessible family-friendly route crossing the Gonenim area. Abu Tor will be advancing projects based on the educational aspect of SUNRISE: in Baka, road safety improvements were made to walking routes to school in partnership with parents' boards and schools, and students became Walkability Ambassadors to the wider public by attending workshops on public speaking and walkability issues, giving presentations in schools and street festivals. The educational segment has currently been developed into an 8-part curriculum for all schools in Jerusalem and includes a promotional video of the Ambassadors giving 'walkability homework' to kids in their classrooms. This working model will be customized to other neighbourhoods looking to take part. In short, the project will live on, advancing sustainable mobility in Jerusalem as a whole...stay tuned!

Talking with residents in Baka (Jerusalem)

Jerusalem: SUNRISE model – formalising and transferring the SUNRISE approach

The co-creation approach in Jerusalem is being tested in Baka, a 13,000-inhabitant neighbourhood located in the south of Jerusalem and home to a diverse group of residents with communities spanning: the religious and nonreligious; economically well to do and economically more marginal; native born and new immigrants; a European cultural orientation and a Middle Eastern cultural orientation; and the list goes on. Despite the different cultural orientations of the population, the community has a pluralistic ideology which fosters a shared sense of community identity, a heightened sense of environmental awareness, and a strong commitment to civic duty. SUNRISE's implemented neighbourhood measures aim to foster sustainable mobility together with the residents. One of the key measures was the 'Walk to School' programme, which is encouraging students and pupils to walk to school – the aim is to create awareness about walkability in the neighbourhood and reduce the number of private vehicles used to bring students to school. The measure intends to foster a shift towards a sustainable mode while helping to decrease congestion and improve the air quality for all residents. Students are learning about the benefits of walking to school and are giving 'lectures' on walkability to other classes and groups in the community. In this way they are becoming the real ambassadors of the initiative and the drivers for change. The stated objectives of SUNRISE in the Baka neighbourhood are to: increase the number of children walking to school rather than being driven by car; reduce air pollution through increased use of public transport and less motorised travel; change the split of travel mode in general: less motorised transport, more walking and cycling; redesign public spaces that enable safe and pleasant non-motorised travel; Implement a neighbourhood "Mobility Innovation Centre"; advance community cohesiveness and programming that encourages the above objectives. The focus of action was the redesign of public spaces and the creation of a low-motorised "Green Path" to link residential areas, community institutions and businesses.
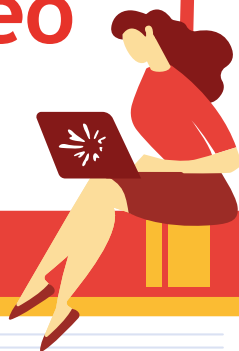
Quick facts about the neighbourhood

- Lack of cycling infrastructure
- Congestion in narrow dead-end streets
- No adequate public transportation for the elderly population
- Need for awareness on walkability among the youth

Neighbourhood challenges

Watch the video

to learn more about the SUNRISE activities in Jerusalem.

Scan the QR Code

Southend: Convincing the national level of the benefits of co-creation to secure funding for SUNRISE activities

"We have learnt that early engagement is key, as well as developing ideas with a number of different participants including the harder to reach groups. Through the process we have developed a working group with a broad range of stakeholders, where discussions are had in the early stages of a project, with individual requirements feeding back into the project development."

Andrew Gibbons
Civil Engineer for Southend-on-Sea Borough Council

Andrew, which SUNRISE achievements make you feel proud?

The most rewarding and arguably the most successful part of the project would have to be the presentation of the final designs to the core-group for approval, who were all excited by the outcome of this co-creation project. This was then echoed, when the final designs were presented to our stakeholders, where the majority were delighted the proposals as they could clearly see that their input had contributed to the process and the outcome satisfied the requirements of both residents and local businesses. Although the project is not yet complete, and construction works are ongoing, the achievement that makes us feel proud is hearing the local stakeholders take ownership of the project as they have been directly involved with its development, from a very early stage.

This is something not often observed by the project team especially in the U.K. Stakeholders are purchasing new equipment for their businesses that tie-in with the new surroundings combining the color palette of the project to enhance the experience of their customers. Often in re-development projects, local stakeholders feel ignored which in-turn makes them more likely to complain. In this instance and as part of the SUNRISE process, the majority have been involved from the start and therefore get a feel for the processes involved in developing a project of this magnitude so are often more accepting.

What was the biggest challenge you encountered and how did you address it?

In the United Kingdom, the formal process for project design approval, requires presenting proposals at numerous Council meetings and events prior to receiving permission to proceed with construction. Given the high-profile nature of the location, achieving a design everyone could agree on was an arduous and particularly challenging process. The council also had a high turnover of staff, many of whom were key members of the SUNRISE core group, prior to the implementation phase of the project. We were able to mitigate these circumstances with effective project management, targeted communications and effective project handovers to integrate new team members into the project. Furthermore, with a project of this scale, there was an inevitability that there would be a number of different challenges along the way. To date, the biggest challenge we have encountered is completing the construction phase of the project within the period of the Covid-19 pandemic. Initially the start of the construction phase was delayed due to the final approval processes being postponed. Even when we were finally allowed to begin works on the ground, through the UK national lockdowns we have suffered material shortages, delays to deliveries and reduced numbers and new ways of working for the operatives on site. To address this, the contractors and ourselves developed safe ways of working following the updated and ever-changing protocols to ensure the project is completed as swiftly as possible, whilst guaranteeing the quality of work is not reduced.

How are you integrating SUNRISE in your activities, what is the project's legacy?

The SUNRISE process can be easily replicated in other neighbourhoods in our city, an example where we will use this approach moving forward is the proposed educational sector public realm scheme called 'The Forum'. The mobility in this area is inadequate and this scheme seeks to remove barriers to mobility and deliver a comprehensive solution which best meets the needs of all stakeholders who utilise the space. The Forum project is currently being developed in the Southend neighbourhood we have integrated the SUNRISE co-creation methodology, albeit following a more streamlined process.*"We have learnt that early engagement is key, as well as developing ideas with a number of different participants including the harder to reach groups. Through the process we have developed a working group with a broad range of stakeholders, where discussions are had in the early stages of a project, with individual requirements feeding back into the project development."* Unfortunately, with the Covid-19 pandemic, face-to-face engagement has been restricted, but the 'Be where the people are' statement has proved to be a success, especially in the early stages of a project. The project's legacy at the neighbourhood level will be a usable public space, incorporating the measures developed in the co-creation process for a wide range of users to enjoy, giving locals and tourists a reason to return to the high street.

One of the projects in Southend-on-Sea

Southend:
Convincing the national level of the benefits of co-creation to secure funding for SUNRISE activities

The Southend City Centre neighbourhood lies at the heart of Southend-on-Sea. It is a dynamic neighbourhood with a mixture of business, residential, demographics and environments and is in close proximity to both railway networks and public transport services. The neighbourhood covers an area of around 0.5 km2 and has a population of around 4,700. Around 30% of the inhabitants in the neighbourhood are economically inactive which includes people who are retired. Victoria Circus and London Road in the Southend City Centre neighbourhood lie at the heart of Southend-on-Sea. The area is also divided by two of the busy roads in the Borough which converge in the north of the neighbourhood. The neighbourhood falls within one of the most deprived wards in Southend-on-Sea and there are efforts being made to regenerate the area. These societal challenges are mirrored in the quality of some of the neighbourhood's environment. The car is seen as a safer mode of transport and hence many opt not to walk or cycle.

Quick facts about Southend City Centre

Neighbourhood challenges

- Dangerous roads for cyclists and pedestrians
- Lack of seating, planting and lighting
- Poor quality of public realm
- Lack of trust from the community

Watch the video

to learn more about the SUNRISE activities in Southend.

Scan the QR Code

Our four sunbeams on how to leverage the benefits of the neighbourhood level

City of Jerusalem

Co-creation workshop in Southend-on-Sea

Be where the people are, do what people like

In the process of co-identification, the goal is to collect as much diverse feedback from the neighbourhood as possible. The easiest way to connect with locals is to be where they are. People are not willing go into a place that they do not know for a co-planning workshop, but usually they happily share their ideas at locations with which they are familiar and where they feel safe. Familiar places can be for example a playground, a nursery, a bus stop, or a park. But people can feel at home also in digital places like WhatsApp groups, forums, or Facebook pages. Do not forget to make provision feedback easy and enjoyable. People like playing with online and offline maps, where they can add stickers corresponding to good or bad experiences. Interactive maps are particularly useful in the first steps of a participatory planning process. It is not only mapping that works well: gamification in general makes co-creation entertaining and effective.

Be ready to adapt the way your organisation works

The various steps of the co-creation chain typically fall into the remit of different administrative units (communication, construction, maintenance, evaluation, …). Cross-departmental collaboration is fundamental for smooth processes. Personal relations between people in different departments are crucial, with mailing lists, regular meetings and joint use of software. However, sometimes a more fundamental shift in the logic and the structure of organisations (like the city administration or the transport agency) must take place. Organisations needs well-defined processes to identify and analyse barriers and put resources towards dismantling them. Management must be willing and ready to deal with systemic problems. Often, there is no time to implement major organisational changes during a specific project. This may result in unmet project goals and a lot of energy spent on temporary workarounds. But if a culture favourable to changes is in place, the failure of one project paves the way to the success of the following ones.

Our four sunbeams on how to leverage the benefits of the neighbourhood level

An image of the Baka neighbourhood in Jerusalem

Co-creation workshop in Southend-on-Sea

Ensure staff continuity and adequate handover processes

Changes of the staff working on a project generates problems in any context. It is particularly problematic in the context of co-creation processes, where personal relationships are crucial to build up and maintain networks and trust. Furthermore, co-creation is a new way of working for city administrations and it takes time for staff to get acquainted with its concepts, principles, and tools. Ensuring staff continuity is paramount to carry co-creation processes to completion successfully and timely. When turnover cannot be avoided, shadowing of the leaving staff and suitable handover procedures must be put in place, including the introduction of the new staff to the networks of residents and local stakeholders.

Work with "co-creation minded" experts

AExperts are crucial in a co-creation process. They raise the awareness of people about problems, inspire their decisions regarding solutions, offer the know-how to put ideas in practice. To finalise the co-creation process and so to improve public spaces choose designers, planners and consultants who understand and share the aims and the methods of co-creation. They must be creative and pragmatic and bring into the process ideas that have been implemented in other places, because people need to see or somehow experience what they are called to decide on. Experts must be willing to invest time and energy to understand what locals want and to accommodate people's disparate and changing demands. They must be ready and know how to work with limited public funds, which often requires a certain amount of idealism.

SUNRISE forward-looking recommendations on co-creation

The SUNRISE experience has meant a lot for the professionals involved (the daily interaction with European colleagues, all facing similar challenges, a new network to turn to when you want to discuss practical issues with regards to co-creation), but also for the neighbourhood residents, who saw real impact on their doorstep: in their streets, on the way to school, on route to the shop around the corner.

SUNRISE (and its sister projects) has been an eye opener for the research community dealing with local democracy, urban mobility, climate transition, governance. The neighbourhood mobility research projects offered a unique opportunity to work in a practical, detailed and scientific way on 'hyper'-local transitions. The projects have provided evidence that the district and neighbourhood level can make or break the so much needed mobility and climate transition, that this is the place where political trust is built, democracy takes shape, trees are planted, and space is transferred from traffic to people. A level that can serve as a lever for greater change.

We asked 'our' neighbourhoods what makes co-creation particularly useful. Here is what they all agree upon: Co-creation works well at the neighbourhood level: this is where most of the daily mobility takes place, this is where people are interested to have good quality of life. This is also where co-creation works best: with people you live with, have to rely upon, and share a common interest.

Co-creation is useful because it exposes underlying conflicts and helps to mitigate them: often, top-down decision making tries to by-pass or 'override' problems that stem from opposing interests. This does not solve problems, but often slightly postpones a new 'outbreak' of discontent and inhibits mutual trust. One size does not fit all – co-creation caters for the needs of each neighbourhood: although we can work from common concepts and similar approaches (for instance traffic calming, respacing etc.), citizens don't appreciate template solutions. SUNRISE has ensured each neighbourhood, and neighbourhood stakeholder is treated as a unique organism, deserving the care and attention that brings about a long-lasting solution.

"Appetite comes with eating": More measures, more co-creation; the SUNRISE neighbourhoods (and the neighbourhoods that joined the project through its 'Take Up Cities' programme) will not stop co-creating. The structures that have been put in place, the trust that is created, the 'routine' of relying on the wisdom of this specific crowd… It is the basis for more similar action.

To conclude, we have a gift:
The combined experience of SUNRISE's local action partners, its city partners and the various support partners converged in one central document: The SUMP Topic Guide "Sustainable Neighbourhood Mobility Planning - Maximising synergies between city-wide SUMP and neighbourhood-based planning." It highlights certain situations where the alignment between activities at the neighbourhood-level and at the city-wide level (in particular SUMP activities) makes most sense and how such an alignment can be achieved.
The benefits go it two directions: If well-coordinated, SUMP activities can support actions at the neighbourhood level in various ways and ensure that decentral efforts are compatible with city-wide goals and measures. Vice versa, initiatives for sustainable mobility in a neighbourhood can be the spearhead of certain measures that are supposed to be implemented in the entire city. For many more examples and detailed advice to planners, citizens and policy makers see this new SUMP Topic Guide.

Available at: www.eltis.org/mobility-plans/topic-guides

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For more information

The SUNRISE results and recommendations documented here are based on research, expert consultation, input from cities and consultancies across Europe and on discussion among the project team and external experts.

For those interested in exploring the project results in depth, the following list summarises several key publications:

- Swot Analysis and Status-Quo Description + Participatory Process Documentation
- Neighbourhood Mobility Dossier
- Handbook for Participation Strategies for Mobility Issues in Neighbourhoods
- Mobility Labs in Practice
- Participation Action Plans
- Neighbourhood Mobility Action Plans (NMAP)
- Co-implementation Guidelines

- SUNRISE Cluster Recommendations:
  - Active Modes
  - Innovative Solutions to Urban Logistics
  - Use and design of public road space, including parking
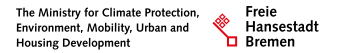 - Shared Mobility
  - Accessibility For All

- Fact Sheets on Co-Implementation
- Local Communication Toolbox
- Interactive eLearning course to facilitate the development of Co-Creation Scenarios
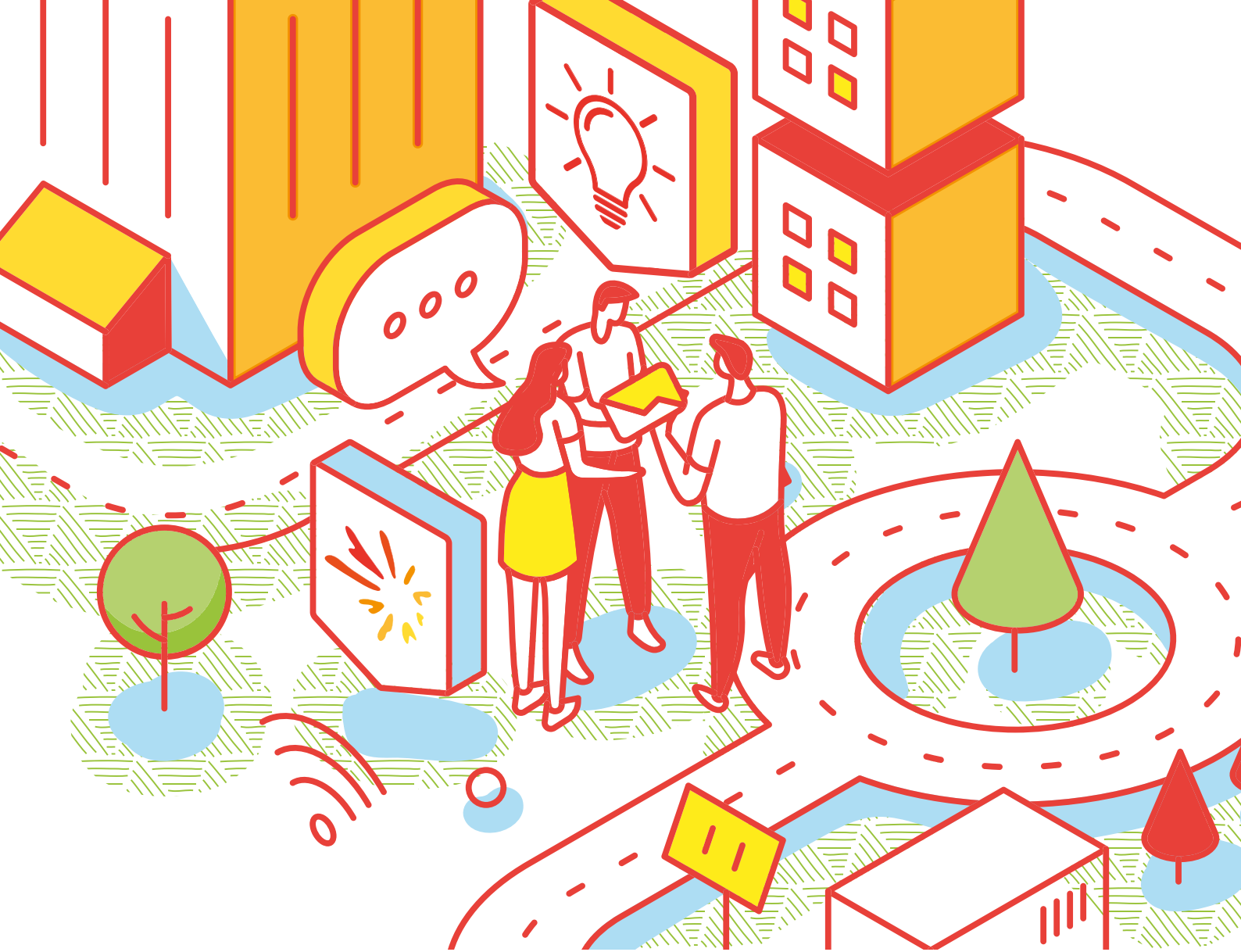- Big Messages: Lessons for co-creative mobility initiatives in neighbourhoods

All project deliverables are available at: civitas-sunrise.eu

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