



Toolkit and service to mediate between municipal and civic actors – The Citizen Engagement Trolley

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TuneOurBlock

Transforming urban quarters to human scale environments: applying superblock concepts for different urban structure

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1 Introduction

The work in the ULL Vienna can be seen under the aspect of testing the potential role and responsibilities of an intermediary institution between municipal administration and engaged civic stakeholders. Such an institution could fulfill the role of a professional expert entity that can (A) support the work of civic stakeholders by e.g. providing planning materials or insights into, urban context, and (B) help to bring strategic planning goals “onto the ground” in cities by engaging civic stakeholders in the right way. The TuneOurBlock team in the Viennese ULL has in many aspects fulfilled such an intermediary role.

Due to learnings from the international exchanges, the initial conceptual approach of the duality between top-down and bottom-up stakeholders (reflected in the duality between tasks 6.2 and 6.3) was appreciated but also overcome. This resulted in the need for developing further services and toolkits that can be used by an intermediary between official (city) top-down perspective and civic bottom-up perspective. The consortium tested this role during the ULL in Vienna (see also activities within Vienna ULL described in D5.2 and D5.4).

As one service and toolkit for application in urban transformation processes, a prototype for a flexible participation toolkit was developed in Vienna that will allow new services in complex urban transformation processes. This device - the Citizen Engagement Trolley – can be used for co-creative and mediation workshops in public space. The prototype was applied in the ULL Vienna and the International Superblock Meeting in Vienna.

2 Concept: Flexible Applicability of an “Outdoor Office”

The *Citizen Engagement Trolley (CET)* was conceptualized as a tool for bringing “dry” planning issues out on the street and to engage citizens with topics that are usually dealt with inside the office on expert tables. The CET should be movable by walking or cycling, should fit flexibly into various urban spaces, and invite participation by creating a visually attractive infrastructure to conduct information, consultation and co-creation events in public space.

The CET was conceptualized as a tool to be used by a mediating agency that negotiates between municipal and civic stakeholders and helps to bring about Superblock projects by aligning strategic planning goals while channeling civic engagement into feasible pathways. Therefore the CET can bring a fully equipped planning office into public space to host informative and co-creative events.



Figure 1: Application of the Citizen Engagement Trolley in the ULL Vienna. Image: LAUT/Wieser.

3 Elements of the Citizen Engagement Trolley

The Citizen Engagement Trolley (CET) is a compact tool that can unfold into various elements to be configured in flexible spatial arrangements. The CET consists of:

- **Planning cart** – assembling all elements in a compact way for storage and transport
- **Planning table** – unfolded as linear or square configuration.
- **Display set** – four bulletin boards can be set up to provide contextual information by pinning or gluing paper/prints/posters.
- **Workshop Materials** – inside the planning cart storage boxes provide space for the workshop materials that are needed for each application.
- **Shading elements** – umbrellas can be extended from the CET for shading the planning tables when applied in public space.

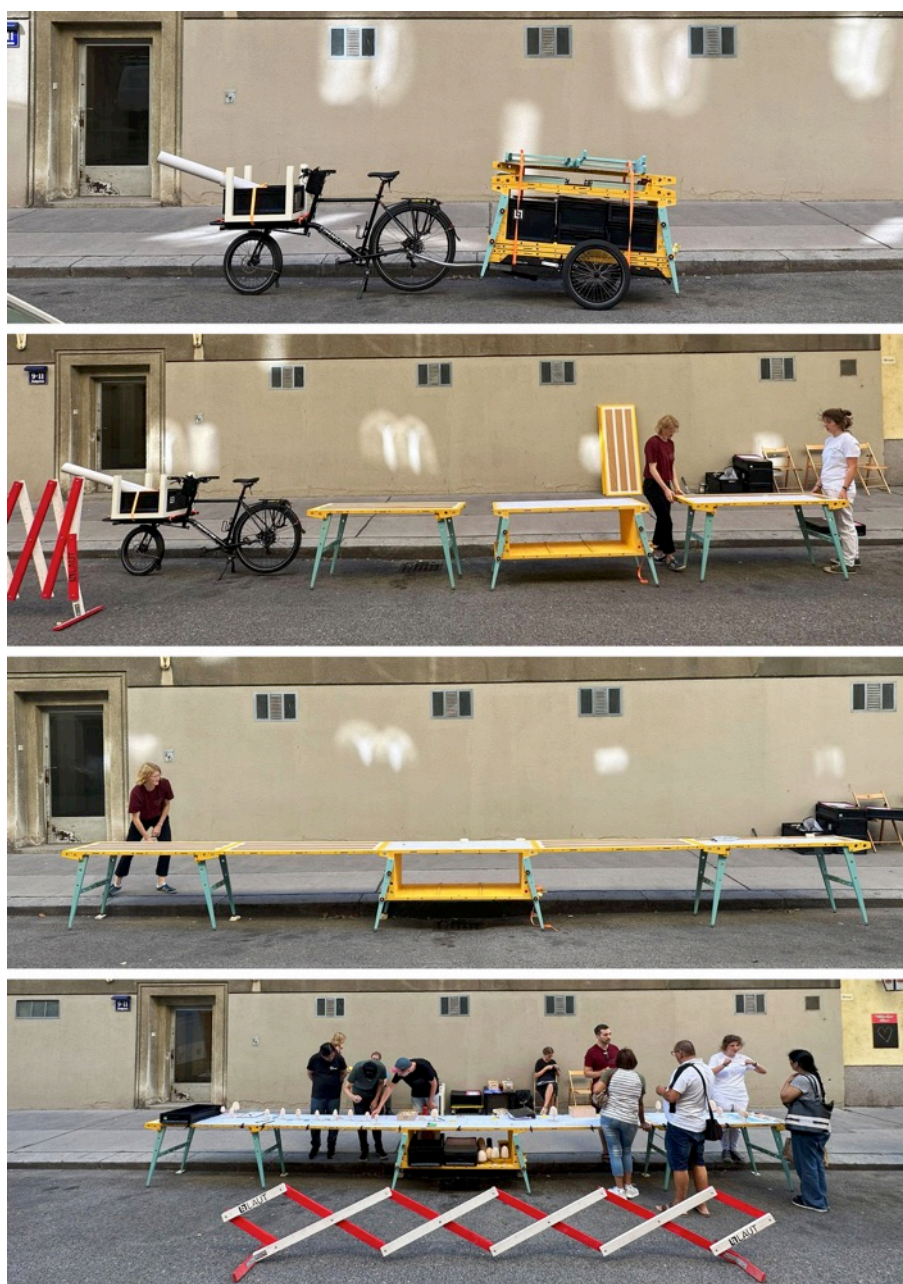


Figure 2: Deployment of the Citizen Engagement Trolley. ULL Vienna 2023. Image: LAUT/Wieser.

4 Mobility “Walking the Talk”

As a mobile infrastructure the CET is highly flexible and can be moved by either walking or cycling. The TuneOurBlock consortium is emphasizing the importance of “walking the talk” when dealing with complex urban transformation processes. For a mediating agency that aims to (positively) engage citizens in urban transformation projects, an authentic demonstration of post-carbon urban lifestyles can be represented with this toolkit. Therefore the mobility of the toolkit, either by walking or by cycling is of great (symbolic) importance.

4.1 Cycling scenario – long range deployment

The main mobility scenario of the CET is to be transported as a bicycle trailer. Therefore the CET can be attached to a bicycle drawbar fixture and cycled from office/storage to location of the usage.

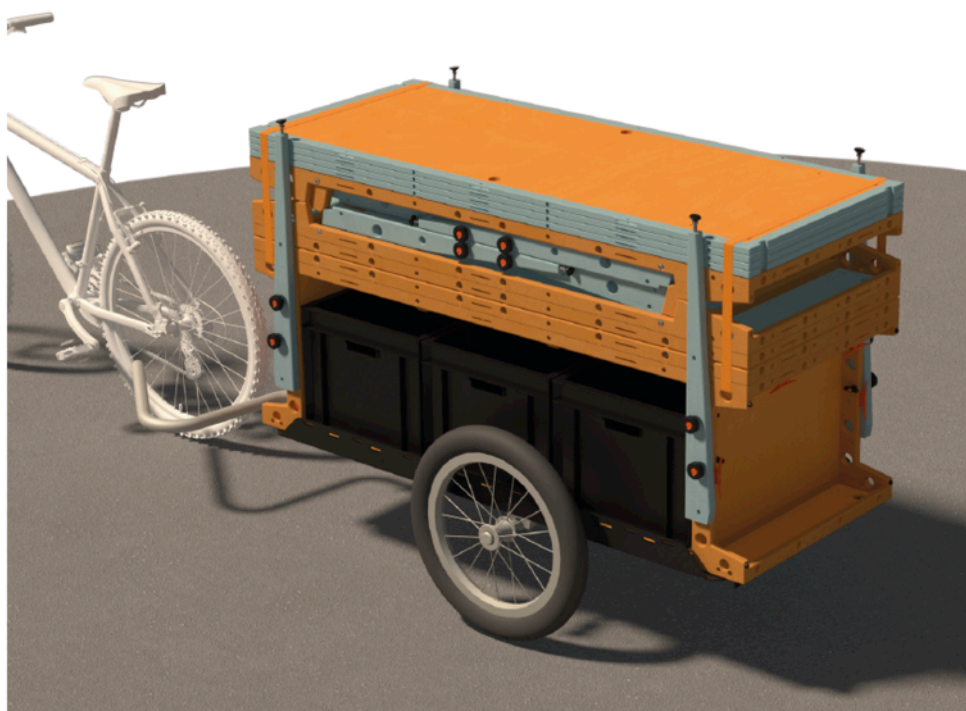


Figure 3: CET mobility in the cycling scenario for long-range deployments. Image: LAUT

4.2 Walking scenario – short range deployment

For short distances the CET can be transported by walking. Therefore a hand drawbar was integrated that can be exchanged with the fixture for the bicycle drawbar.

The walking scenario is especially relevant for short-distance usages, e.g. when the CET is located in a project area for a specific series of events.

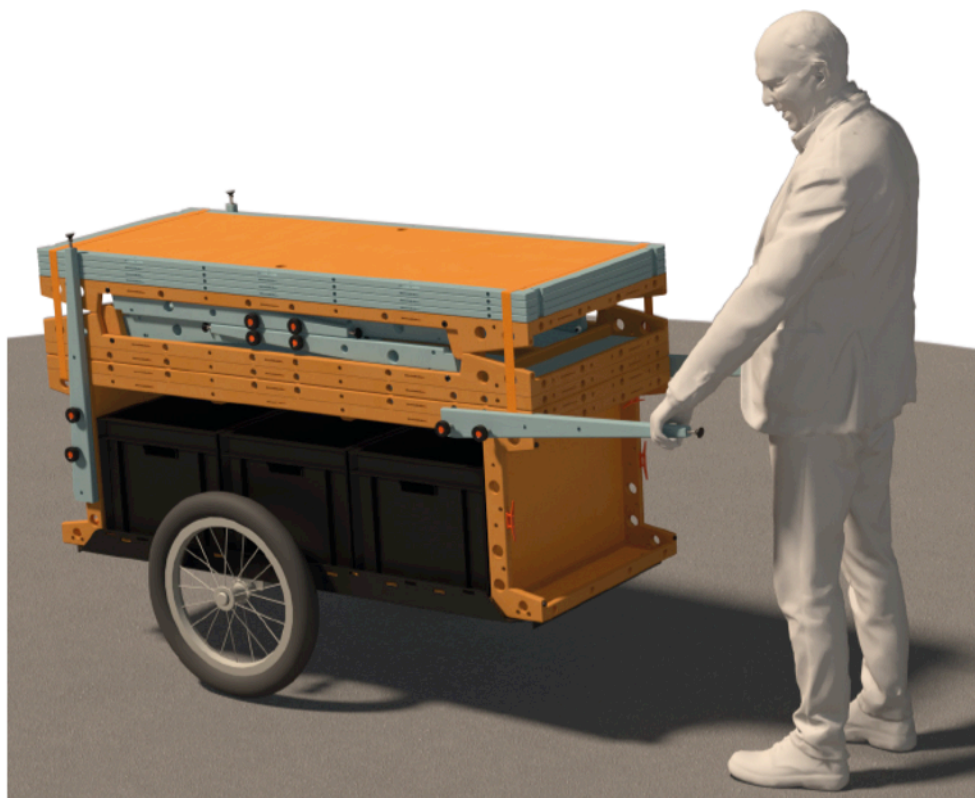


Figure 4: CET mobility in the walking scenario for short-range deployments. An additional handlebar for the long-range walking scenario was later added to this configuration for easier transportability.
Image: LAUT

5 Contact Scenarios for Citizen Engagement

The CET allows for various contact scenarios for communicating and engaging in regard to different project aspects.

The CET can also fit flexibly into various urban conditions so the on-site workshops can be executed successfully. The arrangement can either be aligned on a street in a short or a long linear form or as a rectangular planning table. The linear applications can also fit into the on-street parking row or in the middle of a temporarily closed street. (See also: chapter 8 “Testing in ULL Vienna”)

5.1 Desk deployment

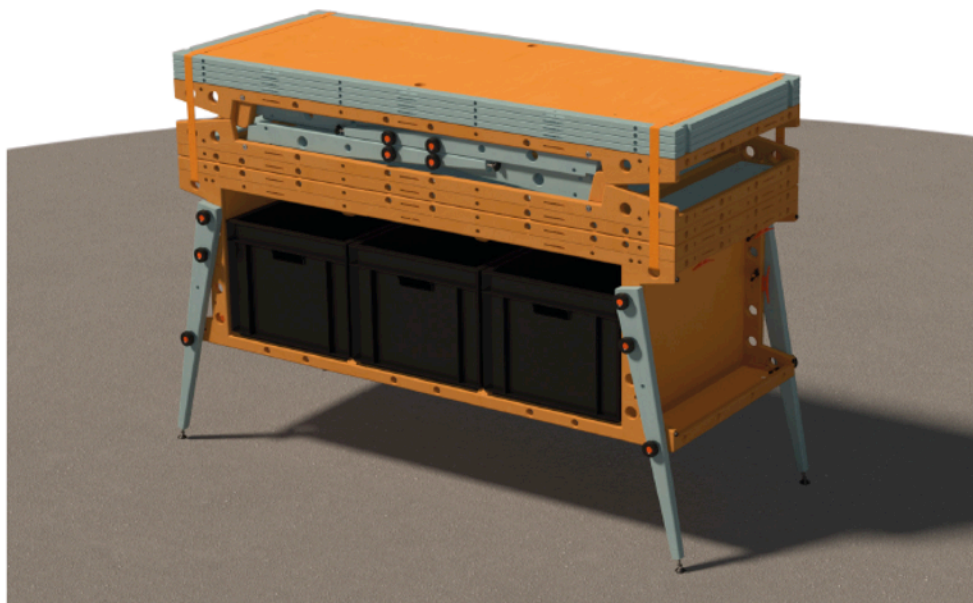


Figure 5: Stand-alone deployment as desk with full package of elements. Image: LAUT

5.2 Linear applications

The most frequently used application for workshops in the dimension of a street-section is the linear application. This can be done in the following configurations reaching the respective sizes for the planning and engagement tables.

- **Short linear application:** As stand-alone desk consisting of the central element.
Workspace: 150x60 cm
- **Medium linear application:** As configuration of three elements.
Workspace: 450x60 cm
- **Long linear application:** As configuration of five elements (see Figure 4)
Workspace: 750x60 cm

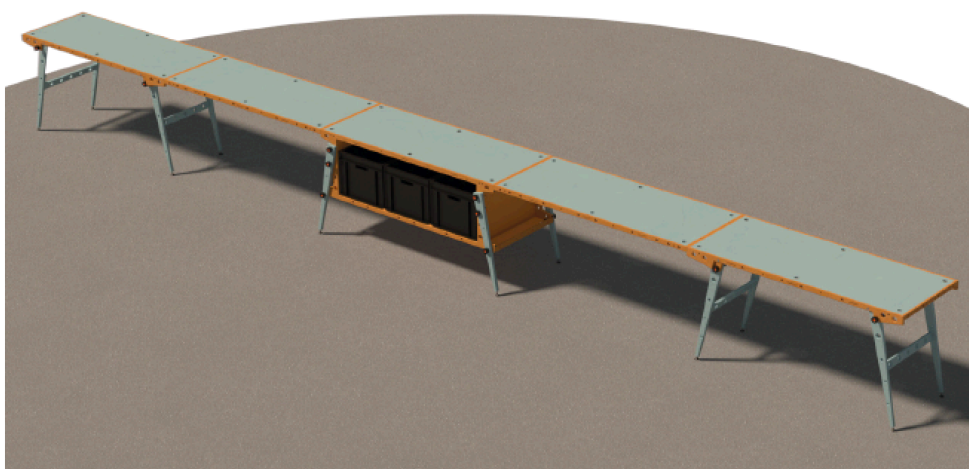


Figure 6: Long linear application of the Citizen Engagement Trolley. Image: LAUT

5.3 Rectangular “block” applications

For working on a more rectangular project site/plan – such as an entire Superblock project site – the CET can be set up in a rectangular fashion as well. The following configurations are possible:

- **Medium block mode:** Configuration of three elements.
Workspace: 150x180 cm
- **Large Block mode:** Configuration of five elements.
Workspace: 150x300 cm

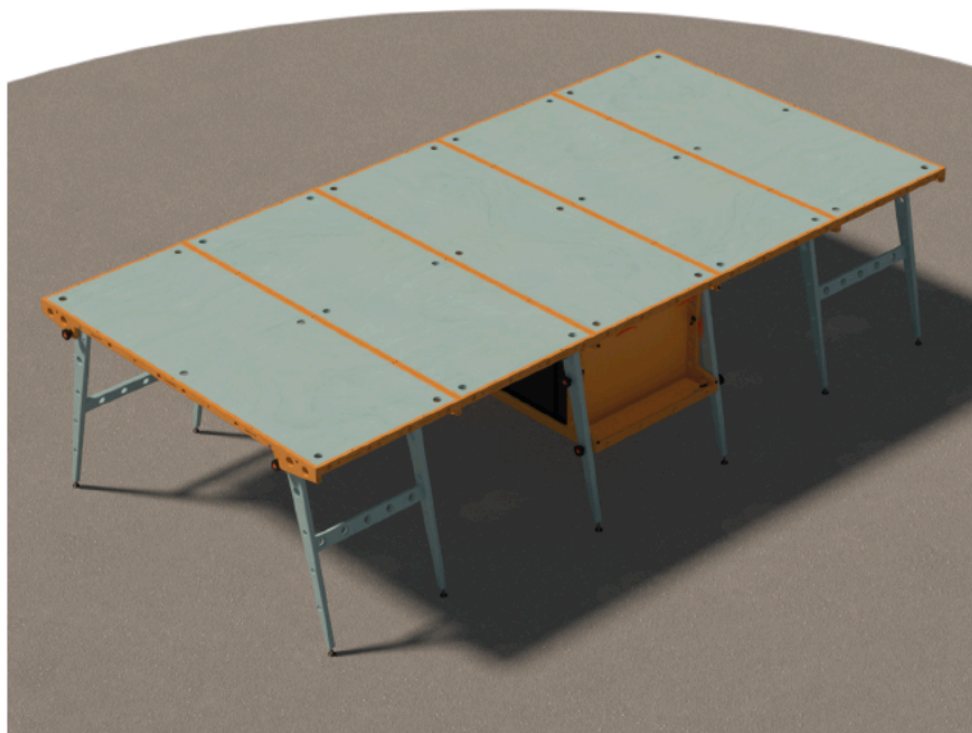


Figure 7: Large block mode of the CET. Image: LAUT

5.4 Storage mode – cabinet scenario

The CET provides practical functions for day-to-day project activities. It should be a practical tool for a mediating agency so that it can either be stored in an office setting or be loaned out to civic stakeholders for running a series of workshops on-site.



Figure 8: Cabinet scenario for compact storage of CET and contents. Image: LAUT

6 Prototyping

The prototype for the Citizen Engagement Trolley was built by the TuneOurBlock project partner LAUT and prepared for testing during the ULL activities in Vienna.

A complete set of plans has been produced and can be used for future development and exchange with interested third parties.

7 Workshop Materials: 1:50 Planning Toolkit

For running the co-creative urban planning workshops (see D5.2 and D5.4) in the ULL Vienna, a prototype of a 1:50 Planning Toolkit developed by LAUT was used and further improved.

The 1:50 Planning Toolkit consists of the following elements:

- Open space elements in 1:50 scale (trees, benches, people, bicycles, cars)
- Usage coins representing various public space activities (seating, playing, etc.)
- Workshop materials (pens, post-its, etc.)



Figure 9: Interaction at the Citizen Engagement Trolley during a “Planning-together” workshop in the ULL Vienna. Image: Paris Tsitsos



Figure 10: Interaction at the Citizen Engagement Trolley during a “Planning-together” workshop in the ULL Vienna. Image: Paris Tsitsos

8 Testing in the ULL Vienna

During the ULL activities in Vienna, the CET was tested in various spatial settings and configurations. Its applicability was further confirmed by the stakeholder group “Agendagruppe Lichtental”, which borrowed the CET and was able to apply the tool by itself after an initial training phase.

The following workshop settings have been realized with the CET as part of the ULL Vienna:

- 6.9. 2023 Marktgasse
- 7.9. 2023 Lichtentaler Gasse
- 13.9. 2023 Fechtergasse + Simon-Denk-Gasse
- 14.9. 2023 Wiesengasse
- 20.9. 2023 Badgasse
- 21.9. 2023 Salzergasse
- 5.10. 2023 Reznicekgasse (in cooperation with urbanize Festival 2023)

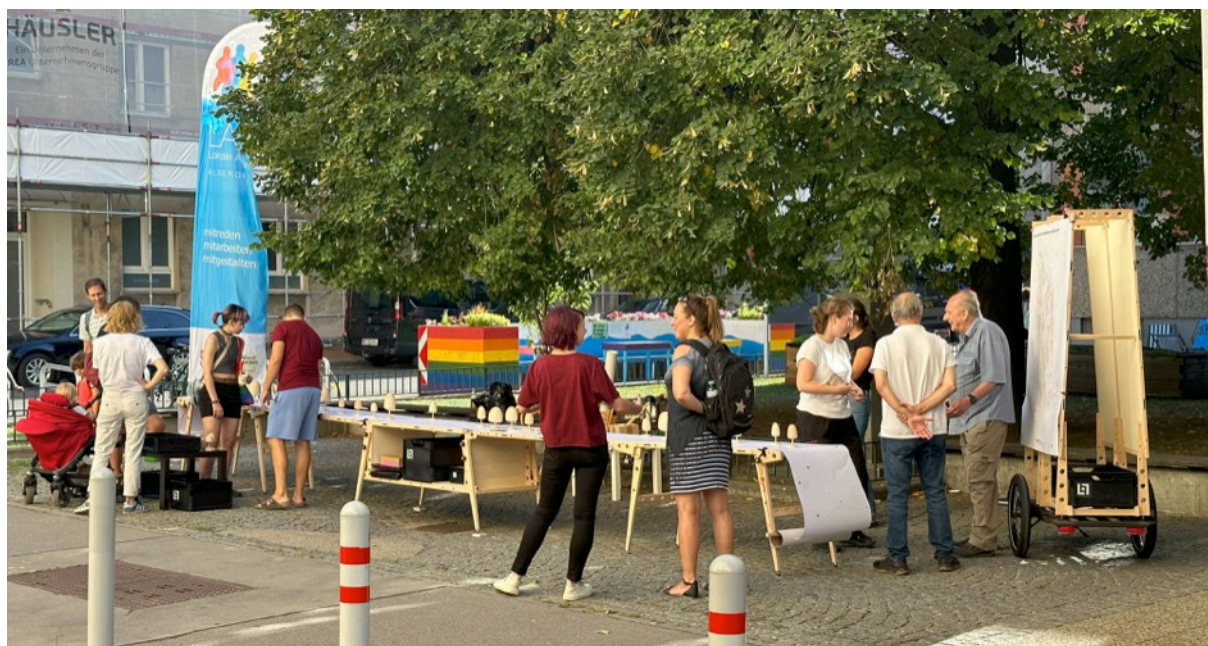


Figure 11: CET at the Marktgasse Workshop. 6. September 2023. Image: LAUT/Wieser



Figure 12: CET at the Wiesengasse Workshop. 14. September 2023. Image: LAUT/Wieser



Figure 13: CET at the Salzergasse Workshop. 21. September 2023. Image: LAUT/Wieser



Figure 14: CET at the Reznicekgasse Workshop. 05. October 2023. Image: Paris Tsitsos

9 Application during the International Superblock Meeting Vienna 2024

The CET was also used in its compact form as a meeting table set up in an indoor space during the International Superblock Meeting Vienna 2024.



Figure 15: CET in an indoor setting during the ISM Vienna 2024. Image: Ulrich Leth.