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IMPROVING STAKEHOLDERS' PROCESSES

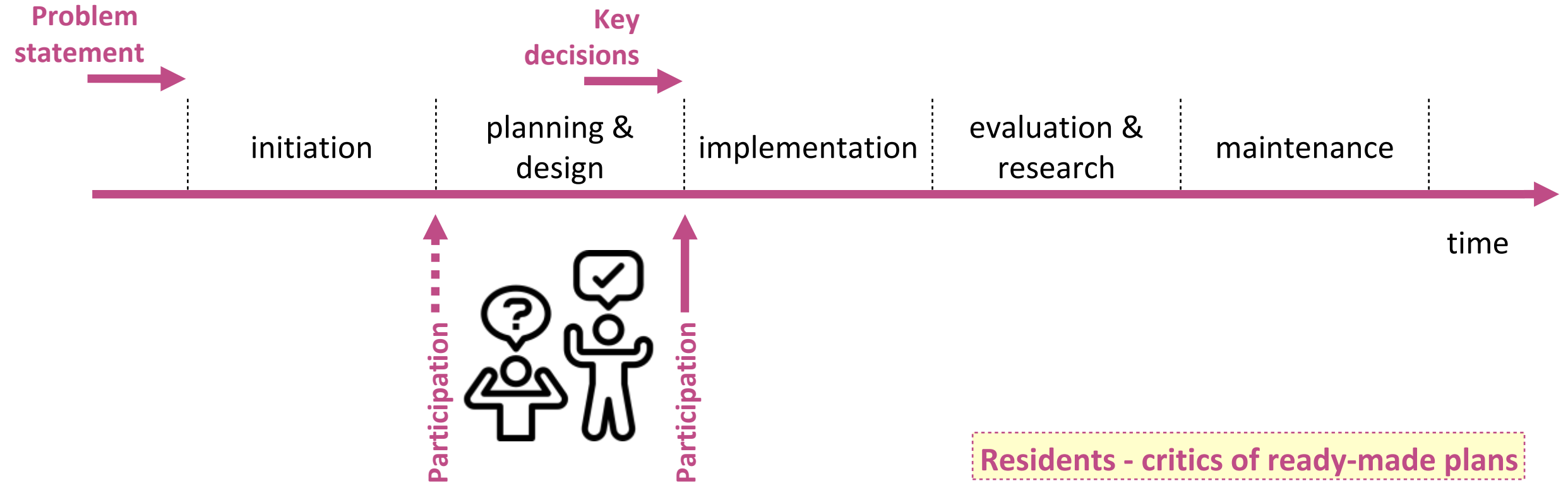
Workshop I

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Tallinn University of Technology (TalTech)

RĪGA, 27 OCTOBER 2021

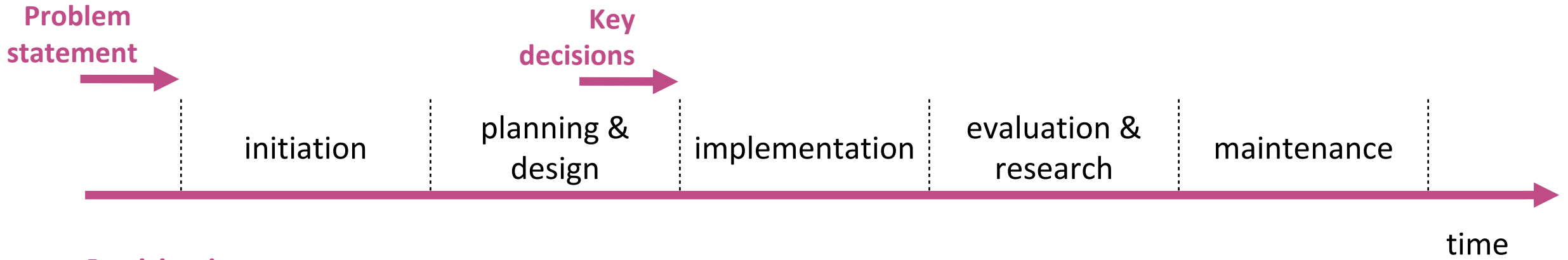
Participation in planning

Intermittent



Participation in planning

Continuous



Participation



Residents - co-creators plans



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5 steps for stakeholders' engagement

Public participation
plan (PPP) ready



Step 1	Step 2	Step 3	Step 4	Step 5
Know your STAKEHOLDERS	Define your GOALS	Pick and method from a Tool-KIT	ENGAGE stakeholders Collect and analyse DATA	EVALUATE the results
← Reflection				

STEP 1. KNOW your stakeholders

Identify and analyse prospective participants



Step 2. Define your GOALS

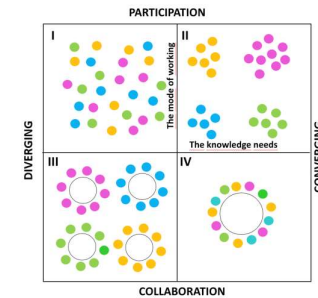
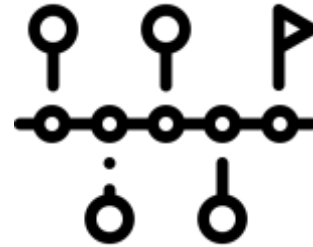
Negotiate participation objectives with prospective participants





Step 3. Pick a method from a Tool-KIT

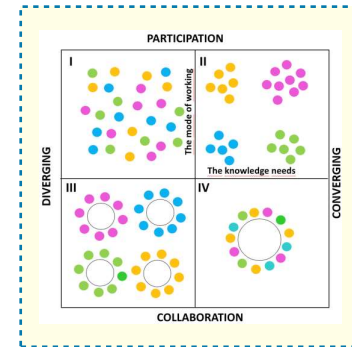
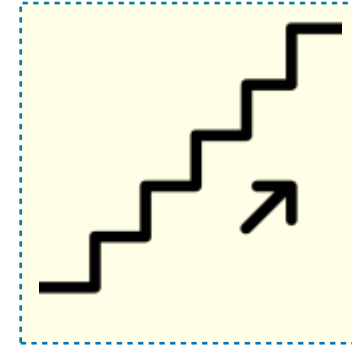
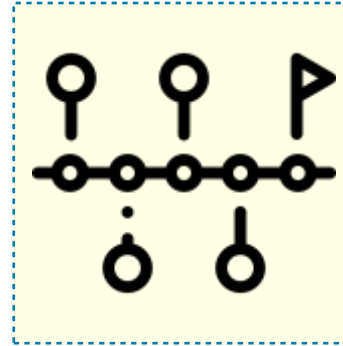
Chose participation method/tool to reach established objectives



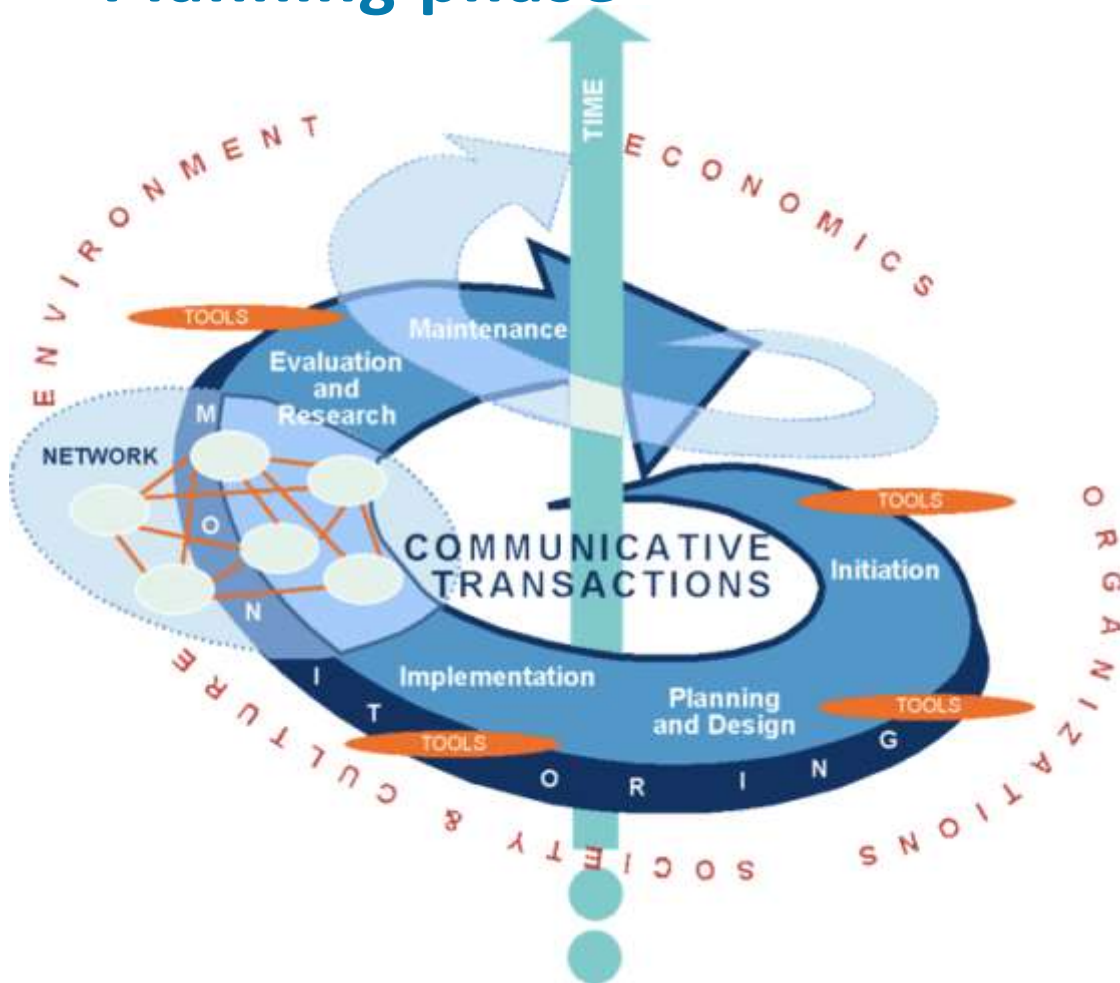


Step 3. Pick a method from a Tool-KIT

Chose participation method/tool to reach established objectives



Planning phase



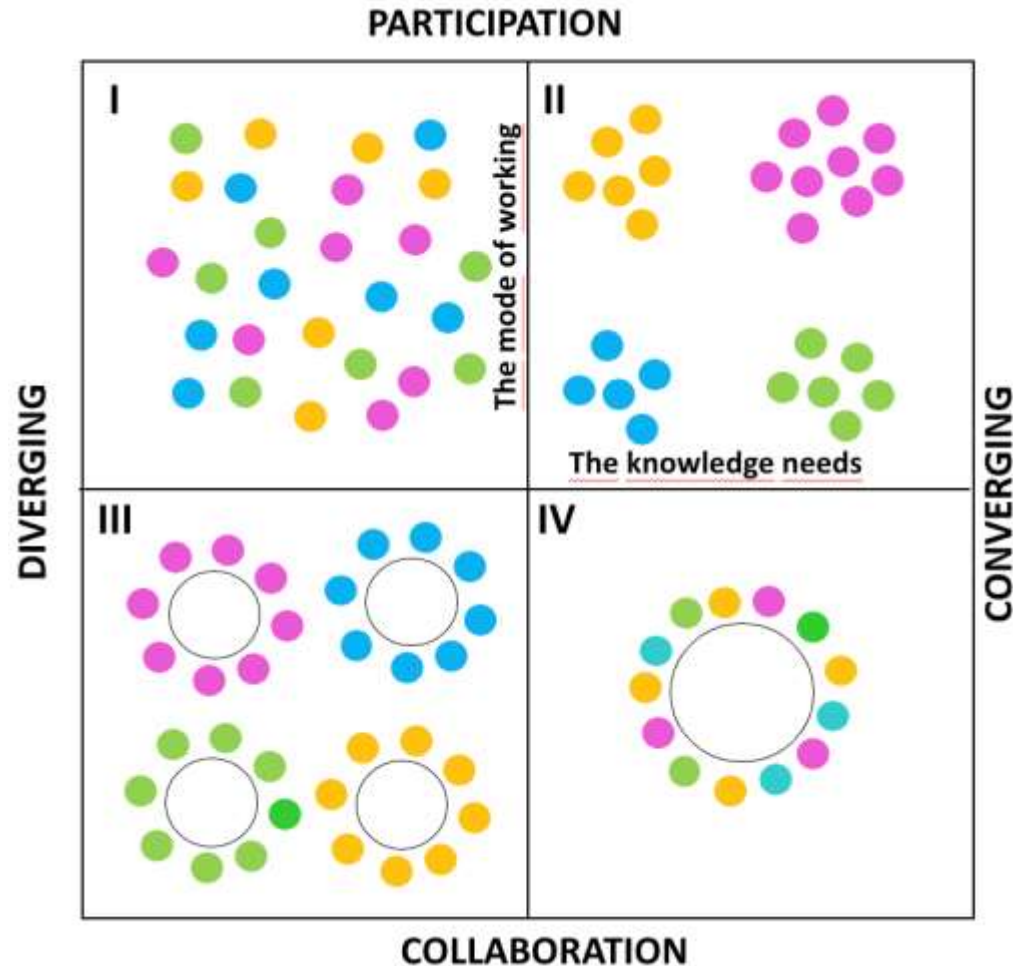
- Initiation
- Planning & Design
- Implementation
- Evaluation & Research
- Maintenance
- New cycle...

Horelli, L. (2002) A Methodology of Participatory Planning. In Bechtel, R.B. & Churchman, A. (2002) Handbook of Environmental Psychology. New York: Wiley.

Level of stakeholders' engagement

Inform	Consult	Involve	Collaborate	Empower
To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
Increasing impact on the decisions →				

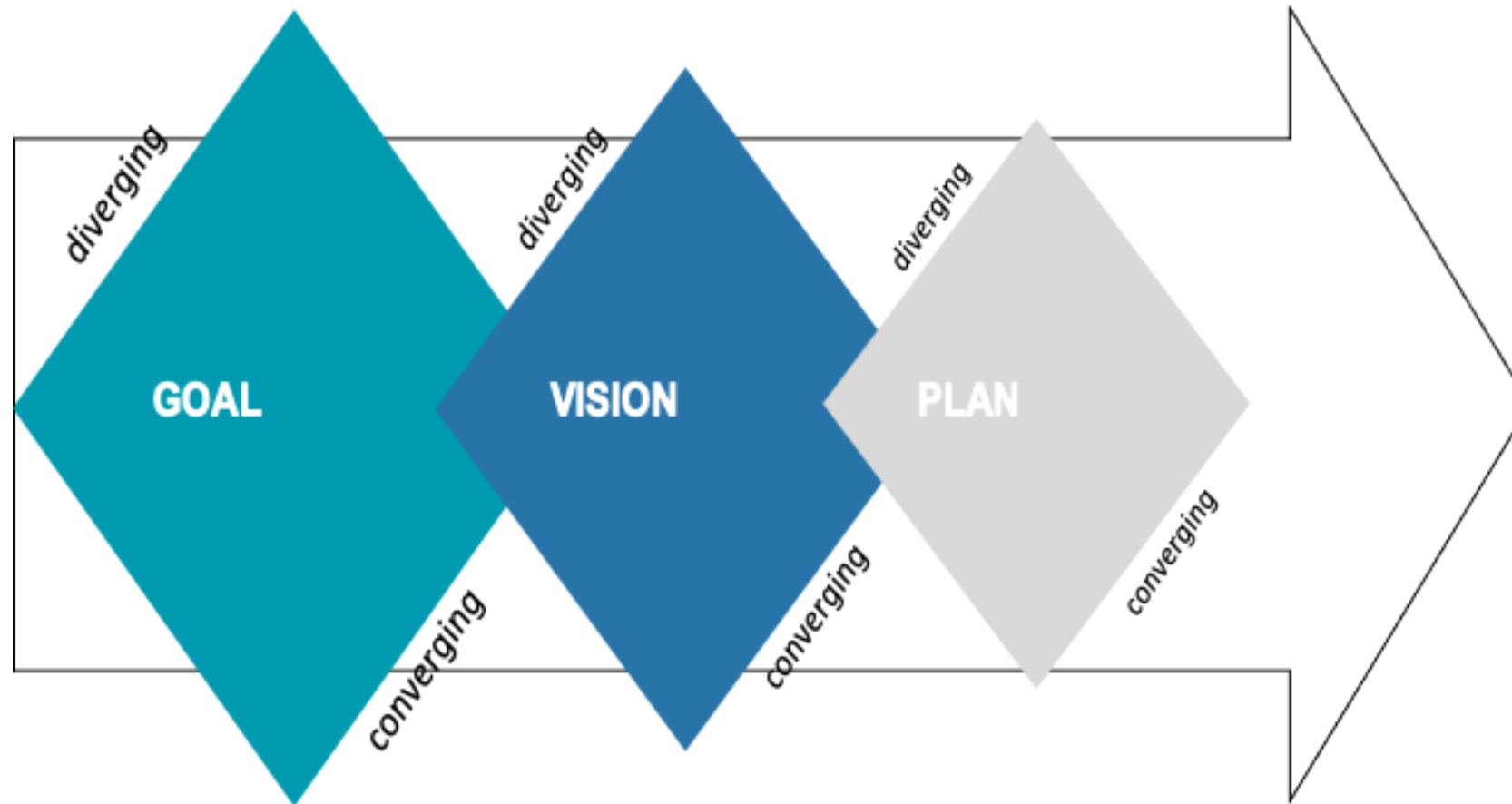
Fourfold classification of communicative actions



- Broad public / diverse knowledge
- Broad public / knowledge converged
- Small groups / diverse knowledge
- Small groups / knowledge converged

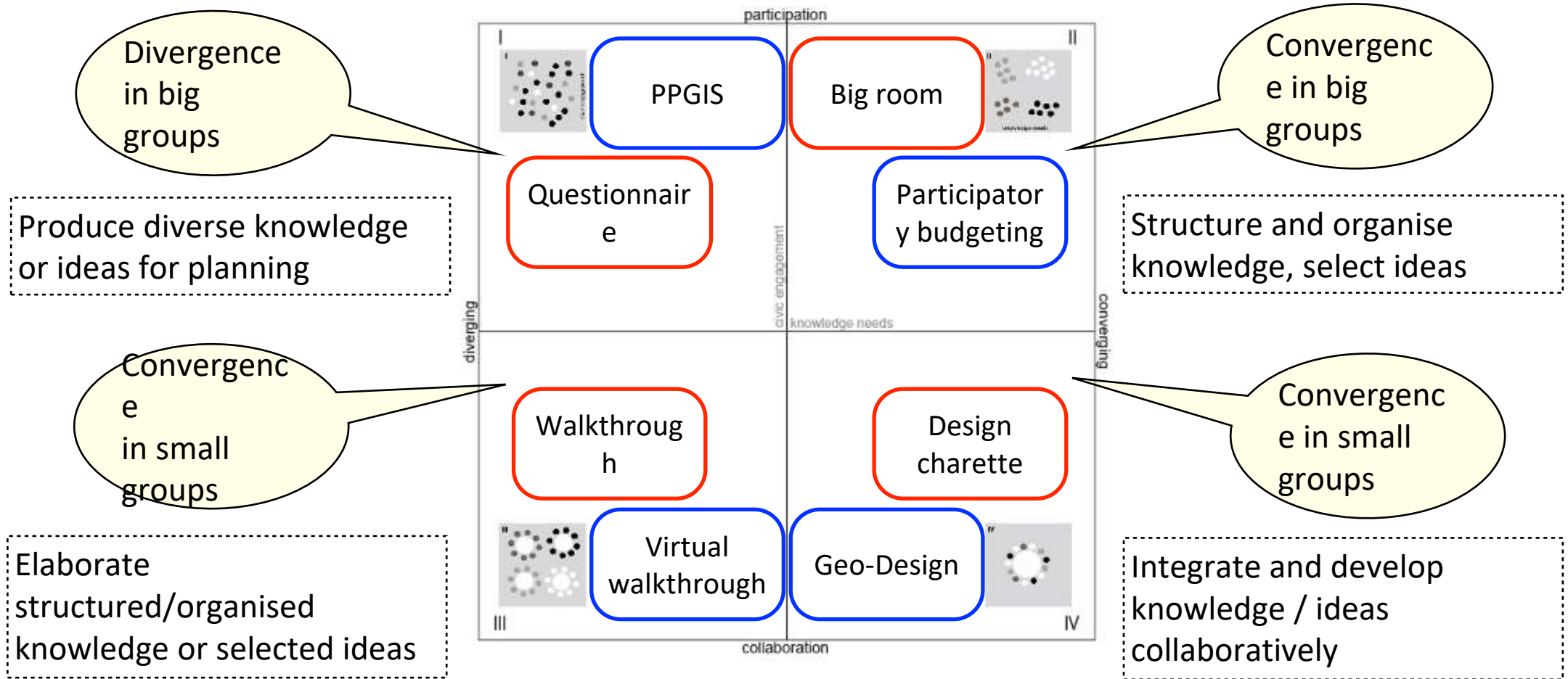
Staffans, A. Kahila-Tani, M. & Kyttä, M. (2020) Participatory urban planning in the digital era. In Geertman, S. & Stillwell, J. (eds.) Handbook of Planning Support Science. Springer International Publishing.

Flow of communicative actions in different planning phases



Staffans, A. Kahila-Tani, M. & Kyttä, M. (2020) Participatory urban planning in the digital era. In Geertman, S. & Stillwell, J. (eds.) Handbook of Planning Support Science. Springer International Publishing.

Fourfold classification of communicative actions

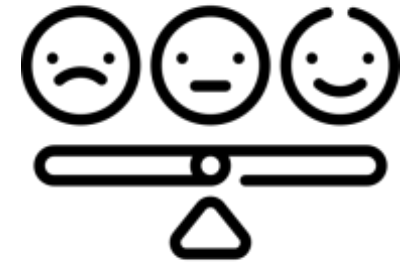


Step 4. Collect & analyse DATA

- Types of data
 - Quantitative (questionnaire)
 - Qualitative (interviews)
- Data analysis
 - Quantitative - Excel, built-in analysis tools
 - Qualitative - NVivo, Atlas.ti, Miro
- Data archiving
 - Cross-sectional study
 - Longitudinal study

Step 5. EVALUATE the results

Reflect on process and outcomes of participation





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The task

16:05-16:20

- You will be divided into small groups and directed to Break out rooms
- Go to the Miro board:
https://miro.com/app/board/o9J_lpTnt54=/?moveToWidget=3074457366410846439&cot=14
- Navigate to the workspace with your Team number
- Focus on the central square *Fourfold classification of communicative actions*
- Discuss, what methods / tools could be used for civic engagement
- Focus on methods you have experience with
- Position methods in four quadrants of *Fourfold classification of communicative actions*
- Discuss which quadrants are filled in, and which are empty. Why?

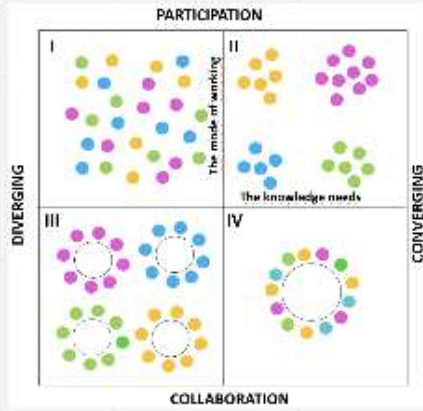


Team 1

The imaginary case

The city has an extended network of tram lines. However, all tram lines go through the city centre, and direct connections between peripheral city districts are missing. If a citizen travels between adjacent peripheral districts, she has to make a detour and go through the city centre. Due to prolonged travel times citizens often prefer using private cars instead of public transport. Therefore, the city wants to optimise the tram line network building the missing links between the peripheral districts.

The aforementioned problem statement was originally born in the spatial planning department. It is necessary to verify this statement by conducting civic engagement process. Use five steps for stakeholders' engagement to draft a Public participation plan (PPP).



The fourfold classification of communicative actions

I quadrant. Broad public - diverse knowledge. The goal is to get many different individuals to produce ideas / knowledge for planning.

II quadrant. Broad public - knowledge converged. The goal is to structure / organise collected ideas / knowledge, and to select ideas and knowledge claims for further elaboration.

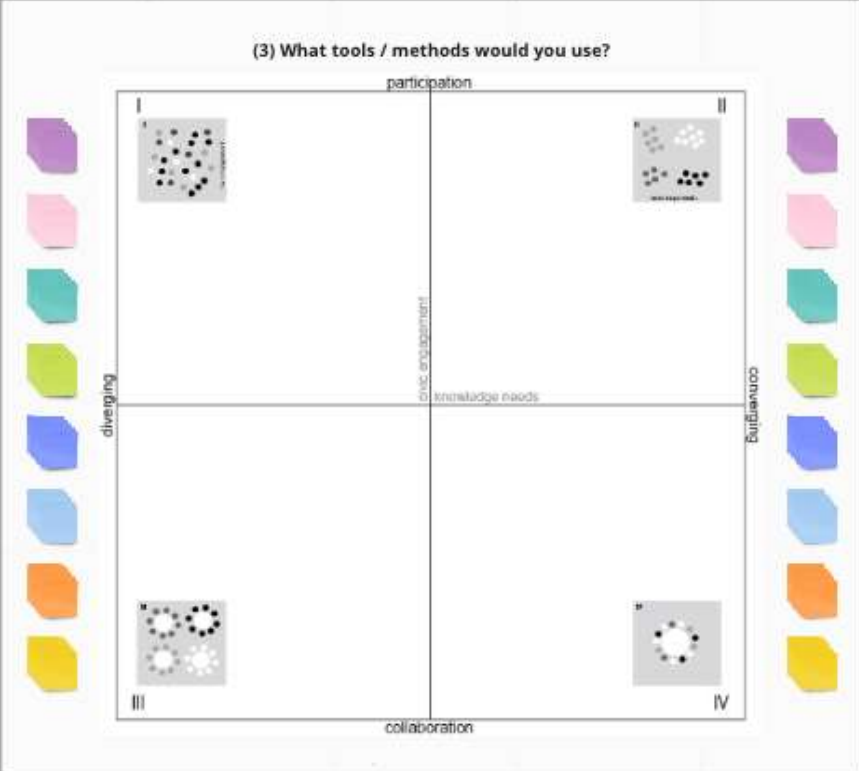
III quadrant. Small groups - diverse knowledge. The goal is to elaborate and develop ideas and knowledge claims in different groups, producing a variety of approaches.

IV quadrant. Small groups - knowledge converged. The goal is to integrate and further develop planning ideas and knowledge collaboratively, shaping the input for planning.

(Source: Staffans et al., 2020).

(1) Who are your stakeholders?
Think of current and future users of the public transport!

(2) What are your and stakeholder goals?
Think of the participation goals from planner and participant perspective!



(4) What results / data would you get?
If you aim to collect data, then how will you analyse this data?

(5) What challenges could you face?
Think of the challenges related to the process and to the results!

The imaginary case

Tram line network optimisation

The city has an extended network of tram lines. However, all tram lines go through the city centre, and direct connections between peripheral city districts are missing. If a citizen travels between adjacent peripheral districts, she has to make a detour and go through the city centre. Due to prolonged travel times citizens often prefer using private cars instead of public transport. Therefore, the city wants to optimise the tram line network building the missing links between the peripheral districts. The aforementioned problem statement was originally born in the spatial planning department. It is necessary to verify this statement by conducting a civic engagement process.