



D3.1 – Living Lab Evaluation Framework

Alexander Stähle (Spacescape)

Vera Esaiasson (Spacescape)

Imre Keserü (Vrije Universiteit Brussel)

Lluis Martinez Ramirez (Vrije Universiteit Brussel)

Lotte Luykx (Vrije Universiteit Brussel)

Version: 0.3

Date: 18.04.2024

The project has been funded by the Brussels Capital Region – Innoviris (Belgium), the Austrian Research Promotion Agency (FFG), Vinnova, and TÜBİTAK



1. Executive summary

The StreetForum Living Lab Evaluation Framework expands on its primary goal to develop a comprehensive framework for assessing the impacts of the StreetForum Toolkit. This toolkit facilitates street transformations through robust consensus-building, supporting negotiation capacities, and ensuring continuous engagement from citizens and stakeholders. The evaluation framework focuses on both direct and indirect impacts. Direct impacts include the acceleration of street transitions and enhanced participation in planning and implementation processes. Indirect impacts involve improving accessibility, environmental sustainability, social cohesion, and the overall wellbeing of residents.

The framework establishes a set of qualitative and quantitative indicators monitored through Living Labs to gauge the effectiveness of the tools in real-world settings. This ensures that the assessments can adapt to various social, political, and cultural contexts, thereby enhancing the applicability and transferability of the toolkit. Methods for data collection are meticulously detailed, offering a schedule for consistent evaluation across different regions participating in the project. This structured approach not only measures the immediate effects of the toolkit's application but also aims to capture long-term impacts, thus providing a holistic view of the toolkit's efficacy in fostering sustainable urban development.

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2. Introduction

This deliverable is the outcome of Task T3.1 *Evaluation framework* and it aims to develop an evaluation framework that will help in the assessment of the outcome and impact of the StreetForum Toolkit on facilitating street transformation. The framework focuses on primary impacts in terms of the ability of the tools to accelerate street transformation, by supporting consensus making, negotiation capacity, participation in planning and implementation and continuity of engagement of citizens and other stakeholders. In addition, secondary medium/long-term impacts will be assessed considering accessibility, environmental impact, social cohesion, and wellbeing of residents. A set of qualitative and quantitative indicators have been defined and monitored in the Living Labs. This document defines the data collection methods and schedule the possibilities of comparative analysis across the labs.

The framework will be used in Task T3.2 *Impact assessment* of Living Labs that will carry out the evaluation activities in collaboration with the Living Labs (WP2).

3. Scope of the evaluation

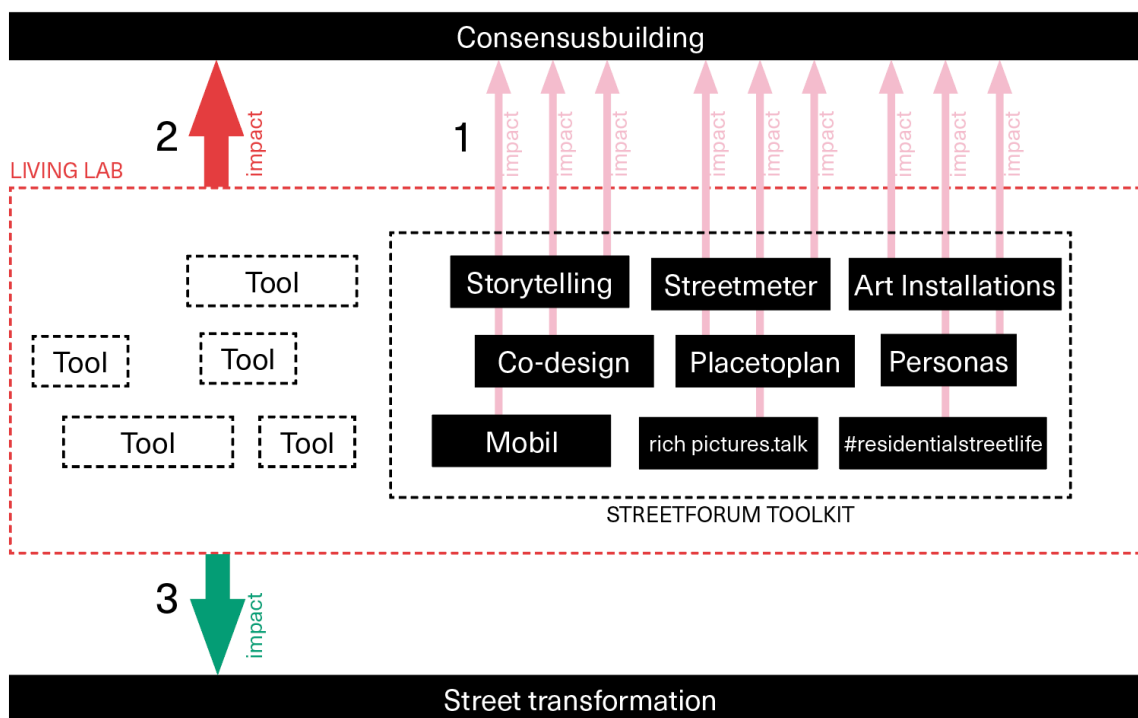


Figure 1 StreetForum Evaluation Framework - 3 levels of assessment.

The evaluation of the impact of the StreetForum Toolkit and Living Labs consists of three assessment levels (see Figure 1). Firstly, Individual Tool Evaluation (1) measures the impact of each tool and questions how the StreetForum tools separately serve as a support for consensus building and how they can be improved in terms of applicability and transferability, i.e. how they can function optimally in different social, political, and cultural contexts. Secondly, the overall imp of the Living Lab on consensus building is measured. In the Living Lab Evaluation (2), we consider the combined set of activities of the Living Labs, both formally i.e. as a part of the StreetForum Toolkit and non-formally organised. This allows ad hoc activities to be included in the assessment. Bearing in mind that these types of activities are intrinsic to bottom-up or citizen-organised street initiatives. Thirdly, Street transformation Evaluation (3) questions how the consensus-building process within the Living Lab supports i.e. facilitates and accelerates, street transformation. Within the project timeline, a full or even partial physical refurbishment of the street is not likely to be completed but impact on decisions or the process might be considered.

3.1. Evaluating consensus-building

3.1.1. Key elements

Evaluation typically follows the positivist approach evaluating outputs, outcomes, and their indicators against predefined targets (e.g. traffic reduction to be achieved on a street). Nevertheless, the expected outcomes and benefits of consensus making do not only lie in concrete quantitative outcomes, but also in social and governance effects outlined in the introduction. Street transformation can be considered as a complex socioeconomic and environmental challenge, where many stakeholders with conflicting values are involved. In a consensus making process around street transformation, goals may not be predefined but discovered during the collaborative planning process. Therefore, criteria that relate to societal and governance capacity building may be more appropriate to assess such processes (Innes & Booher, 2003). While the former, more tangible results are relatively easy to evaluate, the less tangible impacts are usually not considered in evaluations (Innes, 1999).

In the StreetForum project, we focus on both formal and more concrete outcomes as well as less formal ones. We have defined four key elements that can lead to consensus and can also be the outcome of consensus making processes. (see Figure 2) These key components of consensus making are:

1. **Building common understanding** of shared values and a common definition of issues through various methods of sharing information between the participants (Innes & Booher, 1999; Subatin & Pramusinto, 2019; Vangen et al., 2015).
2. **Trust building** to ensure that the process and shared information is fair, representative, and perceived as such by stakeholders. (Ansell & Gash, 2008; Innes & Booher, 1999; Subatin & Pramusinto, 2019).
3. **Empowerment** of participants means that they either have or develop the power to take decisions or influence them (Johnson & Howsam, 2018). According to Innes & Booher (1999), consensus building can engage and empower the community so that individuals can autonomously challenge the status quo, share their views and bring creative ideas.
4. **Raising awareness** on possible solutions and impacts and each other's viewpoints through societal learning (Newig et al., 2013; Carnes et al., 1998; Innes & Booher, 1999).

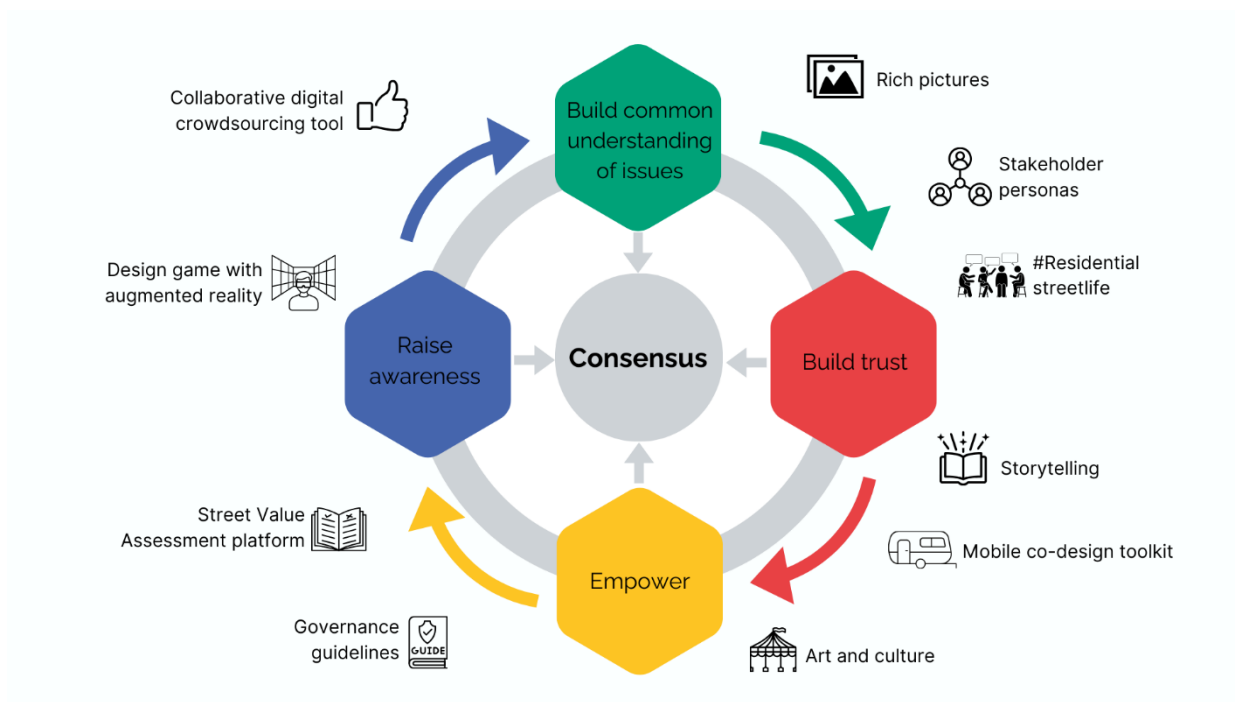


Figure 2 Key elements of consensus making in the context of street transformations and the StreetForum toolkit supporting specific elements.

3.1.2. Phases of consensus building

Consensus building is, within a collaborative governance context, sometimes described as a three-step process. It is at the same time an iterative process where distinct phases like preparation, negotiation, and implementation can blend into each other. Since the StreetForum Toolkit and Living Labs are not (yet) part of a formal process led or initiated by decision-makers, we propose to consider them as a “pre-negotiation, problem setting or preparative phase”. (Ansell & Gash, 2008). This definition implicates different indicators for a successful outcome.

3.1.3. Building on existing evaluation frameworks

The existing literature around evaluating consensus-oriented processes provides some insights on process and impact assessment. The challenge in evaluating the StreetForum project lies in applying these insights, that are mostly a result of the study of formal and long-term processes, to a robust framework for evaluating ad-hoc processes in StreetForum.

Innes & Booher (1999) proposed a framework for evaluating consensus building processes in collaborative planning based on a number of process and outcome criteria that goes beyond the concrete quantifiable outcomes of a consensus making process.

The authors proposed evaluations at three different points in time of the consensus making process: during the process to monitor progress and make adjustments, at the end of the process to identify immediate

outcomes and the experience of the participants, and retrospective evaluations which can be conducted sometime after the process to assess long-term impacts.

The framework of Innes & Booher (1999) distinguishes between the evaluation of the **outcomes** and the **process** and proposed a number of criteria for both.

The key **outcomes** of consensus making are (Innes, 1999; Innes & Booher, 1999):

- high quality agreements between the participants that can offer a significant improvement in solving the initial problems;
- no stalemate at the end of the process: i.e. even if consensus has not been reached the discussions continue;
- comparability in terms of cost and benefits to other planning methods;
- creative, innovative ideas;
- learning, i.e. participants of the process can develop a better understanding of the technical and social issues relevant for the problem or project;
- social, intellectual and political capital;
- information that stakeholders understand and accept;
- new relationships between stakeholders based on trust that can also lead to further collaborations beyond the scope of the original consensus making process;
- consensus building can also help the community to learn and develop new practices of collaboration and discourse.

Innes & Booher (1999) suggest that a good consensus building process should achieve as many of these criteria as possible. Nevertheless, each process is different, therefore, the importance of these criteria should be weighed and adapted to the actual consensus making process and the expected outcomes.

The **process** of consensus making is also important to assess because even if the expected outcome is achieved, decisions will only be supported by the participating stakeholders if the process was legitimate, inclusive, fair, and open. According to Innes & Booher (1999), the key process criteria of a successful consensus making process are:

- inclusion of all stakeholders (representativeness);
- a purpose that is shared by all stakeholders;
- the process is self-organizing that allows the stakeholders to decide on how they want to run the consensus making process (empowerment);

- participants are kept engaged throughout the process;
 - the status-quo is challenged, and innovative ideas emerge;
 - high-quality information is collected and shared, and the stakeholders agree on its meaning;
 - consensus is only sought once all stakeholders had the opportunity to explore the issues thoroughly and propose creative responses.
- The authors suggest that as many process criteria should be achieved as possible; otherwise, the process and the quality of the outcomes may be affected negatively.

This framework was created for more formal collaborative planning approaches where there is a longer-term engagement of stakeholders in a face-to-face process to build consensus (Innes & Booher, 1999; Margerum, 2002) or formal bodies are set up with clear rules. Micro-level street transformation, however, usually does not have a clear planning process or predefined actors with clear responsibilities. Therefore, consensus making is rather an ad-hoc process that adapts to the local context, and the range of stakeholders involved. Therefore, the above-proposed framework has been adapted to the context and needs of the StreetForum Living Labs.

Another important element of consensus building are the starting conditions. Ansell & Gash (2008) state that those conditions, present at the start of the process can either facilitate or discourage the cooperation among stakeholders. For example, the stakeholder analysis for StreetForum showed that in the Brussels' Living Lab (see Deliverable D1.1 Report on stakeholder needs), a lack of trust or a shared vision on the Regional Mobility Plan might have to be overcome before moving forward to a consensus.

Ansell & Gash (2008) narrowed these critical starting conditions down to three broad variables (see Figure 3):

1. *“Imbalances between the resources or power of different stakeholders.*
2. *Incentives that stakeholders have to collaborate.*
3. *Past history of conflict or cooperation among stakeholders.”*

Within the StreetForum project, these starting conditions should be analysed as they might need a different approach in reaching consensus or building capacity.

Figure 1
A Model of Collaborative Governance

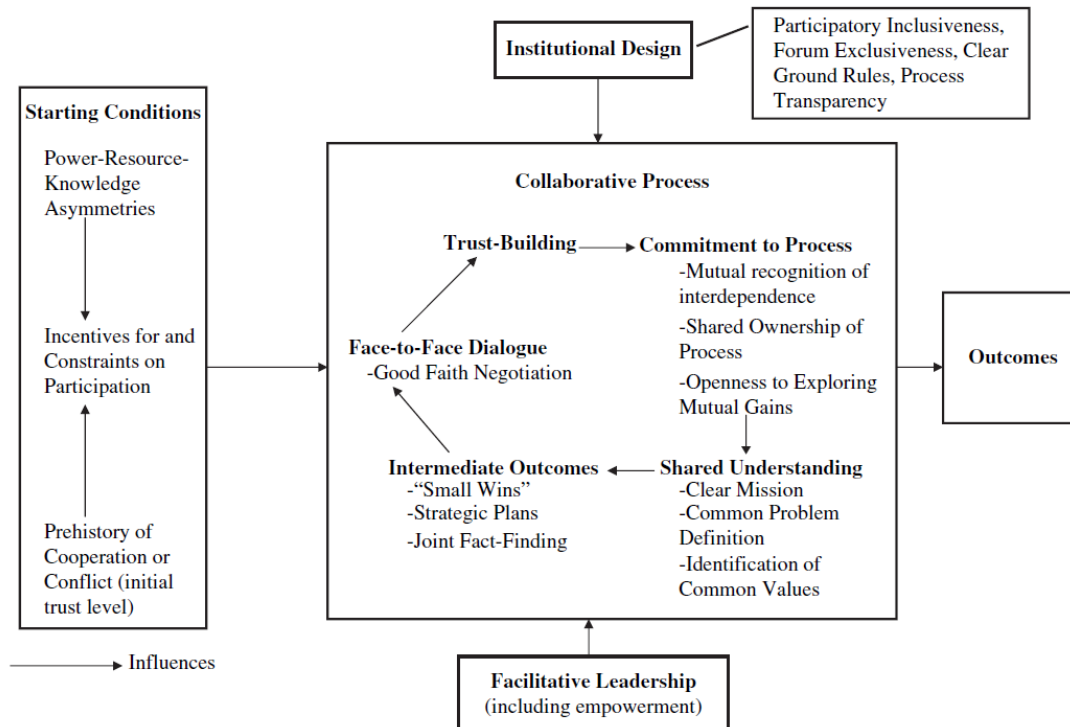


Figure 3 Model of collaborative governance (Ansell & Gash, 2008).

Buchecker et al. (2010) builds on the framework of Innes & Booher (1999) while arguing that a consensus building process can be considered as a social intervention and thus intervention research, an established methodology from environmental psychology, could be applied. Intervention research measures changes in the participant's attitudes related to the expected changes. Measurement is done right before, during and immediately after the workshop. Their case studies were groups of stakeholders that came together for a one-day workshop.

The evaluation indicators were grouped around the following categories:

1. Participant's attitudes towards the negotiated topic,
4. Participant's assessment of the actual situation in terms of social capital,
5. Participant's attitudes towards public participation in general (democratic learning).
6. Participant's assessment of their personal agreement with the attitudes of other groups

Some of these indicators (1) or (3) are only applicable when the definition of the issue to be resolved through the consensus process is clearly outlined and when the process is led by a stakeholder with the power to act on the agreements following from the consensus-making. Changes in attitudes towards social capital (2) or

personal agreement with the attitudes of other groups (4) are relevant to define the indicators for consensus building within StreetForum.

When defining an appropriate evaluation design, the feasibility of finding a control group for measurements should be considered. (see Figure 4) Including a control group increases the possibility for valid analytical conclusions. (Dziekan et al., 2013). The weakness in methodology of a pre-/post implementation or otherwise called a before/after comparison can however be countered.

Table 2-2: Design options for the reduction of the evaluation design.


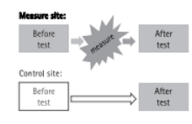
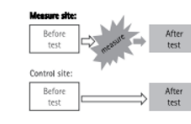
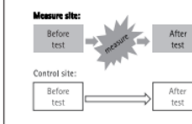
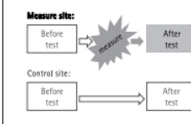
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Design 1 – the best	Design 2	Design 3	Design 4	Design 5
Pre- /post implementation project /control group design with (non-) randomised assignment.	Pre- /post-implementation group with only post-implementation control group.	Post-implementation project / control group with no baseline data.	Pre- /post-implementation project group analysis with no control group.	Post-implementation project group with no baseline data and no control group.
				
Strongest design in most cases where it was thought on evaluation from the beginning, starting it at the same time as the project planning.	While weaker than the previous design this is relatively strong as it permits comparison over time and post-project transversal analysis.	A common design when the evaluation begins late in the project cycle or when the project has ended. The lack of baseline data makes it difficult to control for initial differences between the two groups.	A common design when data are only collected on the project group. Methodologically weak, because using before data as the counterfactual requires assumptions about time varying effects and individual unobservable variables.	Weakest design but one which is commonly used when evaluation comes in late in the project with very limited time and money.

Figure 4 Design options for the reduction of the evaluation design. (Dziekan, et al., 2013).

Much like in the case studies from (Buchecker et al., 2010), a control group is not feasible to implement in StreetForum, due to the difficulty of finding a “clean” comparative measurement in a similar context and due to the available project resources as it would imply finding a control group in all four Living Labs.

The context of the StreetForum project should be understood as a combination of mostly outdoor, temporary, low-threshold activities where participants could be passersby, residents, or visitors, making a long-term engagement to assessment tasks difficult. The limited time in which the participants partake in the tools makes it unlikely to be influenced by exterior disturbances. And since the stakeholders that are evaluated will be the same before and after the use of the tool, their individual variables are limited too. The framework proposed by Buchecker et al. (Buchecker et al., 2010) could therefore be useful to measure the impact of tools in-situ.

Concluding the beforementioned frameworks, we composed a list of indicators to measure consensus making in the StreetForum project. All indicators may not apply to each Living Lab context. What is measured has to be adapted to the street project conditions.

Category	Indicator	Description
Quality of the process (Innes & Booher, 1999)	Representativeness (Carnes et al., 1998; Innes & Booher, 1999; Newig et al., 2013)	The inclusion in the process of all identifiable stakeholder groups and significantly different interests within these groups.
	Participants' engagement (Carnes et al., 1998; Innes & Booher, 1999)	Ability to keep participants at the table, interested, and learning during the process.
	Barriers for reaching consensus (Dziekan et al., 2013)	Detection of elements that have a negative impact on the consensus building process.
	Drivers for reaching consensus (Dziekan et al., 2013)	Detection of elements that have a positive impact on the consensus building process.
Building common understanding (Ansell & Gash, 2008)	Purpose is shared by all stakeholders (Innes & Booher, 1999)	Assessment if the tool has a clear goal and if it enables a common mission shared by participants.
	Development of a common problem definition (Ansell & Gash, 2008)	The definition of the issue is shared and perceived as true/correct.
	Identification of shared values (Subatin & Pramusinto, 2019; Vangen et al., 2015)	Participants learn about their shared values during the process.
Trust building (Ansell & Gash, 2008; Innes & Booher, 1999; Subatin & Pramusinto, 2019)	The process collects, shares and produces information that stakeholders understand and accept. (Innes & Booher, 1999)	Assessment of the value of shared information and sources.
	The public has trust and confidence in the facilitator and convenor of the consensus building process (Carnes et al., 1998)	Participants feel the support of the facilitator and framework to express their points of view.
	Consensus is only sought once all stakeholders had the opportunity to explore the issues thoroughly and	Adequate time is available to express each participant's point of view.

	propose creative responses. (Innes & Booher, 1999)	
Empowerment (Johnson & Howsam, 2018)	The process is self-organising and allows the stakeholders to decide on how they want to run the consensus making process (Innes & Booher, 1999)	Assessment if the tools are easy to understand and implement, so that they can be used without substantial financial resources or without special expertise, thus empowering citizens/NGOs without specialist knowledge.
	Participants can raise questions and concerns that were not initially part of the process. (Johnson & Howsam, 2018)	Participants perceive the process as a safe space to state their point of view.
	The process encourages to challenge the status-quo (Innes & Booher, 1999)	Assessment if the status quo was challenged during the activity i.e. if the underlying conflict was addressed.
Raising awareness (Newig et al., 2013)	All stakeholders understand each other's concerns - regarding the impacts and benefits/issues of street transformations (Carnes et al., 1998)	Assessment of stakeholder's ability to identify and understand each other's concerns, behaviour, choices (e.g. transport mode choices), policies.
	Societal learning - regarding the impacts and benefits/issues of street transformations (Innes, 1999; Innes & Booher, 1999; Newig et al., 2013)	Assessment if participants developed a better understanding of the technical and social issues relevant for the problem or project. To be defined per tool/context. Consult with LL coordinators.
Quality of the outcome (Innes & Booher, 1999)	Production of high-quality agreements among participants that can offer a significant improvement in solving the initial issues (Innes, 1999; Innes & Booher, 1999)	Assessment whether any agreement was reached between participants.
		Assessment of a possible partial consensus e.g., a compromise, an ending of stalemate, ...
	New relationships and collaboration that have emerged due to the process (Innes, 1999; Innes & Booher, 1999)	Assessment whether the process assisted in making new connections

		between the stakeholders, possibly in the future leading to collaboration.
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Table 1 Indicators for consensus-building.



3.2. Evaluating street transformation impacts

Originating from The National Association for City Transportation Officials (NACTO), The Global Designing Cities Initiative (GDCI) is a world leading NGO that inspire a shift toward safe, sustainable, and healthy cities through transforming streets around the globe. GDCI has published an excellent guide “How to Evaluate Street Transformations” (GDCI, 2022).

3.2.1. Types of street transformation projects

The guide “How to Evaluate Street Transformations” (GDCI, 2022) defines three types of street projects:

- Pop-up street transformation project - Lasting a few hours up to a few days, a pop-up project is a quick way to generate excitement, demonstrate the immediate impacts of a design on a project site, trial a new design, and make the case for an interim project. A pop-up project uses temporary paint, cones, freestanding delineators, movable street furniture, and/or road barriers.
- Interim street transformation project - Lasting a few weeks, months, or years, an interim project generally uses street markings, paint, signs, free-standing delineators, plants, movable street furniture, and/or road barriers. It gives the opportunity to experience the project and collect data over a slightly longer time frame: before, during, and after the project.
- Capital construction project - Often, the ultimate goal of pop-up and interim projects is to lead to a permanent project through capital construction. This type of project allows for long-term impact evaluation over several years. Although this document’s methodology can be applied to capital construction projects, the focus is on using data effectively during pop-up and interim street transformation projects to enable capital construction, or permanent change.

The StreetForum Living Labs mainly consists of Pop-ups. Interim projects basically have similar project phases and indicators, according to GDCI.

- Living Lab Stockholm: Summer Street, Urban Garden, Outdoor Gym, School Street, #residentialstreetlife, ...
 - Living Lab Vienna: Art Installations, #residentialstreetlife
 - Living Lab Istanbul: Mobil, #residentialstreetlife, Art Installations
 - Living Lab Brussels: Mobil

In case no physical transformation of the street was established within the StreetForum project, we propose to use one of the StreetForum tools, ‘Streetmeter’, to evaluate the impact of a street transformation that has been agreed on during the consensus-building process by all stakeholders. In this way, the potential impact of the agreement from the consensus-building process is evaluated.

3.2.2. Indicators for Street transformation

Indicators are measures that collect data on a specific aspect of a place. Indicators that are proposed here are selected to work for pop-up and interim projects. Indicators should ideally work in all phases. During the design phase indicators sometimes must be used in simulations, such as traffic flow. The indicators selected is also related to the performance indicators in streetmeter.net.

What indicators that are used and measured depends on the type and scale of the street project. Large and complex projects need more measurement than smaller pop-up projects.

Theme	Indicator	Method		
		Before Phase	Design Phase	After Phase
Pedestrians	Presence and width of sidewalks	Map	Drawing	Observation
	Materiality of sidewalks (slipperiness, etc.)	Observation	Drawing	Observation
	Storm water treatment and drainage time	Observation	Streetmeter	Observation
	Air temperature	Observation	Streetmeter	Observation
	Number and quality of accessibility ramps	Observation	Drawing	Observation
	Number of handrails or similar facilities	Observation	Drawing	Observation
	Furniture for pedestrians to rest/sit	Observation	Streetmeter	Observation
	Sheltered/shaded space	Observation	Drawing	Observation
	Illuminated surface area	Observation	Streetmeter	Observation

Number of outdoor dining seating	Observation	Streetmeter	Observation
Distance between crossings	Map	Streetmeter	Observation
Entrance density that supports safety	Map	Streetmeter	Observation
Number of pedestrians by age and gender	Observation	Streetmeter	Observation
Number of pedestrians by type of activity and duration of stay	Observation	Simulation	Observation
Number of neighbor connections	Interviews	Streetmeter	Interviews
Number and risk of killed or seriously injured	Database	Streetmeter	Database
Number of pedestrians crossing the street with and without crossing facilities	Observation	Simulation	Observation
Average time it takes for pedestrians to finish crossing the street	Observation	Streetmeter	Observation
Number of people using spaces with polluted/clean air	Observation	Streetmeter	Observation
Gender mix	Observation	Streetmeter	Observation

	Share of people experience the street as nice and attractive	Interviews & workshops with Placetoplan	Interviews & workshops with Placetoplan	Interviews & workshops with Placetoplan
	Share of people experience the street as safe and secure	Interviews & workshops with Placetoplan	Interviews & workshops with Placetoplan	Interviews & workshops with Placetoplan
	Age of children that can safely walk	Observation	Streetmeter	Observation
	Image of place	Observation/Photo	Photoshop	Observation/Photo
Bicyclists	Width of cycle facilities	Map	Streetmeter	Observation
	Protected bikelanes	Observation	Streetmeter	Observation
	Bollards (type, height, and visibility if applicable)	Observation	Drawing	Observation
	Number of bike parking	Observation	Streetmeter	Observation
	Number of cyclists and micromobility users per day	Observation	Streetmeter	Observation
	Age of children that can safely bike	Observation	Streetmeter	Observation
Transit	Dedicated transit facilities	Map	Streetmeter	Observation
	Number of adequate waiting areas for transit	Observation	Drawing	Observation
	Number of transit stops	Map	Streetmeter	Observation

	Number of people at transit stops	Observation	Streetmeter	Observation
	Average travel time of buses/transit	Observation	Streetmeter	Observation
Cars	Number of parking spaces and loading bays	Observation	Streetmeter	Observation
	Percentage of parking spaces for mobility-impaired accessibility	Observation	Drawing	Observation
	Width of each travel lane	Map	Streetmeter	Observation
	Size of the curb radii at intersections	Map	Drawing	Observation
	Storable snow	Observation	Streetmeter	Observation
	Peak and average motor vehicle speed	Observation	Simulation	Observation
	Percentage of traffic traveling within the speed limit	Observation	Simulation	Observation
	Percentage of drivers yielding for pedestrians at crossings	Observation	Simulation	Observation
	Loading durations	Observation	Simulation	Observation
	Climate emissions in tonne CO2/yr	Streetmeter	Streetmeter	Streetmeter
	Noise levels	Observation	Streetmeter	Observation

	Emission of air pollutants and number of polluting vehicles in the area	Observation	Streetmeter	Observation
	Number of vehicles illegally parked on site	Observation	Simulation	Observation
	Parking revenue	Observation	Streetmeter	Observation
	Average parking turnover time	Observation	Simulation	Observation
Property	Housing value (sales prices)	Observation	Streetmeter	Observation
	Office value (rents)	Observation	Streetmeter	Observation
	Retail revenue	Observation	Streetmeter	Observation
	Outdoor dining revenue	Observation	Streetmeter	Observation

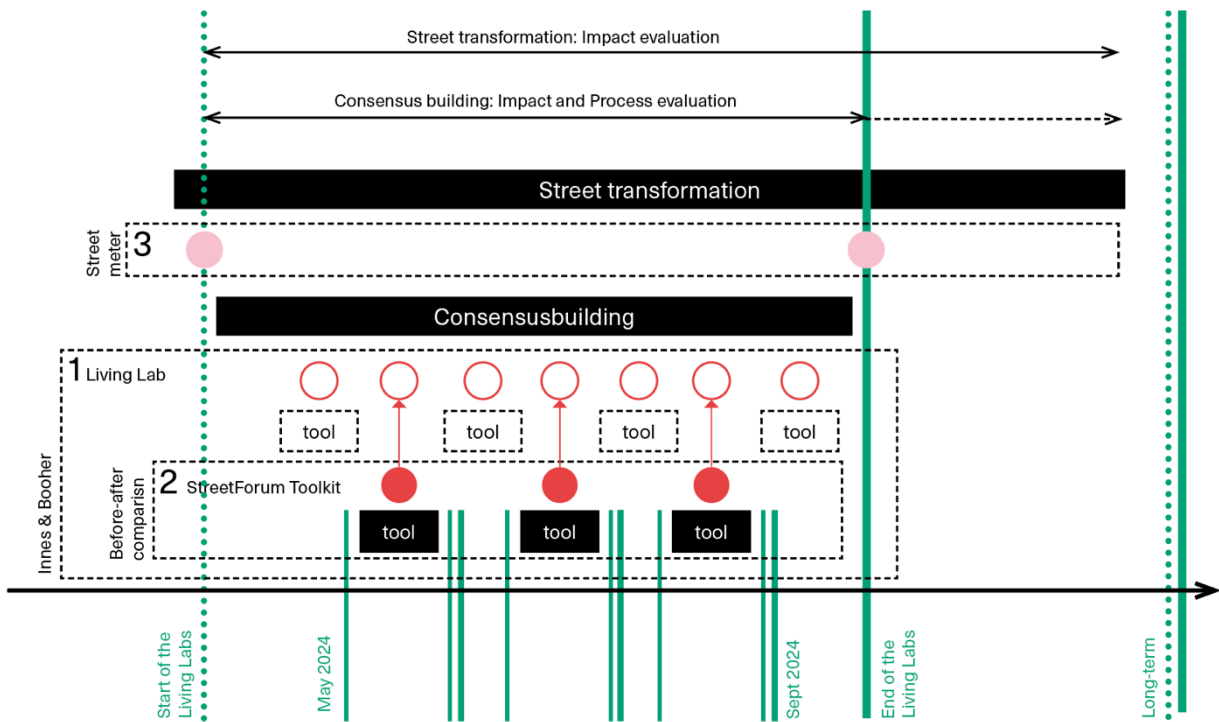
Table 2 Indicators for Street Transformation.

4. StreetForum Evaluation Design

An evaluation of a street project (Living Lab) is implemented in these three phases.

- Before phase – A street project starts with identifying stakeholders and data of the place. The street in its current state is evaluated, to support the design process and to compare with the after phase.
- Living Lab phase – The consensus-oriented activities are evaluated for their process and outcomes.
- After phase – After the (partial or pop-up) street transformation, it is evaluated by its users and stakeholders.

The StreetForum Living Labs have different contexts, scales, and time frames, but it is important that all Living Labs are evaluated at least in the first two phases, since implementation of the street transformation is not part of the project. The following scheme (Figure 6) presents the initial planning of the evaluation in StreetForum related to the three levels of evaluation and the phases of the Living Labs:



- Outcome evaluation through questionnaires
- Process evaluation through questionnaires
- In-depth interviews with stakeholders
- Observation of the participant's behaviour
- Process monitoring / Make adjustments
- Streetmeter

Figure 5 StreetForum Evaluation Design.

5. Data collection methods

The choice of data collection must be based on the social, spatial, and organisational context of the street and available resources of the street project managers. It is important to identify what data is available and what studies have already been conducted before initiating your own research. Are there ongoing investigations at the location that can be supplemented?

Measurement methods should be time and cost-effective. Standardized protocols and schedules should be utilized. See measurement as an opportunity for knowledge development within the project. Observers and project members should be familiar with the measurement methods. Once the measurement is completed, it's important to disseminate the measurement results within the project organisation and then in a responsible manner to the concerned public.

5.1. Data collection for Living Lab Evaluation

The overall data collection for the Living Lab assessment consists of these steps:

- Baseline data:
 - Conflict assessment:
 - Stakeholder Analysis (see Deliverable D1.1 Report on stakeholder needs)
 - Problem descriptions in planning templates
 - Storytelling game
 - Living Lab profiles
- Process monitoring:
 - Observation protocol
 - Activity log
- Ex-post data:
 - 'Super'-Post-survey on consensus-building for a core group of participants and facilitators who participated in multiple tools to assess the overall effect of the Living Lab.

5.2. Data collection for Tool Evaluation

The overall data collection for the tool assessment consists of these steps:

- Baseline data
 - Pre-survey on consensus-building for participants
- Process monitoring:
 - Observation protocol (attention for barriers and drivers)
- Ex-post data:
 - Post-survey on consensus-building for participants and facilitators

The StreetForum Toolkit could be fitted into three categories for evaluation purposes. (see Figure 8) For each tool, a slightly different assessment model is developed.

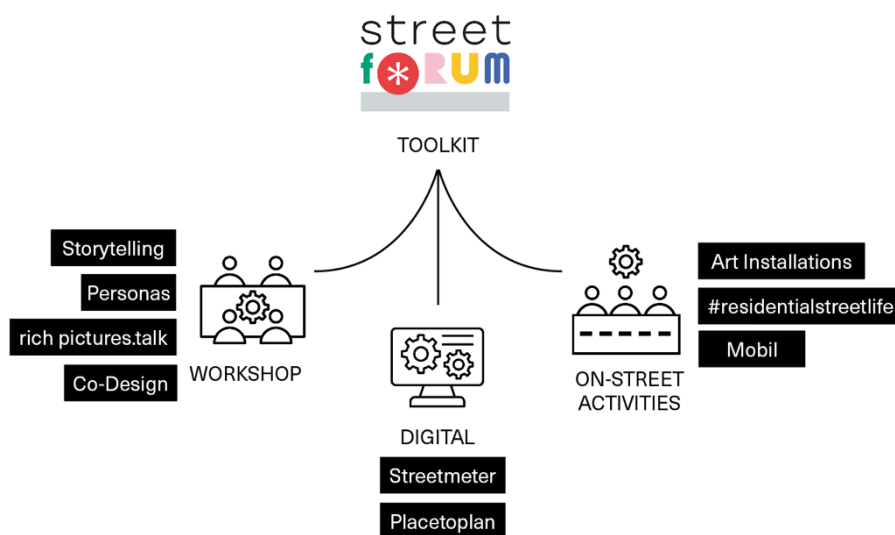


Figure 6 Tool assessment - three types of evaluation.

5.2.1. Workshop-like activities: Storytelling Game, Personas, rich picture.talk and Co-Design Game

The first type of tools consists of a workshop-like activity. A defined group of active participants is gathered around a table, gameboard or flipchart and spends a defined period of time participating in the activity. This type of activity is very controlled and therefore easily monitored and evaluated. The workshops and filling out of surveys should not be too lengthy to avoid participation fatigue.

5.2.2. Digital tools: Streetmeter and Placetoplan

The second type are the digital tools. The user spends a short amount of time active online. Here the challenge lies in keeping the online user engaged enough to participate in the evaluation. The survey is limited to an 'after-survey'. The observational part becomes a digital monitoring plug-in on the website

where statistics are monitored. Hybrid use of the digital tools with analogue tools should combine assessment methods for workshops-like and digital tools.

5.2.3. On-street activities: Art Installations, #residentialstreetlife, Mobil

A third type of tool are (supports for) street events. These activities generally take multiple days or even a few weeks. A participant of the tool can be involved in very different ways: a passer-by, a neighbour actively involved and a kid coming to play for a few hours... There is only one survey for participants that questions them during the use of the tool. The observer will have to do a head count at multiple moments of the day to estimate the number of users.

5.3. Data collection for Street Transformation Evaluation

The overall data collection for the street transformation assessment consists of these steps:

- Baseline data
 - Streetmeter as a minimum requirement.
- Process monitoring
 - None
- Ex-post data
 - Streetmeter as a minimum requirement
 - Other methods as described below.

There are many measurements and datasets that can be used for street evaluations. Here are some examples and suggestions.

- Measuring the physical environment on-site
- Measuring on maps, drawings and aerial photographs
- Researching existing databases and archives
- Analysing street networks
- Analysing traffic flows
- Collecting economic and real estate data
- Studying photographs and videos
- Conducting online surveys
- Analysing traditional and social media content

- Interviewing stakeholders and focus groups
- Observing traffic flows
- Observing use and activities
- Measuring noise and air quality
- GPS data from mobile phones and mobile apps.
- Computer simulations

6. Assessment Guidelines

The following section is intended to guide the Living Labs coordinators through the application of this evaluation framework during their activities.

All templates are found [in this folder](#) on Sharepoint:

- “Evaluation_Workshop-like tools”
- “Evaluation_Digital tools”
- “Evaluation_On-street activities”
- “Evaluation_End of Living Lab”

6.1. Assessment of Living Lab

Each of the tools addresses different key-elements of consensus-building (see Table 1). The aim of assessing the Living Lab as a whole is to assess the overall consensus-building process (and thus a combination of all four key-elements). Furthermore, it makes it possible to include informal activities, which are an essential part of consensus-building, aside the StreetForum Toolkit in the evaluation.

Tool	Key element of consensus-building that is addressed
Streetmeter (SpS)	Build common understanding; Raise awareness
Placetoplan (SpS)	Build common understanding; Build trust
#residentialstreetlife (SP)	Raise awareness; Build common understanding; Empower
rich picture.talk (SP)	Build common understanding; Build trust
Art Installations: umbrella. blossoms, cariage(AT)	Raise awareness; Empower
Co-Design game (TUW)	Raise awareness; Build common understanding; Empower
Stakeholder personas (VUB)	Build common understanding
Storytelling game (VUB)	Build common understanding; Empower; Build trust
Mobil, a mobile co-design cart (CG)	Raise awareness; Empower
Living Lab	Raise awareness; Build common understanding; Empower; Build trust

Table 3 Tools and elements of consensus-building.

6.1.1. Preparation: Conflict assessment

Gather information from:

- Stakeholder analysis
- Problem descriptions in planning templates
- Living Lab profiles
- Other? (e.g., previous experiences with tools)

6.1.2. Preparation: Securing a core group of participants for evaluation

To enable an assessment process of the Living Lab as a whole, it is crucial to ensure a core group of participants, ideally representing all local stakeholders, that goes through the entire process of consensus-building. In practice, it means that the participants in the core group will have participated in all tools in the Living Lab (if the LL has multiple locations: all tools in one location), where all four key elements of consensus-building were addressed. (see Table 1 above that shows the key-element of consensus addressed per tool) **It is advised to aim for 10 participants in the core group, the absolute minimum number for the core group is 6 participants.** Certain tools have a limited number of participants so they will have to be used multiple times to fulfill the evaluation tasks.

Example: A participant of the Living Lab in Brussels (Blvd de la Révision) plays the Co-Design game and spends time building a basket hoop with Broedplek. In these tools, 3 key-elements of consensus-building are addressed: raise awareness, build common understanding and empower. Later that day, she/he joins the storytelling game with personas, which also aims to build trust, the last key element. This participant passed through all tools and all parts of consensus building and is now eligible to be part of the core group for evaluation.

6.1.3. Preparation: Assessment task planning

For each of the Living Labs, a task planning is prepared that summarizes all evaluation tasks.

6.1.4. Assessment task planning: Living Lab Brussels

Tool	Date	Timing	Evaluation tasks	Who is evaluated?
Boulevard de la Révision - July 2024 (3, 10, 17)				
Co-Design game (TUW)		3 days		One activity requires 3 to 8 participants; 1 facilitator
<i>Raise awareness; Build common understanding; Empower</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer (optional)
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Faciltator	1 facilitator
Stakeholder personas (VUB) with storytelling game		3 days		One activity requires 3 to 8 participants; 1 facilitator
<i>Build common understanding; Empower; Build trust</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Faciltator	1 facilitator
Mobil (CG)		3 days		One activity requires undefined no. of participants; 2 facilitators
<i>Raise awareness; Empower</i>		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Faciltator	1 facilitator
Living Lab Evaluation				
<i>Raise awareness; Build common understanding; Empower; Trust building</i>		end of living lab	'Super' Post-Survey Participant	core group of participants (aim for 10, min 6)
		after living lab	'Super' Post-Survey Faciltator	all facilitators

Tool	Date	Timing	Evaluation tasks	Who is evaluated?
Rue Ropsy Chaudron - June 2024 (24, 25, 26, 28)				
Placetoplan (SpS)	Jun 24	1 month		One activity allows up to 100 participants; requires min. 1 facilitator
<i>Build common understanding; Build trust</i>		start of activity	Pre-Survey Participant	in total 10 participants
		after activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Mobil (CG)		4 days		One activity requires undefined no. of participants; 2 facilitator
<i>Raise awareness; Empower</i>		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
rich picture.talk (SP)		3 days		One activity requires 2 to 8 participants; 1 facilitator
<i>Build common understanding; Build trust</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Storytelling game (VUB)		3 days		One activity requires 3 to 6 participants; 1 facilitator
<i>Build common understanding; Empower; Build trust</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Living Lab Evaluation				
<i>Raise awareness; Build common</i>		end of living lab	'Super' Post-Survey Participant	core group of participants (aim for 10, min 6)

<i>understanding; Empower; Trust building</i>				
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6.1.5. Assessment task planning: Living Lab Istanbul

Tool	Date	Timing	Evaluation tasks	Who is evaluated?
Yoğurtçu Parkı Cd – 22-23 May 2024				
Streetmeter (SpS)				One activity requires min. 1 participant; 1 facilitator
<i>Raise awareness</i>		start of activity	Pre-Survey Participant	in total 10 participants
		after activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
#residentialstreetlife (SP)	End of May	2 days		One activity allows for 3 to 200 participants; requires 2 to 8 facilitators
<i>Raise awareness; Build common understanding; Empower</i>		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Art Installations (AT)	End of May	2 days		One activity requires undefined no. of participants; 1 to 2 facilitators
<i>Raise awareness; Empower</i>		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Co-Design game (TUW)	End of May	2 days		One activity requires 3 to 8 participants 1 facilitator
<i>Raise awareness; Build common understanding; Empower</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer (optional)
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Stakeholder personas (VUB)				One activity requires 3 to 8 participants

				1 facilitator
<i>Build common understanding</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Mobil (CG)				One activity requires undefined no. of participants; 2 facilitators
Raise awareness; Empower		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Living Lab Evaluation				
Raise awareness; Build common understanding; Empower; Trust building		end of living lab	'Super' Post-Survey Participant	core group of participants (aim for 10, min 6)
		after living lab	'Super' Post-Survey Facilitator	all facilitators



6.1.6. Assessment task planning: Living Lab Stockholm

Tool	Date	Timing	Evaluation tasks	Who is evaluated?
TBD				
Streetmeter (SpS)				One activity requires min. 1 participant; 1 facilitator
<i>Raise awareness</i>		start of activity	Pre-Survey Participant	in total 10 participants
	TBD	after activity	Post-Survey Participant	in total 10 participants
	TBD	after activity	Post-Survey Faciltator	1 facilitator
Placetoplan (SpS)	2023-2024	2 years		One activity allows ca.100 participants; requires min. 1 facilitator
<i>Build common understanding; Build trust</i>		during activity	Post-Survey Participant	in total 10 participants
	Dec 24	after activity	Post-Survey Faciltator	1 facilitator
#residential streetlife (SP)	Sep 24	1 to 2 days		One activity allows for 3 to 200 participants; requires 2 to 8 facilitators
<i>Raise awareness; Build common understanding; Empower</i>		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Faciltator	1 facilitator
Storytelling game (VUB)				One activity requires 3 to 6 participants; 1 facilitator
<i>Build common understanding; Empower; Build trust</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Faciltator	1 facilitator
Living Lab Evaluation				
<i>Raise awareness; Build common understanding;</i>		end of living lab	'Super' Post-Survey Participant	core group of participants (aim for 10, min 6)

<i>Empower; Trust building</i>				
		after living lab	'Super' Post-Survey Faciltator	all facilitators



6.1.7. Assessment task planning: Living Lab Vienna

Tool	Date	Timing	Evaluation tasks	Who is evaluated?
Lambertgasse				
Placetoplan (SpS)	June to Oct-24	4 to 5 months		One activity allows ca.100 participants; requires min. 1 facilitator
<i>Build common understanding; Build trust</i>	June to Oct -24	during activity	Post-Survey Participant	in total min. 6 participants
	Nov 24	after activity	Post-Survey Faciltator	1 facilitator
rich picture.talk (SP)	June or later (until Oct)	2 days		One activity requires 2 to 8 participants; 1 facilitator
<i>Build common understanding; Build trust</i>		start of activity	Pre-Survey Participant	in total min. 6 participants
		during activity	Observation	1 observer
		end of activity	Post-Survey Participant	in total min. 6 participants
		after activity	Post-Survey Faciltator	1 facilitator
#residential streetlife (SP)	Early June	2 days to one week		One activity allows for 3 to 200 participants; requires 2 to 8 facilitators
<i>Raise awareness; Build common understanding; Empower</i>		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total min. 6 participants
		after activity	Post-Survey Faciltator	1 facilitator
Art Installations (AT)	Early June	2 days to one week		One activity requires undefined no. of participants; 1 to 2 facilitators
<i>Raise awareness; Empower</i>		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total min. 6 participants
		after activity	Post-Survey Faciltator	1 facilitator
Co-Design game (TUW)	Early June	2 weeks		One activity requires 3 to 8 participants 1 facilitator

<i>Raise awareness; Build common understanding; Empower</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer (optional)
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Facilitator	1 facilitator
Living Lab Evaluation	Early June			
<i>Raise awareness; Build common understanding; Empower; Trust building</i>		end of living lab	'Super' Post-Survey Participant	core group of participants (aim for 10, min. 6)
		after living lab	'Super' Post-Survey Facilitator	all facilitators

Tool	Date	Timing	Evaluation tasks	Who is evaluated?
Rahlgasse				
Placetoplan (SpS)	June to Oct-24	4 to 5 months		One activity allows ca.100 participants; requires min. 1 facilitator
<i>Build common understanding; Build trust</i>		start of activity	Pre-Survey Participant	in total min. 6 participants
		during activity	Post-Survey Participant	in total min. 6 participants
	Oct 24	after activity	Post-Survey Facilitator	1 facilitator
rich picture.talk (SP)	Sep or Oct 24	2 days		One activity requires 2 to 8 participants; 1 facilitator
<i>Build common understanding; Build trust</i>		start of activity	Pre-Survey Participant	in total min. 6 participants
		during activity	Observation	1 observer
		end of activity	Post-Survey Participant	in total min. 6 participants
		after activity	Post-Survey Facilitator	1 facilitator
#residential streetlife (SP)	Oct 24	2 days to one week		One activity allows for 3 to 200 participants; requires 2 to 8 facilitators
<i>Raise awareness; Build common understanding; Empower</i>		during activity	Observation	1 observer

		during activity	Post-Survey Participant	in total min. 6 participants
		after activity	Post-Survey Faciltator	1 facilitator
Art Installations (AT)	Oct 24	2 days to one week		One activity requires undefined no. of participants; 1 to 2 facilitators
<i>Raise awareness; Empower</i>		during activity	Observation	1 observer
		during activity	Post-Survey Participant	in total min. 6 participants
		after activity	Post-Survey Faciltator	1 facilitator
Co-Design game (TUW)	Oct 24	2 weeks		One activity requires 3 to 8 participants 1 facilitator
<i>Raise awareness; Build common understanding; Empower</i>		start of activity	Pre-Survey Participant	in total 10 participants
		during activity	Observation	1 observer (optional)
		end of activity	Post-Survey Participant	in total 10 participants
		after activity	Post-Survey Faciltator	1 facilitator
Living Lab Evaluation	Oct/Nov 24			
<i>Raise awareness; Build common understanding; Empower; Trust building</i>		end of living lab	'Super' Post-Survey Participant	core group of participants (aim for 10, min 6)
		after living lab	'Super' Post-Survey Faciltator	all facilitators



6.1.0. During the Living Lab: Activity logbook

After the planning, notetaking of all activities as they happened is important to keep track of the entire Living Lab (e.g. use of tools, process-monitoring, other workshops, or interventions...)

What?	Date	Activity	No. of participants (citizens + organisers)	Location
Street event	05.07.2024	Co-Design game	13 +2	Blvd de la Révision

6.1.1. During the Living Lab: Observation

See further below in activity/tool assessment: During the activity: Observation

6.1.2. Near the end of the Living Lab: 'Super'-Post-survey Participants

The post-surveys for tool assessment will be filled out at the end of the activity. See below in activity/tool assessment:

After the activity: Post-survey Participants and

After the activity: Post-survey Facilitator

The specific aim of the post-surveys near the end of the Living Lab is to assess what the overall impact was on stakeholders who participated in multiple tools and already filled out a pre-survey.

To motivate participants to fill in this 'super'-post-survey it might be interesting to install a reward system. You can find an example below where participants get a stamp for each activity, if they took part in four activities, they can get a reward by filling out the final survey.





Four stamps = Fill in the "Super Survey" and get a reward.

One stamp = participated in one tool

6.1.3. Near the end of the Living Lab: 'Super'-Post-survey Facilitator

The aim of post-survey for the facilitator or here the organisers of the Living Lab is to assess the overall impact of the Lab on consensus-building.

6.2. Tool/Activity assessment

As described in 4. Data collection methods there are three groups of tools that will be assessed slightly differently. Each Living Lab is free to include more activities in the evaluation using the same assessment methods, therefore opening the possibility to include ad-hoc and informal activities that rise during the project.

Below, we'll go through the necessary steps for tool/activity assessment. All tools have steps in common.



6.2.1. Workshop-like activities: Storytelling Game, Personas, rich picture.talk and Co-Design Game

The following scheme shows an overview of assessment for workshop-like tools.

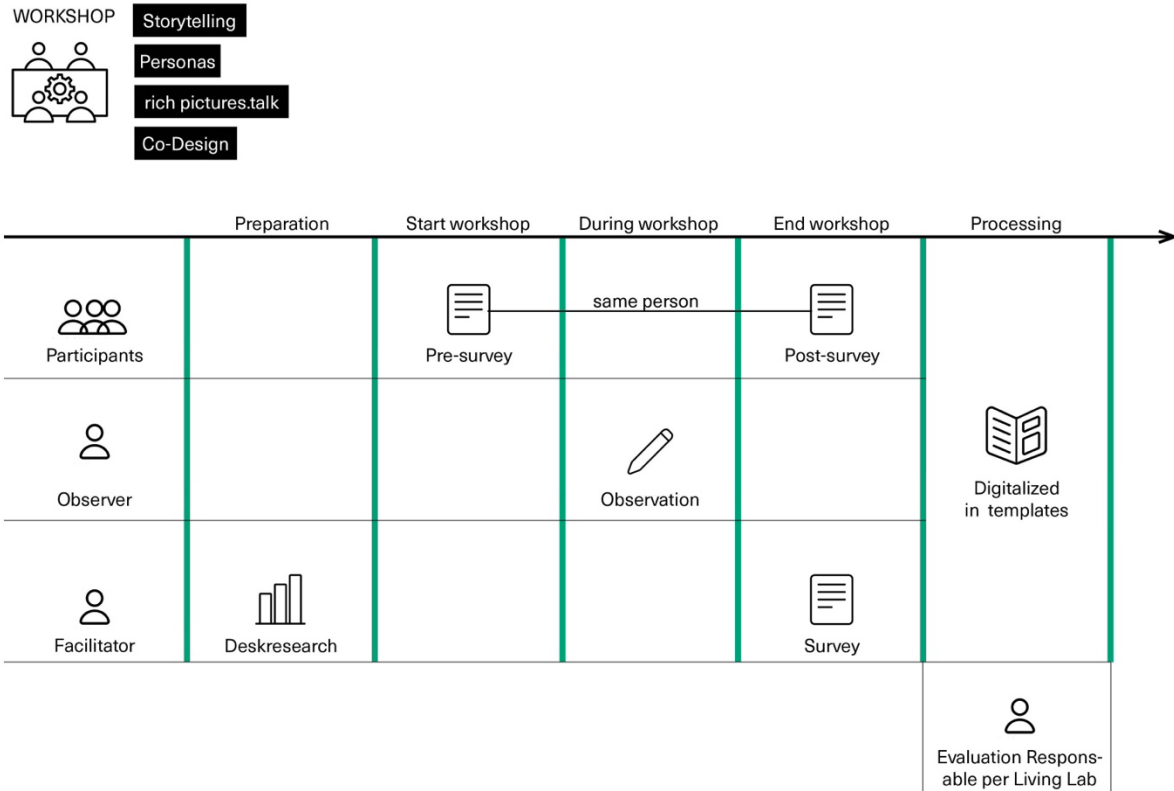


Figure 7 Tool evaluation – Workshops

6.2.0. Digital tools: Streetmeter and Placetoplan

The following scheme shows an overview of assessment for digital tools.

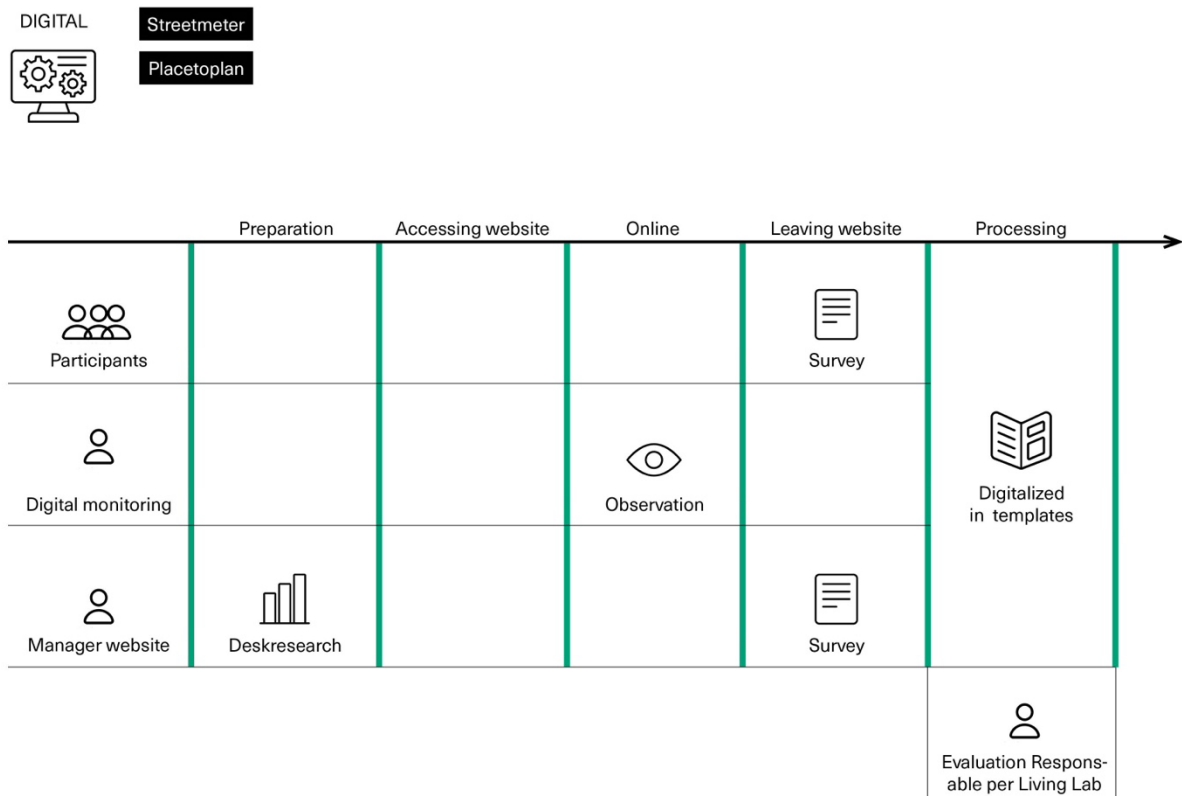


Figure 8 Tool Evaluation – Digital tools

6.2.0. On-street activities: Art Installations, #residentialstreetlife, Mobil

The following scheme shows an overview of assessment for tools that consist of on-street activities or that are supporting those activities.

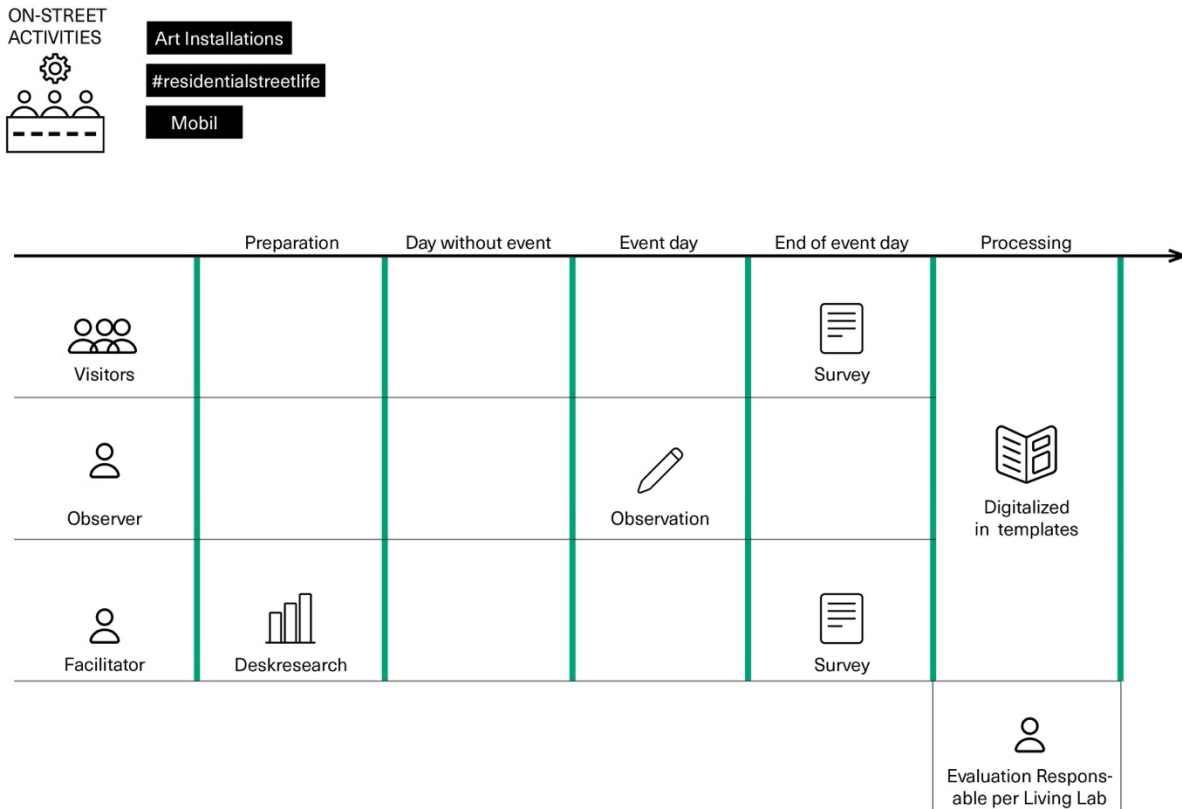


Figure 9 Tool Evaluation - On-street activities.

6.2.1. Preparation : Desk research

This step applies for all tools.

Firstly, we will research the local context. This will make it possible to compare the representation of the local population and stakeholders in the Living Lab activities and later to evaluate the different Living Labs in terms of applicability and transferability. We look for data at the smallest scale possible. For example, in Brussels, the Living Lab is situated in the town of Anderlecht. The two neighbourhoods of the Living Lab are Kuregem Bara and Kuregem Veeartsenij.

Sources:

- Statbel: <https://statbel.fgov.be/nl/gemeente/anderlecht#dashboard1>;
- Wijkmonitoring: <https://wijkmonitoring.brussels/tabellen>

Topic	Date	Source	Scale		Value		Value
General	01.01.2023	Statbel	Town	No. inhabitants	125.065		
Gender	01.01.2023	Statbel	Town	No. of men	62.331	No. of women	62.734
Age	01.01.2023	Statbel	Town (Anderlecht)	Age pyramid per 5 years	Download in csv		
Mode share	01.01.2023	Statbel		No. of passenger vehicles	34.197	No. of other vehicles	11.627
Car ownership							
Stakeholder partition							

6.2.2. Before the activity: Pre-survey Participants

Participants will have to fill out a pre- and post-survey, these are collected in one document.

- Workshop-like activity: Guide the participants through the pre-survey
- Digital: Built-in survey
- On-street activities: None, only a survey during the activity, see below.

6.2.3. During the activity: Observation

During the activity the observer tries to answer a list of questions that address all aspects of consensus making, both on the process and outcomes.

- Workshop-like activity: observers sheet
- Digital: = Same as facilitators survey
- (Support for) event: observers sheet
- After the activity: Post-survey Participants

If participants will have to fill out a pre- and post-survey, these are collected in one document.

- Workshop-like activity: Guide the participants through the post-survey
- Digital: Built-in survey
- On-street activities: Guide the participants through the post-survey

6.2.4. After the activity: Post-survey Facilitator

Take enough time to reflect as facilitator about the activity and fill out the post-survey.

6.3. Street Transformation assessment

Streetmeter.net is used to analyze and estimate street design performance. It should be used in the startup-phase when different designs are discussed. Analysis outcomes are used to discuss with stakeholders on the goal and objective of the street and the transformation project.

6.4. Storing collected data

All collected data will be centrally stored on Sharepoint. For processing reasons, it is important to follow these guidelines:

6.4.1. Steps for storing data

7. Digitalize the surveys, observation sheets and other material. Written material can be scanned to pdf, all other material is collected in word or excel-files.
8. Name your file according to the guidelines below.
9. Upload the files in the designated folder in [VUB Sharepoint](#).
10. Next, make a copy of the files for translation and store the translated version separately through the Google Forms shared.
11. Verify if all documents are present.

- 12. Notify VUB, who will process the data, in case of irregularities or missing pieces in the data.
We will discuss mitigation strategies together in this case.

6.4.2. Folder structure:

The folder is organized per Living Lab and according to the three assessment levels.

6.4.3. File names

Please name your files as following and always use the same way of writing for each tool.

Standard file names

Standard file name for Desk Research:

yyyymmdd_DeskResearch_Location

Standard file name for Participants' Surveys:

yyyymmdd_SurveyParticipant_NameOfTool_Location

For the 'Super'-Survey:

yyyymmdd_SuperSurveyParticipant_Location

Standard file name for Observation sheets:

yyyymmdd_SurveyFacilitator_NameOfTool_Location

Standard file name for Facilitators' Surveys:

yyyymmdd_SurveyFacilitator_NameOfTool_Location

For the 'Super'-Survey:

yyyymmdd_SuperSurveyFacilitator_Location

Example file names

20240912_Observation_CoDesignGame_Stockholm

In case your Living Lab has multiple locations, add the specific location at the end:

20240623_SurveyParticipant_CoDesignGame_Brussels_Ropsy

Tool names

Please only use the following way of writing for the tools for **data storage**:

Streetmeter

Placetoplan

ResidentialStreetlife

RichPictureTalk
ArtInstallations
CoDesignGame
StakeholderPersonas
StorytellingGame
Mobil



7. Conclusions

The StreetForum Living Lab Evaluation Framework expands on its primary goal to develop a comprehensive framework for assessing the impacts of the StreetForum Toolkit. There are challenges to facilitate street transformations through robust consensus-building, supporting negotiation capacities, and ensuring continuous engagement from citizens and stakeholders. The evaluation framework focuses on both direct and indirect impacts. Direct impacts include the acceleration of street transitions and enhanced participation in planning and implementation processes. Indirect impacts involve improving accessibility, environmental sustainability, social cohesion, and the overall wellbeing of residents. All impacts cannot be measured quantitatively, but the more numbers that can be put on a project, the easier it is to compare and optimize it.

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