Factsheet

Liveable Neighbourhood – re-design of existing infrastructure to improve liveability of urban spaces
The Urban Pathways project helps delivering on the Paris Agreement and the NDCs in the context of the New Urban Agenda and the Sustainable Development Goals. It has established a facility in close cooperation with other organisations and networks active in this area to support national and local governments to develop action plans and concrete implementation measures to boost low-carbon urban development. This builds on UN-Habitat’s role as “a focal point on sustainable urbanisation and human settlements including in the implementation and follow-up and review of the New Urban Agenda”. The project develops national action plans and local implementation concepts in key emerging economies with a high mitigation potential. The local implementation concepts are being developed into bankable projects, focusing on the access to urban basic services to create a direct link between climate change mitigation and sustainable development goals.

The project follows a structured approach to boost Low Carbon Plans for urban mobility, energy and waste management services that deliver on the Paris Agreement and the New Urban Agenda. The project works on concrete steps towards a maximum impact with regards to the contribution of urban basic services (mobility, energy and waste management) in cities to global climate change mitigation efforts and sustainable and inclusive urban development. This project makes an active contribution to achieve global climate change targets to a 1.5°C stabilisation pathway by unlocking the global emission reduction potential of urban energy, transport and resource sectors. The project will contribute to a direct emission reduction in the pilot and outreach countries, which will trigger a longer term emission reduction with the aim to replicate this regionally and globally to make a substantial contribution to the overall emission reduction potential.

This project implements integrated urban services solutions as proposed in the New Urban Agenda providing access to jobs and public services in urban areas, contributing to equality and social coherence and deliver on the Paris Agreement and the Sustainable Development Goals. This is the first dedicated implementation action oriented project, led by UN-Habitat to deliver on inclusive, low-carbon urban services. Securing sustainability and multiplier effect, the project aims to leverage domestic and international funding for the implementation projects that will follow from this initiative.
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A liveable neighbourhood is a neighbourhood in which streets and public spaces invite to stay, sit, roam and play, e.g. on park-like elements or pedestrianised zones, and where walking and cycling (active mobility) is encouraged. It is now increasingly being recognised that attractive, active, well-functioning public spaces help revitalizing communities and jumpstart economic development. The New Urban Agenda emphasizes the so-called placemaking, a collaborative process of shaping the public realm in order to maximize shared value (UN Habitat 2015).

A central element of placemaking thus is organizing joint activities and activating the community, while experimenting with new ways of how to use and regain public space from car-centred infrastructures (e.g. temporary blocking of a street around a festival to promote active mobility). Factsheet “Liveable neighbourhood 1” summarizes different placemaking activities, its benefits and favourable framework conditions.

While many of the placemaking activities can be conducted with relatively little costs and short-term, they can plant the seeds for longer-term, more permanent physical interventions.

This factsheet now focuses on those measures that involve bigger capital investments and re-design of existing infrastructure in order to make a neighbourhood more liveable. It is important to understand that placemaking does not focus only on enhancing already existing (maybe under-used) public spaces (plazas), but also on creating new public spaces out of existing infrastructure, e.g. carving out a little plaza by re-design of a street or crossing.

There is, however, no clear distinction between placemaking activities (say: the community based experimenting and piloting of ideas) and the rather formal / official re-design of existing infrastructure; instead many times the latter builds on the testing and adapting that is made possible with placemaking activities. One well-known example is the pedestrianisation of New York Times Square, which in 2009 was introduced as a temporary placemaking-measure (setting up chairs & removable bollards to ban cars) and in 2014 was made permanent (reshaping the entire plaza).
There are four qualities that make for a “good” public space (see PPS’s Place Diagram, PPS 2012). A neighbourhood that counts with many of such spaces will be a liveable one. Public spaces including streets should be 1) easily accessible and well-connected (e.g. a safe crossing, public transportation stop, safe bicycle lane, etc.), 2) they should be comfortable, welcoming and safe, and 3) invite for different activities and different people (mixed uses). The former qualities taken together will possibly result in 4) people involving in social interaction.

Most of the measures for infrastructure re-design can be clustered under the first two qualities:

1) Accessibility & Linkage:
- Setting up physical barriers, like modal filters, bollards or gates, banning entrance of cars and only allow for bicycles and walking,
- Installing continuous footways or blended crossings, helping to slow down car-traffic and make it safer for pedestrians and cyclists to access the public space,
- Narrowing the car-lane with physical barriers and rededicating it to cyclists or pedestrians
- (Re-)design of crossings: this comprises installing signalized or unsignalized crossings (e.g. raised crossings), building safety islands or reconfiguring intersections to capture excess impermeable space in the roadbed and make a public space more easy accessible (NACTO a, b). Planting of trees and greenery can also be used for reductions in the “optical size” of the street.

2) Comfort & Image: While the above mentioned measures of street design (banning of cars, etc., see above) also contribute to feeling safer and more comfortable, these section features other specific measures, like:
- Installing street furniture (seating options): there is a variety of how to provide for seating options in urban space, like “parklets” on former parking spaces, regular benches in the furniture zone of the sidewalk, integrated within an art sculpture on a plaza, etc. -
- Planting of trees & other greenery: apart from enhanced safety, comfort (shading) and aesthetics, this can also fulfil adaptation functions, e.g. when placing green elements help managing storm water runoff, etc. (NACTO c).
- Street lightning: if a street or a public space is too dark, especially women will not use it. To install proper street lighting thus enhances the perception of safety.
- Installing public toilets: at least for a bigger public space this is very important and will enhance the feeling of comfort and cleanliness of the place

3) Activities & Uses:
- Infrastructure measures can include e.g. installing a playground, setting up benches (to relax), a community garden (to meet), etc. While this seems plausible for bigger public spaces, this should also be thought of for smaller places (a little kids corner, or one bench with things to play with, etc.). It should always be very closely coordinated with the needs of the community.
- Public spaces and / or a neighbourhood that provide for mixed uses also enhance the feeling of safety (see category Comfort & Image), as the circulation of people is higher (eyes on the street) (Kost et al. 2018).

4) Sociability cannot be built by infrastructure measures but rather is a result of a well-designed place (the first three qualities) and of organizing activities, like an art event, neighbourhood music festival, etc. involving the community. These events can also be a starting point to think about placemaking activities
A liveable street and / or neighbourhood, where car-traffic volumes are decreased, more active mobility is encouraged and public space invites to sit and play, has a multitude of positive effects (UN Habitat 2015, PPS 2012):

- **Climate protection:** According to a study conducted to measure the environmental impact of Madrid’s banning of car-traffic in the city centre, which was introduced in 2017 („Madrid Central“), carbon dioxide (CO2) emissions dropped by 14.2%.

- **Health benefits:** there is evidence that levels of nitrogen dioxide drop by up to 40% if access for cars is prohibited (studies for car-free day in Paris and Madrid, see PPMC 2015, Greenpeace 2019). Less air pollutions and noise as well as physical exercise have multiple long-term health benefits. To counteract the increasing trend of inactivity across the world (Cohen et al., 2014) findings suggest that infrastructure interventions are having a measurable and early impact on active travel behaviour, increasing the likelihood of using active travel modes of up to 24% (Aldred et al 2019). Studies have also shown that the greatest health benefit is likely to come from increased physical activity, outweighed any risks cyclists or pedestrians might experience from exposure to air pollution or being involved in motor vehicle crashes (however, context specific) (Nieuwenhuijse & Khreis 2016).

There is also strong and growing evidence that green spaces represent a key element of individuals’ physical and mental health. Researchers from Exeter University, using data from 5,000 households over 17 years, found that people reported lower levels of mental distress and higher degrees of life satisfaction when they were living in greener areas (CSE, 2018).

- **Economic well-being:** While shop owners initially often oppose the closing of streets, because they fear less customers, there is much evidence that pedestrianization and bicycle paths lead to economic opportunities (NCY DOT 2013). In the city centre of Madrid, that in 2018 banned cars, the spendings went up 9.5 percent (PayStats 2019). Also on the individual level, active transportation is much less costly than driving by car (Campbell & Wittgens 2004).

- **Social integration, security (road safety):** While it is quite obvious that public spaces are necessary for people to meet and feel part of the wider society, the design of places and streets can also reduce crime and anti-social behaviour, which in turn can enhance the physical, mental and social well-being of community members (Healthyplaces 2009). Next to personal safety from a crime perspective, enhancement of pedestrian safety from vehicular traffic is one of the main objectives of infrastructure re-design.

- **Climate adaptation (especially increasing the resilience of poor population groups):** if adequately planned and designed, public spaces can act as sustainable drainage system, solar temperature moderator, cooling corridors, wind shelter, etc. (UN Habitat 2015, NACTO c). SDG target 1.5 demands reducing the exposure and vulnerability specifically of the poor to climate-related extreme weather events. While wealthier neighborhoods often are located outside urban heat islands and equipped with air-conditioning, poorer ones often are exposed to heat. Shades from urban tree canopies can significantly reduce surface temperatures; and an urban re-design of streets and places that allows additional space for vegetation is a means to adapt to increasing heat waves.

A negative side effect can be the success of pedestrianized places: because of the higher rents it can lead to (commercial) gentrification (Topp & Pharoah 1994, Özdemir 2017). It is thus necessary to counteract these developments with social measures such as e.g. minimum share of social housing in the area.
A range of policies can be employed to support the transformation into liveable, low-traffic streets and neighbourhoods. It is helpful if national, regional or local strategies include goals on promoting active mobility and creation of liveable neighbourhoods, setting the broader framework in which policies can be integrated. Copenhagen e.g. officially formulated the goal that in 2015 people spent 20% more time in public spaces and pedestrian traffic increase of 20% compared to 2009 (City Council Copenhagen 2009, p. 7).

Moreover, on the level of urban planning, landscape and traffic plans can be an important tool to provide the basis for urban re-development measures. Those plans also form the basis for the investment planning of the municipalities responsible for the maintenance and development of infrastructure and green spaces. Also, progressive Sustainable Urban Mobility Plans (SUMP), considering the transformation of car-dominated public space towards cycling and pedestrian-friendly spaces, can be a point of reference for re-design of existing infrastructure.

Existing traffic and building laws – on the national and local level – should be adapted, so that the above-mentioned measures can be implemented more easily. Those laws ideally provide ‘experimental clauses’ that allow for more flexibility and testing.

As infrastructure re-design depends on availability of resources, economic instruments which impose the full costs on driving, including those of environmental impacts, are an important means of financing the transformation towards more liveable neighbourhoods. E.g. a tax on new developments or parking fees can directly be reinvested in above-mentioned measures.

**Technical & Financial Considerations**

The costs for implementation will differ according to the measures taken. While implementation costs for re-designing an entire plaza can be expensive, placing bollards, planters, or bicycle racks are rather cheap and can be enough to drastically increase the liveability of a street or entire neighbourhood.

Also operational costs will differ depending on the measures selected. E.g. automatically rising bollards can incur maintenance costs. Moreover, there will be costs for communication, accompanying the process, which can be a significant proportion of the overall budget (Rosehill Highways et al.).

Upfront investment costs include a budget for the participation process with citizens and for implementing an experimentation phase. As it is not uncommon that plans of re-designing meet resistance at the beginning, such trial allows to see the benefits and to solve any emerging issues and/or re-test designs. There should be also some budget for the evaluation of the participation process (see factsheet “liveable neighbourhood 1”, Graaf 2019).

When municipalities are struggling economically, infrastructure re-design to encourage walking and cycling and carve out public spaces may be seen as a non-essential response. However, taking into account the various co-benefits (see above) it is advisable to be very clear on these co-benefits and underline that re-design of existing infrastructure can be combined with other goals and functions as well, like climate adaptation or social integration. In Østerbro, Copenhagen, together with the citizens they rebuilt an entire quarter, including rainwater storage systems and at the same time freeing 50.000 sqm of public space (C40 cities).
Who is responsible / involved? The lead agency for implementing re-design of existing infrastructure in a neighbourhood is usually the district planning authority. Also needed is the transport planning department. However, it is helpful to use the various links with other departments, e.g. with public health department, transport planning or environment and point out the different co-benefits (e.g. PPS advices to link a public health agenda to a public space agenda, PPS 2012, p 11).

While leadership at the municipal political level is essential if transformation of public spaces is to occur on a large scale, it is extremely important to have residents and businesses involved in the planning process. If local institutions, museums, schools, formal and informal neighbourhood groups, business associations, etc. are involved from the start, also in the visioning process (e.g. via round tables, surveys, discussion groups), they help getting a project on the ground and keeping it going (PPS 2012). There is e.g. the framework of the so called “Power of 10”, helping to identify – together with the public – existing, underused public spaces and re-designing them together with citizens (PPS 2012). This framework was developed by the Project of Public Spaces (PPS), endorsed by UN Habitat, and it suggests to ask within one’s neighbourhood whether there are 10 good public spaces or, if not, what the city can do to create them.

Communication: It is important to emphasize the benefits for the entire community (safer, healthier places for everyone), to avoid negative language (such as “road closures” or „road blocks”, etc.) and do not just talk of „walking“ or „cycling“ scheme – even if funding is for a cycle or walking route (Rosehill Highways et al.). Moreover, it is advisable to also include the downside: e.g. the likely period of increased congestion during construction and for up to a year after etc. Pictures, testimonials and data from other areas can be helpful to sell the vision of a liveable neighbourhood. (ibid.)

Funding schemes: Besides the policies that help raising funds (see above) it is good to install (or, if you a NGO: look for) funding schemes for active mobility and / or placemaking on national or regional level. In New York City there is a Funding Programme for Placemaking (NYC Plaza Programme), London set up a „liveable neighbourhood programme“, which – for the third round in 2019 – provides funding „to transform London’s streets into places where people choose to walk, cycle and use public transport, not to drive“ (Mayor of London 2019). It may also be an option to apply for funds under the topic climate adaptation or nature based solutions (e.g. under EU Horizon 2020) or funds for art and placemaking, most often financed by philanthropic institutions (PPS 2015 or www.artplaceamerica.org as an example). For small-scale investments, crowdfunding can also be an option.

Windows of opportunity / synergies: Urban reconstruction measures that have to be taken anyways or needed measures on noise protection, traffic planning or urban planning should be used for transforming infrastructure into more liveable streets and places.

IT TAKES A PLACE TO CREATE A COMMUNITY AND A COMMUNITY TO CREATE A PLACE
Case Study: 
Nairobi’s Luthuli Avenue - Using Creative Methods to rethink Streets as Public Spaces and a catalyst for Urban Regeneration

Context

Nairobi is a national, regional and international hub for commerce, transport, regional cooperation and economic development. Also known as Africa’s innovation capital, it is one of the continent’s key financial, business, transport, communications and diplomatic hubs, and a gateway to East and Central Africa. Nairobi accounts for 50% of formal employment in Kenya and generates over 50% of the gross domestic product (GDP).

Conversely, the city is facing complex and interconnected challenges attributed to uncontrolled urbanization and its associated impacts: vibrant street life is often choked by traffic congestion; economic opportunities are rife, but local resources and capacities are not always sufficient; and informal and private sector activities have outpaced planned development. This is exacerbated by a high urbanization rate of 4.1 per cent per annum. The current population of the city is estimated to be 4.07 million and is projected to rise to 7.14 million by 2030 (UN DESA, 2016).

In Nairobi, 40% of residents make their daily trips on foot, 40% by matatus (a type of public service vehicles) and 14% by private vehicles (JICA, 2014). In other words, the majority of people living in Nairobi rely on walking, however, roads are often dangerous by design. They lack adequate pedestrian facilities such as safe crossing and allow for high speed of vehicles. Despite have an NMT Policy since 2016, large proportions of the infrastructure investments are allocated to car focused infrastructure that is hostile for pedestrians and cyclists.

It is against this background that the city embarked on a journey towards transforming Luthuli Avenue, one of the most vibrant commercial streets in downtown Nairobi. The street is part of a larger pedestrian desire-line that connects downtown Nairobi with its Central Business District. The street is home to wholesale and retail shops for various merchandise, particularly electronics. Over the last few years, the street has deteriorated into a congested area, where different transport users are fighting for space and high levels of noise and air pollution are the reality.

In action

The Luthuli Avenue project was initiated under the C40’s program which Nairobi participated in and focused on measuring and documenting the health, economic and wider benefits of walkability and bikeability as part of climate action. The street was selected by the city county team, considering Luthuli avenue’s potential role in accelerating the regeneration of downtown as envisaged in the Nairobi Integrated Urban Development Masterplan (NIUPLAN).

The Luthuli Avenue Transformation illustrates an exemplary project that moved from participatory planning and design to actual implementation on the ground. Various partners supported Nairobi County Government and were involved in different phases of the project incl. the Implementing Creative Methodological Innovations for Inclusive Sustainable Transport Planning (i-CMiST) project, Stockholm Environment Institute, Naipolitans, University of York, Placemakers, UN-Habitat, the Safer Nairobi Initiative, the Architectural Association of Kenya, the Technical University of Kenya’s Centre for Creative and Cultural Industries and the Critical Mass Nairobi among others. The project was anchored on the street as a living lab, and adopted a mix of creative methods including the following:

1. **Site inventory and analysis:** through unobtrusive observations, counting, mapping, in-depth interviews, photography and videography, an in-depth understanding of the street and how people use and experience it was gained.

2. **Visual Storytelling:** The project team organised a photography hangout bringing together over 20 photographers, both professional and amateur, to document public life, challenges and opportunities in Luthuli avenue. The hangout invited passerbys to discuss issues and challenges facing the street, inspire unlikely alliances, and explore potentials for exchanges – of information, ideas and experiences.

3. **Urban dialogue series:** Three urban dialogue sessions were organised to engage with and gather feedback from urban enthusiasts including professionals, students, the business community, and ordinary people among other interest groups. The discussions revealed the importance of public spaces, walkability and bikeability, and their intricate link to quality of life in the city, as well as explored opportunities for partnerships.
4. **Ideas charrette** (on-location design workshop): in August 2018, a Charrette was organized on-site at Luthuli Avenue. More than two thousand people received postcards with information about the project. During the on-site session, a range of methods and tools were used to encourage as many people as possible and as diverse demographic groups as possible to participate, including:

- Postcards and writing directly on an ideas canvas.
- Participatory mapping.
- Facebook, Twitter and Instagram pages.
- A physical model area where passersby were encouraged to rebuild Luthuli avenue.

![Figure: Luthuli Avenue Design principles following public consultation](image)

Over two hundred ideas emerged from the exercise, making it one of the largest public space redesign initiatives ever seen in Nairobi. All the gathered ideas were read, digitised and classified – and helped to shape the main design principles for the collaborative design competition that followed.

5. **Tactical Placemaking:** A placemaking week was organized in October 2018 to experiment with short-term action for long-term change. It leveraged on low-cost and temporary interventions that help plant the seeds for the longer-term, permanent physical redesign. The placemaking week closed the street to motorised transport for 3 days and encouraged walking, cycling, street art, cultural performances and interaction. (see factsheet 1)

6. **Leveraging crowd wisdom using Facebook:** Led by UN-Habitat in partnership with Critical Mass Nairobi, the project team used Facebook to leverage crowd wisdom and to gather thoughts and feedback from the cycling community on the different design ideas for bicycle parking racks. More than 200 online users participated in the survey and provided feedback on different designs. One of the winning designs has been fabricated and 2 bicycle racks were placed in Luthuli Avenue during construction.

7. **Collaborative Design Competition:** The ‘re-imagine luthuli’ competition was an idea-based contest to re-envision and re-engage Luthuli Avenue as a shared street to improve urban safety and security, air quality, health and wellbeing, road safety, and to showcase the co-benefits of designing streets as public spaces. The Competition attracted a total of 170 participants organised into forty-two transdisciplinary teams. Out of all entries, ten teams submitted their final designs, six of which were shortlisted for consideration by the Jury. These were considered against the ten indicators for Luthuli avenue (see figure x), which were generated from the preceding participatory process. The best ideas were consolidated into two design scenarios which were then presented and discussed with the Nairobi City County technical team. A final design of a “pedestrian-priority street” was then adopted for implementation.
The final design
The final design distributes space more equitably, creating more space for pedestrians, introducing street trees, a bike lane and seating among other street furniture. Overall, the design transforms the busy electronic street into a successful retail corridor that is welcoming and safe for all.

Implementation

Quality control during the implementation became a center piece for a successful project delivery and good quality output. Regular meetings were held between UN-Habitat and the Nairobi County Government to discuss areas of improvement incl. storm water management, universal access and pedestrian safety, or furniture and amenities.

The regeneration has transformed Luthuli Avenue into a safe, inclusive and vibrant retail corridor that not only provides a unique and quality environment for the locals and visitors alike, but also provides creative features which promote the street as a public space and a driver for urban transformation. As an engine for regeneration of Nairobi’s downtown area, it has now become a catalyst for air quality action in the context of the wider climate action, a driver for economic revitalization and an example of sustainable urban and built heritage regeneration. The intervention has become a kick-starter for the regeneration of other streets in the area. It sought to demonstrate the benefits and potential for walkability and bikeability in Nairobi and the role of intentional design in getting people to walk, cycle and stay in downtown Nairobi. Some of the immediate outcomes of the interventions include improved urban safety, air quality, retail turnover, increased footfall and improved road safety.
Results

Outcomes

a. **Changes in attitudes and mindsets:**
   - Diverse user groups have mixed reactions and attitudes. While pedestrians and business operators have been very optimistic and supportive of the project, minibus operators have seen themselves as the target and have resisted the transformation.
   - The process has seen a change in the relationship between the general public and the city county government from a combative relationship to a supportive and collaborative one. Importantly, this has inspired mind-set change from 'it is the government’s responsibility' to 'it is our collective responsibility.'
   - Participation has seen people take pride in their city, enquiring about how to be a part of the project and how to support the process.
   - The process has seen business owners see the art of the possible, expressing willingness to be a part of the process and make contributions i.e. by volunteering to host workshops, installing dustbins and replacing van dalised trees.

b. **Improved conceptual understanding**
   - better understanding of the role of design in improving walkability, air quality, road safety and urban safety and security among others. This was clear from the number of ideas that came from the users of the street.
   - increased awareness on road safety and air quality action among the Luthuli Avenue traders, street users and the Nairobi City County government staff who before the project were oblivious of the air pollution challenges and the extent of the impact thereof in the city centre.

c. **Capacity**
   - The process enhanced the capacity of the city county staff to experiment with ideas before making a final design, and to also engage the business community in a meaningful way.
   - The design process also enhanced the capacity of the Nairobi City County technical staff to develop a holistic design that includes all road users and prioritises people over vehicles.

d. **Trust building**
   - The process helped build trust in the system again, and giving hope that the city can be transformed for the better. It also brought stakeholders together around common agendas and concerns. This presented an opportunity for unlikely alliances.
Lessons Learnt

1. Lessons learnt during the co-design phase
   - High quality materials and output is key in getting people involved and trusting the efficacy of the process and the expertise of the project team. This includes both the drawings and the graphics.
   - While statistics are important, they hide just as much as they reveal. Statistics need to be complemented with stories. Storytelling puts human faces into the discussion and makes the stories human and relatable. It is a good way to get the public engaged in the conversation.
   - Some interest groups need to be grouped separately, and approached with tact i.e minibus industry and street vendors. These are special interest groups and need careful management. They often have a preconceived opinion that they are the target of public realm improvement initiatives.
   - It is important to involve all relevant sectors in the government, and the business community upstream.

2. Lessons learnt during the construction phase
   - Detailed construction drawings are fundamentally important for successful execution of street and public space interventions.
   - From on-set, proper definition of scope is important for such street revitalisation initiatives. In order to realise meaningful impact, the scope should not only be limited to the space between buildings but should also include the buildings abutting the streets.
   - In order to efficiently deliver quality outcome, it is important to develop and adhere to a proper and technically coherent flow of work and or calendar of activities with ample time-frame to deliver the project.
   - It is important to ensure a good flow of information both internally and externally. Good communication can create ownership and pride, which would make people more likely to support the project and mitigate risks for failure. Without proper communication, especially with the media, projects can easily fall prey to misunderstanding, misinterpretation and misrepresentation.
   - In order to achieve effective, timely and high quality project delivery, there is a need to clearly define roles and responsibilities, with instructions coming from one overall technical officer who manages the site.

Successes

- Innovative & diversified communication strategy - The communication strategy had a strong social media presence with activity on Twitter, Facebook and Instagram. It also leveraged visual story-telling with a mix of statistics, infographics and digital stories. The mixed methods proved to work well to meaningfully engage the public, gather views and opinions on walking and cycling, and feedback and critique on both the process and outcome.

- On-location public engagement activities - The rich mix of creative on-location co-creation methods such as ideas charrette was very effective in reaching out to people who ordinarily would not attend a workshop. It also created an opportunity for passersby to get involved.

- Experimentation through tactical urbanism - Tactical urbanism proved to be an effective tool for experimentation, public engagement, and gathering feedback and support for longer-term change. It proved to be convenient for engaging diverse stakeholders including shop owners, shoppers, city government, mini bus operators and urban enthusiasts to “hack the city” and “disturb the order of things in the interest of change.” It prepared users of the street for what a transformation of the street look like, mean for pedestrian experience, noise and air pollution, and allowed for public consultation and feedback.

- Anchorage on salient and relatable issues affecting ordinary people - The strong linkage of the street intervention to agendas that people and leaders care about - air quality, health and wellbeing, road safety and urban regeneration, created empathy among different actors, both at policy and grassroots levels. This proved to bring diverse parties to a common understanding.
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