A study into the Role of Participatory Practices in Managing Public Perspectives on Curb Parking Removal

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Abstract:

This P4 report investigates how participatory practices can address conflicting stakeholder interests during the removal of curbside parking, a key challenge in the transition towards low-car cities. While literature often highlights the benefits of parking removal for traffic flow, safety and urban livability, such interventions frequently generate resistance rooted in competing values and lived experiences. Through case studies in Leiden, Rotterdam and Amsterdam as well as six qualitative interviews with both organizers and participants, this research identifies recurring value conflicts: spatial, temporal, economic and equity-related and explores how participation can be used to manage them.

The findings demonstrate that, while participation does not resolve conflict, it can facilitate constructive negotiation when certain conditions are met. These include trust, clear communication, meaningful feedback and a well-defined scope. The study provides an empirical framework of nine enabling conditions for participatory conflict management, reinterpreting participation not as a tool for consensus, but as a platform for navigating value tensions. This supports a shift towards more inclusive and reflexive planning practices, especially relevant under the legal requirements of the new Dutch Environment and Planning Act.

Key Message: Participation can support urban transitions not by eliminating disagreement, but by creating the conditions for fair and open negotiation of conflicting interests.

Keywords: Participatory planning, stakeholder conflict, curb parking removal, low-car city, urban governance, value regimes, Arnstein's ladder, conflict management, public space, participation conditions, urban sustainability, trust, legitimacy

Positioning

This thesis takes a particular approach to investigate the effectiveness of participatory practices in understanding public perspectives on the removal of curb parking. The primary goal is not simply to promote acceptance of parking reduction, but to explore how participation can directly address the differing concerns and interests of stakeholders, particularly from those who oppose such policies. This perspective recognizes that resistance to parking elimination often stems from legitimate needs and experiences and seeks to understand how participation can lead to more equitable and sustainable urban solutions.

This topic was chosen due to the growing trend towards car-free cities and the crucial role that rethinking parking plays in achieving this goal. While existing literature highlights the benefits of removing curb parking, such as improved traffic flow, safety and livability, it also recognizes the controversy and resistance that it often generates. This thesis aims to shed light on the dynamics of this tension by exploring how participatory practices can bridge the gap between urban sustainability aspirations and community needs.

This research is positioned within the field of participatory urban planning, based on frameworks such as Arnstein's ‘citizen participation ladder’. This model underlines the importance of moving from symbolic participation to genuine citizen empowerment, where stakeholders have real influence on decision-making. The thesis acknowledges the challenges and limitations of participatory practices, such as ‘participation fatigue’ and tokenism and seeks to identify strategies to overcome these obstacles and promote meaningful participation.

Methodologically, the research will employ a mixed methods approach, combining case study analysis with semi-structured interviews. The case studies will focus on three urban renewal projects in Dutch cities, particularly Amsterdam, where efforts to rethink curb parking have been prominent. Cases will be strategically selected to represent instances of both successful and flawed citizen participation, allowing for a comparative analysis of the factors that contribute to effective outcomes. The interviews will provide detailed information on the perspectives, experiences and attitudes of various stakeholders, including planners, policy makers, residents and local business owners.

By adopting this approach, the research aims to make both academic and practical contributions. Academically, the thesis will contribute to the understanding of the role of participatory practices in managing conflicts related to parking removal and in understanding public perspectives around car-free city policies. Practically, the findings will provide insights to urban planners, policy makers and practitioners on how to design and implement effective participatory processes that can lead to more sustainable and socially equitable streetscapes.

The thesis also acknowledges the importance of researcher reflexivity. As a researcher, I will bring to this study my academic experience in urban planning management and my interest in sustainability and citizen engagement. Though, I am aware that my own background and values may influence the interpretation of the data. To mitigate potential bias, I will strive to maintain transparency in the data

collection and analysis processes and triangulate findings from multiple sources and by using differing methods to ensure robustness and reliability of conclusions.

At its core, this thesis aims not only to investigate the effectiveness of participatory practices in managing contentiousness around parking removal, but also to advocate for a more inclusive and democratic approach to urban planning. By understanding and addressing the values, interests and concerns of stakeholders and the resulting conflicts we can work to create cities that are sustainable, liveable and equitable for all.

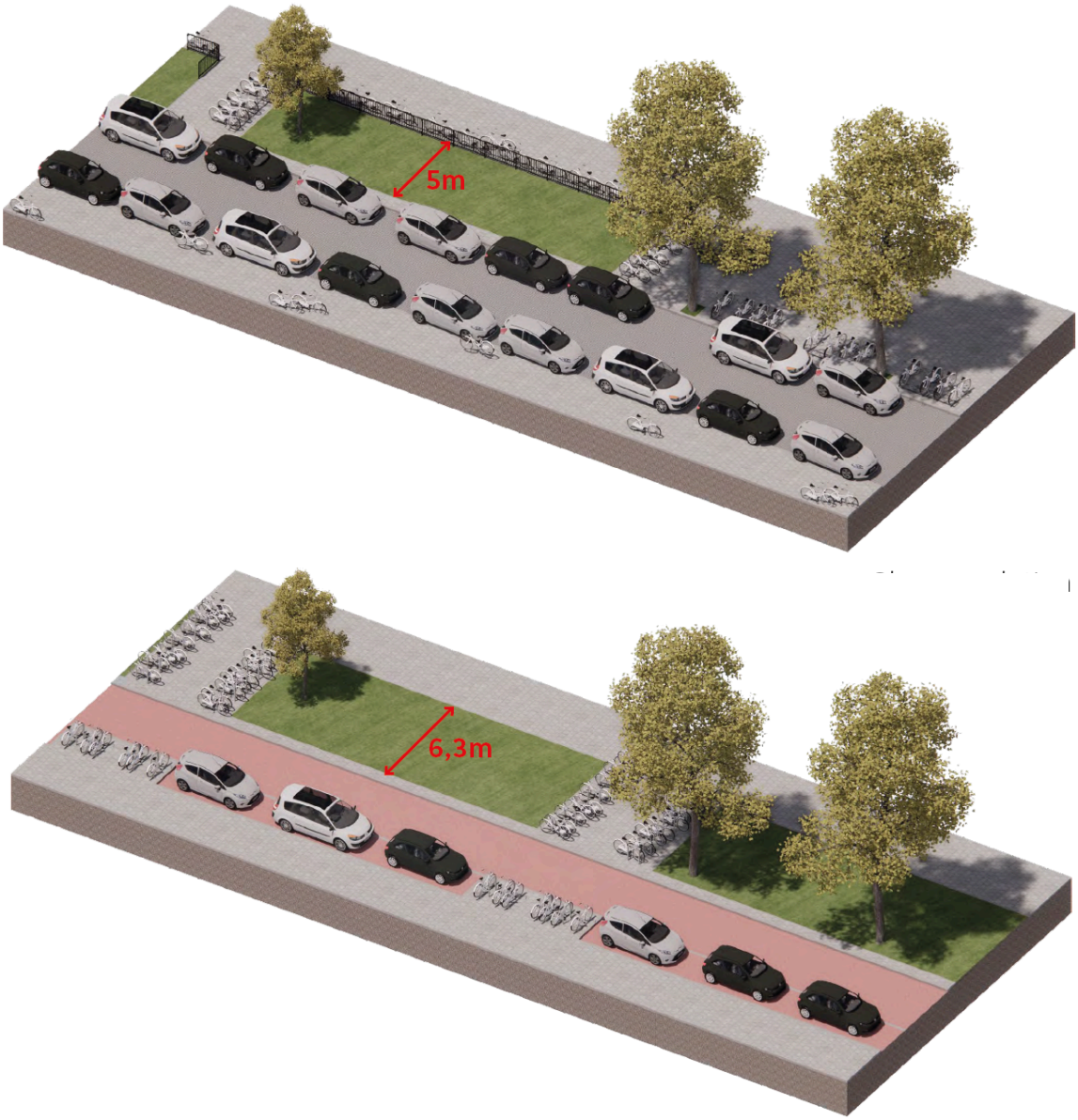

Figure 1: Streetscape renovation in Rijnbuurt-Oost incorporating a reduction in parking (Gemeente Amsterdam, 2024)

Executive summary

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Glossary

Car-free city policy: A strategy or set of regulations implemented by municipalities to restrict or eliminate the use of private automobiles in certain areas, encouraging alternative forms of transport such as walking, cycling, or public transit. The aim is to create more pedestrian-friendly environments and to reduce pollution, noise and traffic congestion.

Inner city / urban centre (binnenstedelijk): The central part of a city, often characterised by higher population density, historical landmarks, commercial activity and cultural institutions. In Dutch, "binnenstedelijk" refers to areas within the central or inner parts of a city where development is more compact and infrastructural demands are higher.

Legitimacy: The condition of a participation process in which citizens have real power to influence the decisions that are made and the results of the programs or institutions that affect them. Legitimacy is based on the redistribution of power from traditional elites to citizens, allowing them to participate meaningfully in shaping the policies and actions that shape their lives (Arnstein, 1969).

Low-car street/cities (autoluw): Urban areas that prioritise reducing car dependency through policies that limit car use, encourage walking, cycling and public transportation by developing infrastructure that supports alternative mobility options. Low-car cities often incorporate urban designs that reduce parking spaces, implement congestion charges and create car-free zones. “autoluw” is a term used in Dutch planning to describe streets or cities where car use is significantly restricted, but not completely prohibited.

Negotiation: Negotiation refers to the process by which stakeholders with conflicting values engage, formally or informally, in dialogue or decision-making to reconcile, balance or prioritize those values within the participatory process.

On-street parking / curb parking (langsparkeren / parkeren op straat): Parking that is available on the sides of streets, typically parallel to the curb. This type of parking is common in urban areas, often subject to parking metres, regulations and time restrictions. It is known as "langsparkeren" or "parkeren op straat" in Dutch.

Paradox theory: A paradox refers to a situation where two or more values, goals or perspectives coexist in tension with one another, each being valid but conflicting in practice. These tensions cannot be fully resolved by compromise or optimization, as satisfying one value often means undermining another. Instead, paradoxes must be managed over time through strategies that acknowledge this complexity and look for balance rather than a single solution (Greco et al., 2024).

Participation / participatory practices (participatie): In urban planning, participation refers to the processes through which community members and stakeholders are actively involved in decision-making, planning and development. Participatory practices emphasise inclusivity, allowing residents to contribute their opinions and ideas in shaping their local environment.

Street renovation: An urban development project aimed at improving the functionality, aesthetics and safety of streets by updating infrastructure, enhancing pedestrian and cyclist access, redesigning public spaces and addressing environmental concerns such as drainage and green spaces. Street renovations often include resurfacing, lighting upgrades and changes to traffic flow.

Streetscape: The visual elements of a street, including the road, adjoining buildings, sidewalks, street furniture, trees and open spaces, etc, that combine to form the street's character.

(stakeholder) Value: The principles, norms, beliefs and priorities that individuals and groups consider important in the public sphere and in their interaction with urban planning processes, which are often the basis of agreements and conflicts. These values can be both individual and collective and can generate conflicts when different parties advocate for incompatible values.

Value regime: A value regime defines what counts as valuable in a particular society, group or situation. It is used to explain how values become institutionalized, why they differ between groups and how conflicts arise when different regimes clash.

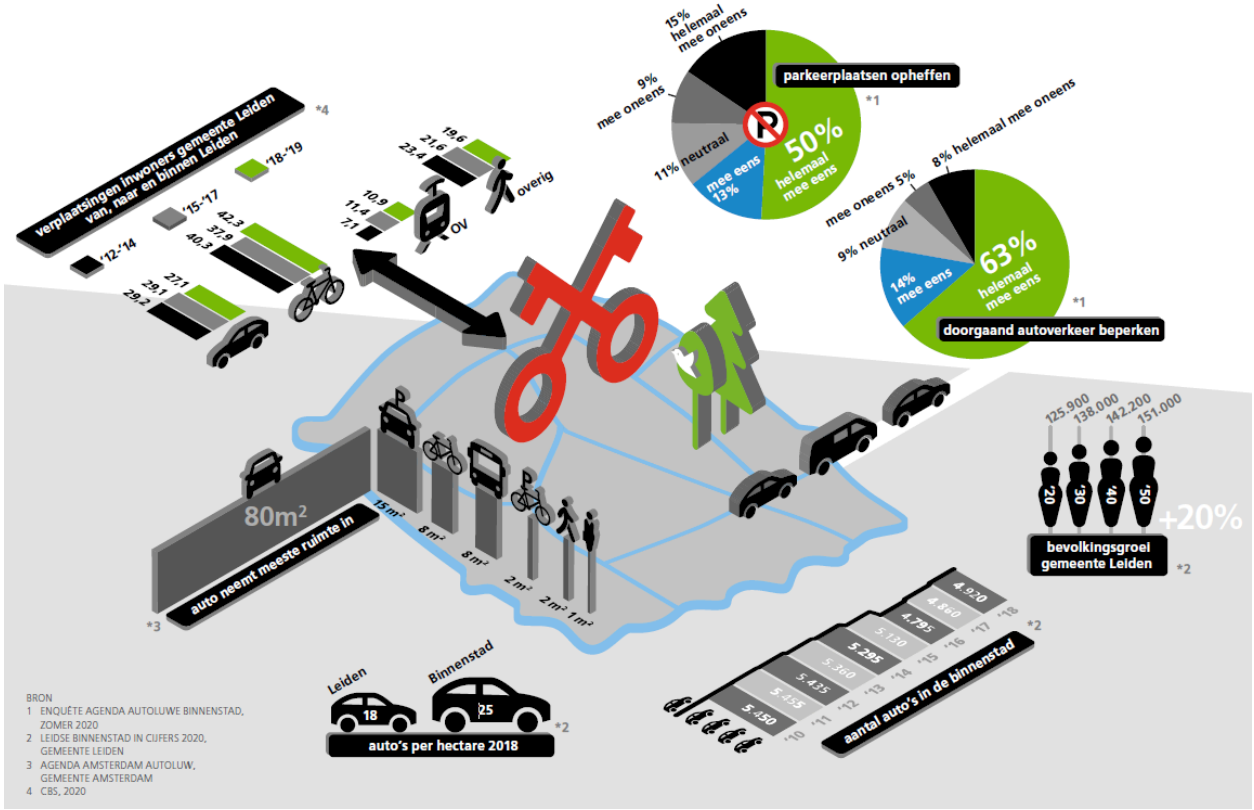

Figure 2: Infographic detailing problems and solutions surrounding cars and car parking in the city centre of Leiden (North, 2020)

1 - Introduction

Urban regeneration projects have always reflected society's changing trends, evolving over time to address economic policies and the needs of communities. After World War II, the American Marshall Plan and interventionist policies reshaped Europe's post-war economy and urban landscape, influencing countries to embrace mass consumerism (Upperman, 2023). Central to this vision was the automobile, hailed as a symbol of freedom and modernity (Brownell, 1972). This led to a radically different philosophy on city designs across Europe. War-torn cities were rebuilt with wide streets and abundant parking and surviving, historic city centres were often adapted or even partially razed to accommodate the car (Van den Boomen, 2022). This new automobile-centred city layout, modelled in part after American cities, transformed urban planning to prioritise roadways and parking infrastructure over public spaces, pedestrianized streetscapes and public transportation infrastructure.

Decades later though, urban populations increasingly seek to reclaim their streets from the dominance of cars, focusing on quality of life, environmental sustainability and social sustainability. Many cities are now removing curb parking to create more livable spaces, expanding pedestrian zones, bike lanes and green areas (Roukouni & Cats, 2024). This phenomenon reflects a growing frustration with the car-centric urban model, as residents advocate for a cleaner, quieter and safer streetscape that prioritizes people over vehicles (Reed, 2021). Removing on-street parking is seen as a way to address these concerns. Because of this renewed clash between opposing public perspectives the focus of this research will be the phenomenon of curbside parking removal in the context of streetscape regeneration and car-free city policies.

Once managed primarily by governments, this streetscape regeneration in the Netherlands has shifted increasingly towards privatisation, with new responsibilities falling on private developers and housing associations (Musterd & Ostendorf, 2021). This liberalisation cannot get in the way of acknowledging the social dimensions of urban projects. Therefore, citizen participation is increasingly recognized as a crucial part of urban development because it allows residents to voice their needs and directly influence project outcomes (Mitlin, 2021). Citizen participation is a practice in the built environment that is frequently practiced in construction projects to express the opinions of residents. The 2024 Environment and Planning Law reflects this shift, requiring private developers to involve citizens in construction projects (Ministerie van Algemene Zaken, 2024). Citizen participation, defined as the engagement of local residents in planning and decision-making, offers communities a chance to voice their needs and see their input directly influence project outcomes. Properly implemented, this participatory approach can help connect residents to their environment and enhance the neighbourhood's social sustainability (Verheul et al. 2021). However, *to what extent participatory practices can address the conflicting interests of stakeholders during curb parking removal* remains obscure to most.

Effective citizen participation is key to building this type of sustainability, but its success depends on more than just including residents in the process. It requires their input to be meaningfully integrated into project goals and decision making. This is particularly hard for private developers, as citizen involvement is now a legal necessity, yet risks becoming merely a 'box-ticking' exercise. The level of engagement may be diminished if locals believe their participation is tokenistic (Arnstein, 1969). Private developers may also struggle to implement effective participation due to a lack of understanding of participation practices, their objectives and strategies.

Streetscape regeneration, particularly when it involves the removal of curb parking, presents a unique paradox. While removing on-street parking can communalize public space, reduce emissions and promote alternative transit options, it can also spark resistance from local residents concerned about convenience, accessibility and economic vibrancy (Davis, n.d.). This second core phenomenon underscores the need for inclusive participation practices to address local needs and mitigate tensions. This tension displays the growing challenges of balancing environmental goals with community needs, particularly when existing curb parking spaces are perceived as essential to residents' daily routines.

Addressing these challenges requires setting clear goals for participation and establishing trust between all involved parties. Conflict resolution is a crucial element in this process, achieved by balancing the various needs, objections and expectations of stakeholders (Karlsen et al., 2008). Transparent communication can help clarify boundaries for participation, building mutual respect and trust, ultimately leading to more effective stakeholder engagement (Boadi et al., 2019). Together, these approaches help ensure participation is not only organised but also contributes to the understanding of public perspectives on curb parking removal. Exactly the relation between these perspectives and the ways participatory practices are and can be set up will be the focus of this research.

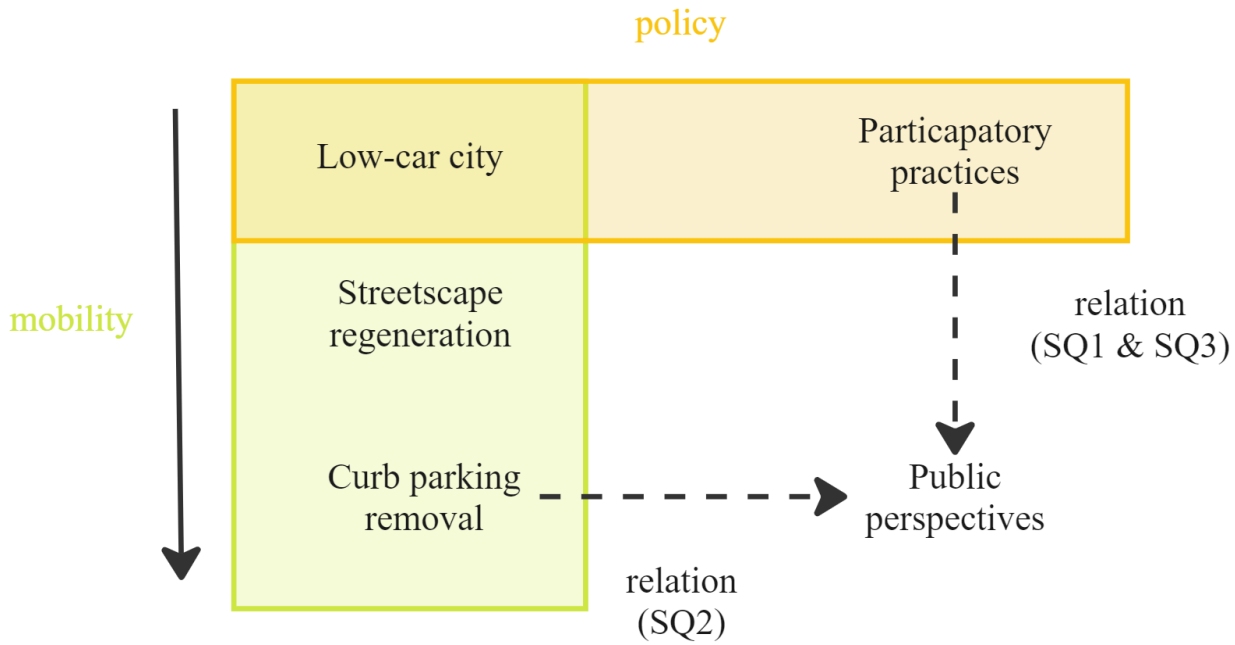

Figure 3: Key concepts and relations (own work, 2025)

1.1 Problem statement

After half a century of car-centric design, cities are increasingly looking for ways to bring down the number of cars in the inner city, minimise car dependency and encourage low-car urban planning. An instrumental part in these developments is the regulation and rethinking of the presence of cars in city streets, namely by reducing the presence of on-street parking. But, looking at these progressive inner-city street renovation policies, a universal issue is that removing parking is often contentious (Roukouni & Cats, 2024). Increasing efforts are being made to reduce parking spaces due to a wide range of associated

problems, including safety concerns and congestion (Sulistyono et al., 2018; Hampshire & Shoup, 2018; Humphreys et al., 1979).

Even in inner cities, where car ownership is generally less widespread (Mulalic & Rouwendal, 2020), most streets are typically chronically lined with cars. The dominance of cars on the streets highlights the inefficient distribution of public space, indicating that a minority of people are consuming a majority of the public space. Visual congestion and reduced visibility (Edquist et al., 2011), as well as other safety hazards brought about by street parking (Humphreys et al., 1979), underline the critical need for inner-city parking policy reform. Besides car owners, a second group is frequently cited as opponents of parking removal. On commercial streets it's often argued that street parking is necessary to generate more revenue for businesses but these claimed economic benefits commonly fail to materialise (Leblond, 2024). This is due in part to the fact that the limited on-street parking in front of shops does not significantly impact revenue. Conversely, alternative usage, such as terraces, displays/stands and faster deliveries, has proven to be able to constitute more benefits to said retail (Shoup, 2024; Forkes et al., 2010).

As a result, conflicting public perspectives arise about the benefits of street parking and the drawbacks to safety, municipal infrastructure and economic vibrancy when reshaping streetscape from parking oriented to low-car. Addressing this issue demands an integrated strategy that involves participation of all relevant actors, prioritises fair public space allocation and improves traffic safety. Those participatory practices in particular might be relevant to research as a means to better address and understand the conflicting public perspectives on the removal of curb parking. At the same time, a potential problem with participatory practices is that they often fail to fully consider the concerns of car owners or businesses, opening up the possibility for stakeholders to feel left out of the decision-making process (Kyriakidis, 2022). These groups' concerns often aren't addressed well enough in participation efforts, potentially leading to even larger divide, misunderstanding and conflict (Li et al., 2011). This failure of participation is thus a critical barrier in moving forward with urban policies that seek to reduce car dependency and reclaim public space for more sustainable uses.

The transition to car-free cities presents a fundamental paradox. While the rethinking of on-street parking is seen as essential to achieving this goal, it often generates controversy and resistance. The removal of on-street parking, a key element in these progressive inner-city street renewal policies, runs up against a deeply entrenched and normalised entitlement of car owners to cheap or free parking (Beetham et al., 2014). This entitlement, stemming from a legacy of 20th-century car-centric urban planning, keeps a perception of privilege among drivers alive, slowing progress towards more equitable and shared use of public space. The paradox lies in balancing the benefits of removing on-street parking with the concerns of those who perceive it as a loss of an acquired right. Addressing this problem requires a comprehensive strategy that involves the participation of all relevant actors, prioritises the fair allocation of public space and improves traffic safety.

The core problem is the common failure to properly grasp and address public perspectives in urban developments. While participation is seen as a tool for promoting legitimacy and shared decision-making, in practice it frequently falls short in fully identifying all concerns and conflicts, particularly during curb parking removal. There is a gap between the theory of participation as empowering citizens and the

reality, where such practices can sometimes lead to tokenism or even manipulation. Therefore, we still need to understand how actors can genuinely address stakeholder values and manage public perspectives with the goal of sustaining equitable participatory practices.

1.2 Research aim and objective

This research seeks to understand what contradiction and fractions are among the stakeholders regarding curb parking removal, where the deadlocks are and reinforcing the broader goal of creating a sustainable, low-car streetscape. This research is motivated by the growing trend towards car-free cities, which frequently involves rethinking or removing on-street parking. The removal of parking, while beneficial to urban sustainability, is often met with apprehension and discussion. Despite the abundance of studies demonstrating the benefits of reducing on-street parking, the role of participatory practices in understanding public perspectives on curb-parking within the context of the low-car city model remains unclear.

This research is innovative in its approach to participation, not as a means to sway public opinion in favour of parking removal, but as a tool to understand and engage with contradicting public perspectives. Many studies focus either on the benefits of parking removal or on participatory practices in general, but little research has examined how participation can specifically help cities manage the contentious issue of parking within the context of the low-car city model. By investigating how participation can address resistance rather than simply overcome it, this research introduces a new perspective on resolving conflicts in urban planning and aims to contribute practical insights to the transition toward a low-car streetscape.

Parking removal is a valuable case to study participation because it is a contentious issue that highlights conflicting perspectives and urban needs. While rethinking parking can offer benefits such as an improved streetscape and traffic flow, drivers often perceive parking as an acquired right and its removal can generate resistance. This paradoxical tension therefore warrants curbside parking as a focal point for studying how participatory practices can help understand and address different stakeholders' concerns, which is crucial for developing strategies that feel equitable and legitimate.

We need the parking component to answer the question about participation because it provides us with a concrete and actual case study to analyse how participatory practices can help resolve conflicts in urban planning. By focusing on curb-parking removal, we establish a concrete case to explore how participation can help policymakers not just engage the public but meaningfully address their concerns. By examining stakeholders' perceptions, experiences and attitudes toward parking abolition, we can identify the barriers and success factors of citizen participation. The findings on low-car parking policies will offer insights that are potentially applicable to other contentious urban transformations.

Ultimately, the phenomenon of conflict around parking removal is a relevant and current issue that needs further research. To begin with it is critical to understand how this urban policy shift affects various stakeholders and potential challenges in implementation. This thesis aims to investigate how well-designed participatory practices can assist in understanding public perspectives on curb parking removal. This, in turn, builds public trust and cooperation, enabling more successful implementation of sustainable urban policies that address challenges like climate change, urban sprawl and social inequality.

The outcomes are significant in that they will contribute to creating cities that are both socially and environmentally resilient. This research will offer practical recommendations for private developers, policymakers and researchers on how to make streetscape redevelopment more sustainable and community-centred.

1.3 Reading guide

The first chapter of this thesis introduces the central theme of the research; the role of participatory practices in understanding public perspectives on the removal of curbside parking. The context of the research is set, introducing the growing trend towards low-car cities and the role of rethinking parking in this process. It also sets out the central problem addressed in the thesis; the conflict between the potential benefits of curbside parking removal and the conflict it often generates among stakeholders.

The theoretical framework delves deeper into the key concepts underpinning the research. The low-car city agenda is explored, including the benefits and drawbacks of rethinking parking policies. Methods of parking management are discussed, focusing on alternative strategies and their effectiveness. Resulting from these developments, the public perspectives that are at the core of the problem statement are examined. Finally, participatory practices in urban planning are examined, emphasizing the different levels of citizen participation and the factors that can contribute to successful processes.

Chapter 3 goes in on the research design and approach used in the study. It highlights the relevance of the study, both in societal and academic terms. Most importantly it formulates the main- and sub-questions and explains the process of how they were shaped as well as a description of the goals and expected outcomes of these research questions.

The methodology chapter describes in detail the structure of the research and the methods that will be used to answer the main research question. The tactics and strategies surrounding the use of case studies and semi-structured interviews are explained. Subsequently it is set out what type of data will be collected, what the data collection methods are as well as data analysis techniques and their ethical considerations. It also defines the key criteria for the selection of the cases and a brief introduction to potential cases.

The empirical findings chapter presents the outcomes of the case studies and interviews. It is structured around the three sub-questions and supported by direct quotes from stakeholders. The chapter introduces key values, conflicts and participation conditions that were identified, and ends with an actor-based analysis showing how different roles shaped stakeholder views.

The final chapter concludes the thesis by answering the main research question. It summarises the most important findings and highlights what they contribute to the academic and policy debate. The discussion goes on to interpret the findings in light of the literature. It reflects on the implications for participatory planning and conflict management, acknowledges the study's limitations, and makes suggestions for future research and improvements to practice. Lastly, a reflection is included to assess the research process and what was learned along the way.

2 - Theoretical framework

Before determining the research questions and methodology, it is essential to establish solid background knowledge on the key-concepts of the study. The literature review is mostly organised in a 'problem and solution' format. It is largely also chronological and tries to incorporate the 'grounds → warrant → claim' structure as much as possible to connect information to conclusions. This theoretical framework examines streetscape regeneration, public perspectives, citizen participation and the connection between these and other key-concepts.

2.1 The low-car agenda

A great deal of articles related to the low-car agenda talk about alternatives to on-street parking. Many cities aim to build more inclusive environments while reducing dependency on vehicles by prioritising pedestrian-friendly infrastructure and improving alternative transportation alternatives. The transition to compact, accessible inner cities helps residents by optimising proximity and connectivity (Herriges, 2023). This shift towards low-car policies is rooted in the desire to reduce emissions and enhance air quality. Beyond environmental and health benefits, these initiatives are seen as a way to address urban inequalities. Reallocating road space to enable alternate means of transportation, such as bicycles and public transportation, can improve accessibility while reducing congestion (Halpern & Ray, 2022; Koska & Rudolph, 2016).

To achieve low-car goals, cities use policies like zoning changes, which promote mixed-use areas that decrease the need for car trips. A key component of the low-car agenda for example is aimed at rethinking the lay-out and functionality of the inner city by converting on-street parking spaces for other purposes such as green spaces, pedestrian zones and public transportation infrastructure (Kruyswijk, 2020). To reach this goal, local governments can implement a variety of initiatives, such as street renovations and parking management rules (Gemeente Amsterdam, 2021). Early results from street renovation efforts show a shift towards preferring pedestrian and recreational activities over car-centric infrastructure (Kruyswijk, 2020). But, strategies to regulate parking demand and supply must take into account accessibility and equitable distribution of parking facilities (Gemeente Amsterdam, 2021). Relocating existing on-street parking spaces and establishing market-based pricing schemes can help to provide such equal access to parking infrastructure (Herriges, 2023).

Low-car city policies are centred around the desire to move away from traditional car-centric planning, which often limited accessibility for non-drivers and encouraged urban sprawl. On the flip side, this transition also reveals a number of paradoxes that urban planners must address. Paradox theory (Greco & Long, 2022; Greco et al., 2024), applied to sustainable urban planning, helps us understand these inherent tensions. For example, the efficiency-equity paradox reveals that while eliminating on-street parking may improve traffic flow and urban livability; efficiency, it may also raise concerns about accessibility for people with disabilities or parking availability for businesses; equity. Therefore, Farinosi et al. (2019) emphasise the importance of updating participation policies by including a representative sample of residents in the process to avoid social exclusion. Besides the people with impairments mentioned by Herriges (2023), those who use shared mobility services also require special considerations when it comes to parking. Furthermore, the relocation of unique parking places, such as loading and unloading spots,

demands careful planning to minimise congestion while maintaining functionality (Gemeente Amsterdam, 2021).

An example of a unique and drastic approach to parking management, includes Japan's establishment of a proof-of-parking law, which requires people to demonstrate access to a parking space before registering a vehicle (Davis, n.d.). This regulation balances accessibility with urban efficiency, by typically restricting on-street parking but making temporary exceptions in certain circumstances (Barter, 2019). These exceptions can be introduced when concerns are raised about the impact of certain laws on people who may rely on cars due to a lack of alternative transportation options, for instance those with disabilities. When transitioning to car-free city design, it is important to consider the values and needs of all stakeholders, for example through participation, to ensure the most equitable approach. Furthermore, policies must be continuously improved and evaluated to meet changing transportation needs and to ensure equal access to parking infrastructure (Herriges, 2023). More research is needed to determine what set of participatory practices ensures the representation of minority groups or groups with special needs to optimise accessibility and social inclusion.

Cities must also adapt low-car policies to account for unintended consequences. The market-based approach, as noted by Herriges (2023), ensures parking efficiency, flexibility and affordability. Shared parking spaces maximise occupancy rates throughout the inner city, decreasing the need for redundant facilities. Leftover space can be transformed to maintain economic viability. This model also accepts overspill parking as a natural occurrence, with pricing managing the demand. It is an unintended consequence in which vehicles park in nearby areas when the demand for parking exceeds the number of available spaces at a specific location (Davis, n.d.). But, as transportation technology advances, low-car policies must evolve. Additionally, while apparently effective in Japan's urban centres, its application to other scenarios is unsure. Participatory practices are essential to assure these adaptations, allowing for direct community input to better meet local needs.

A paper by Nederveen et al. (1999) discusses some of the previously mentioned challenges cities face when introducing low-car policies to improve downtown areas while minimising negative effects on the surrounding residential neighbourhoods. The paper acknowledges the benefits of low-car policies in making inner cities more appealing, but it also emphasises adverse effects such as overspill parking and noise in residential neighbourhoods. It proposes alternatives such as paid-permit parking for residents, but acknowledges that resistance and delays frequently limit implementation. To successfully address these issues, Nederveen et al. (2023) advocate stakeholder participation in the decision-making process and communication with residents throughout the implementation of the policy. They stress the importance of fair pricing for parking permits and enforcing parking rules to prevent illegal parking and opposition from residents. Encouraging alternative modes of transportation, such as biking and considering the need for parking for visitors and delivery services are also suggested. Ongoing monitoring and evaluation of participatory practices in parking policies are deemed crucial in order to ensure effectiveness and mitigate adverse effects. Overall, the paper stresses the importance of thorough and inclusive participation methods to successfully implement car-free city policies.

Figure 4: Overview of low-car city policies (own work, 2025)

2.1.1 The problem with curbside parking

In this study parking refers to the act of stopping and leaving a vehicle in a designated area, typically for temporary storage. This can occur on streets (on-street or curbside parking) or in dedicated facilities such as parking lots, garages or driveways (off-street parking). It involves the allocation of public or private space for vehicles to be stationary while not in use. It is known as "langsparkeren" or "parkeren op straat" in Dutch. The literature on the impacts of on-street parking on inner city streets first addresses the issues of this common parking management practice. It mainly focuses on the impact this form of parking has on traffic flow, safety and overall livability. According to Sulistyono et al. (2018), on-street parking may disrupt traffic flow and cause congestion. The correlation between parking space usage and road performance reveals the two variables' strong connection.

Just the presence of parking in and of itself will increase traffic as car-use is made more accessible and since a large portion of it is caused by individuals looking for a spot to park. The opposite is also true; when parking is expensive (e.g. through congestion or market pricing) and scarce (e.g. by removing developer parking minimums), alternative modes start to appear more time- and cost-efficient (McCahill et al.). On average, curbside congestion accounts for 34% of all inner city traffic, with some cities

experiencing up to 70% cruising traffic during peak hours (Hampshire & Shoup, 2018). Furthermore, Cao et al. (2016) emphasise the significant reduction in road capacity due to curb parking, with capacity values decreasing by 12% to 22% when compared to streets without curbside parking. These findings make the importance of proper parking management clear to minimise congestion and maximise traffic performance. The literature goes on to reveal that on-street parking creates serious safety hazards to both vehicles and non-motorized traffic. Cao et al. (2016) discuss the impact of curb parking on the severity of traffic incidents for motorised vehicles. For non-motor vehicle safety, they specifically focus on lane width and pedestrian stopping sight distance.

In addition, Biswal et al. (2017) shed light on the higher crash rates related to on-street parking. Particularly on main roadways, where they found that 93% of crashes occur as a result of parked vehicles. Additional low-car safety measures such as restricted parking near pedestrian crossings and junctions are proposed to ensure that drivers and pedestrians have unimpeded views. The literature emphasises the importance of rethinking parking management to reduce the negative effects of on-street parking. Biswal et al. (2017) call for limiting on-street parking along busy streets to reduce congestion and increase safety. They also advocate other car-free city policies such as special parking restrictions near pedestrian crossings, crossroads, schools and playgrounds to improve road safety and accessibility.

So far numerous studies seem to support the problem statement by shedding light on the negative effects of on-street parking, although most have varying approaches to solving the issues. As of yet, no particular study has focussed on the discussion and conflicting interests that arise from removing on-street parking on a larger scale. Future research should look into the implementation and effects of drastic parking limits for inner cities, as well as stakeholders' support for and attitudes towards these parking removals. Furthermore, through case-studies, comparisons of participation management in different cities may provide insights and best practices for municipalities and developers.

Understanding how much hindrance is caused by curb parking is important, as this curb space is increasingly in high demand. The rise of e-commerce and ride-sharing has increased the demand for loading and drop-off zones respectively. Traffic congestion creates an incentive for more dedicated public transport lanes. Additionally, cyclists demand safe bike lanes, while pedestrians want broader walkways. "*The curb is the new urban frontier, and parking may no longer be the most productive use of this space*" as quoted by Angela Wu (2023) based on Hampshire & Shoup's (2018) findings. Additional literature on car-free city policies gives insight into the possible benefits and problems of reducing car dependency in urban areas. Car-free city policies attempt to reclaim this urban space for more communal purposes like greenery, active mobility and public transportation (Ostermeijer et al., 2019; Mueller et al., 2017). These measures have proved to promote public health, increase climate adaptability and make neighbourhoods more livable (Nieuwenhuijsen & Khreis, 2016; IPCC, 2021). Greenification efforts in inner cities encourage physical activity while also mitigating the urban heat island effect and improving drainage (Nieuwenhuijsen & Khreis, 2016).

Despite these potential benefits, opposition from local residents has become commonplace, stressing the need for early and inclusive participation in decision-making processes (Bongardt et al., 2013). Providing enough alternative transportation and taking into account the location of neighbourhoods are critical aspects in the success of low-car projects (Oost, 2022). While most residents embrace the idea of car-free

communities, their sentiments may differ depending on circumstances such as availability of shared transportation options (Oost, 2020). Local governments play an important role in finding appropriate places for low-car developments and addressing residents' concerns in order to improve neighbourhood liveability. Comparative case-studies on street renovations can provide useful information about the factors that influence the support for car-free city policies. Furthermore, studying residents' shifting opinions over time might help shape future policy and urban planning decisions.

Advantages	**Disadvantages**
Convenience for drivers	Increases traffic/causes congestion
(perceived) Support for local businesses	Economic benefits do not materialize
Accessibility for the elderly and disabled	Safety hazard for non-motorized traffic
Perception of acquired right	Incentivises car use
	Inefficient/inequitable distribution of public space
	Generates resistance from local residents

Table 1: Overview of pro's and con's regarding on-street parking (own work, 2025)

2.2 Participation to address conflict

Participation is a key term in international development, but it has many different meanings depending on who uses it. In this study participation refers to a set of democratic opportunities offered to a population to enable active involvement in a decision-making process or activity (Kourkouridis et al., 2024). In the context of urban planning or governance, it means engaging citizens or stakeholders to contribute their opinions, ideas and feedback in shaping policies, projects or decisions that affect them. Participation can vary in degree, from simply being informed to having actual influence or control over outcomes.

Stakeholders with differing interests often talk about participation in ways that reflect their own goals. Some use it to talk about empowering the poor and changing power structures, while others use it to support economic policies with less focus on social change. In some cases, "participation" as a buzzword is used to cover up manipulation and other forms of non-participation, making people feel involved without giving them real control. Similarly, Teernstra & Pinkster (2016) reveal that in some cases participation is used only to legitimize top-down interventions, resulting in citizens not actually being able to meaningfully contribute to the plans being made. Furthermore, Ianniello et al. (2018) describes how some government or public actors organize participation just to comply with regulations, rather than to genuinely engage the public.

Given the diverse interpretations of participation, it's important to be clear about what kind of participation is being discussed. To help clarify this, scholars have created frameworks. One well-known model is Arnstein's (1969) "ladder of citizen participation," which outlines eight levels of participation. These levels, ranging from manipulation to citizen control, illustrate the critical difference between symbolic participation and real power. At lower levels of the ladder, such as manipulation and therapy, the

powerful use "participation" to control or "cure" participants, maintaining the status quo. Information and consultation, while legitimate steps, can be forms of tokenism if not combined with other modes of participation that give citizens real influence on decisions. It is at the level of pacification that citizens begin to have a certain degree of influence, but the final decision-making power remains in the hands of the powerful. As we move up the ladder, we find more genuine levels of citizen participation, such as association, delegated power and citizen control. At these levels, citizens have the power to negotiate, make key decisions and hold accountability.

Arnstein (1969) acknowledges that achieving these higher levels of engagement is not easy. There are obstacles both from the powerful (racism, paternalism, resistance to the redistribution of power) and from the powerless (lack of political and socio-economic infrastructure, difficulties in organising). Another challenge, pointed out by Greco & Long (2022), is the possibility of a (participation-representation) paradox; While citizen participation is promoted to create more inclusive cities, the voices of those who are most dependent on cars, such as residents of areas with little access to public transport or those that cannot bike because of long distances, are often excluded (Roukouni & Cats, 2024). Addressing such paradoxes involves going further beyond compromise solutions and seeking strategies that acknowledge and manage the inherent tensions.

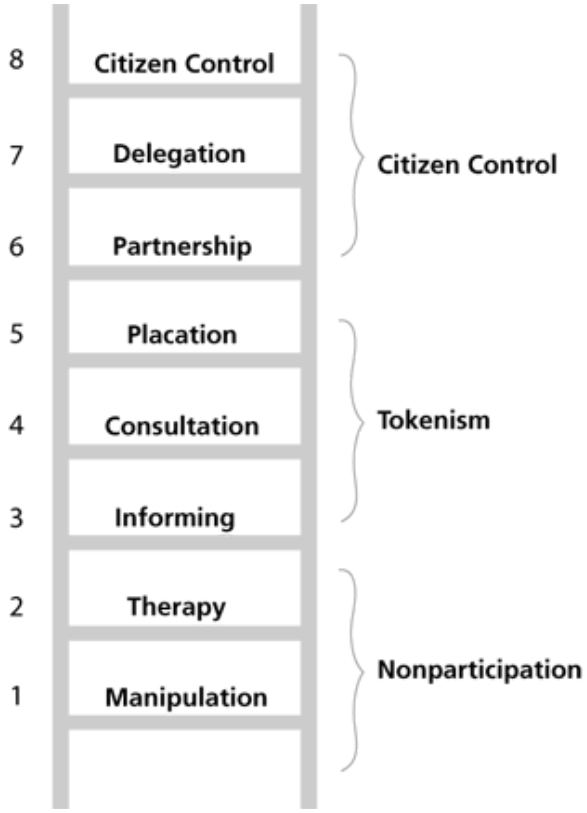

Figure 5: Degrees of Citizen Participation (Arnstein, 1969)

Applying Arnstein's (1969) ladder to the context of parking removal involves identifying at what level current participatory practices stand and how they can be improved to achieve higher levels of citizen power. For example, if public consultations are used only to inform residents about decisions already made, this would be considered manipulation or, at best, information. To achieve genuine partnership,

residents must be given the opportunity to negotiate and participate in decision-making alongside policy makers and urban planners.

Arnstein's (1969) ladder is useful for understanding different levels of participation, but it does not show how organisers, like local governments, can move from one level to another or what barriers they may face. In reality, they can move up and down the ladder during the same process, depending on the situation. Crucially, municipalities have significant control over participation design by deciding who participates, when and how, while citizens can influence or challenge these choices, shaping the process from their side. Acknowledging citizen input is more important than the number or form of participation practices offered and that the deliberate formulation of objectives should precede the design of any participation process (Uittenbroek et al., 2019).

Kappers (2023) stresses that collaboration between stakeholders must be based on trust , transparency and honesty. Building trust requires a deliberate and continuous effort by all parties, as mistrust can undermine the legitimacy and effectiveness of the participatory process. It is essential that the project team projects clarity and commitment to citizens, demonstrating that their opinions are valued and will be taken into account in decision-making. Participatory practices should be designed to involve stakeholders not only during the planning phase, but also during the implementation and evaluation of interventions. This long-term approach can help build trust, address emerging concerns and adapt strategies as circumstances change (Kappers, 2023).

2.2.1 Stakeholder roles and conflicts in the literature

A great variety of stakeholders are involved or impacted during redevelopment projects. Community members, such as residents, local business owners and these local organisations are vital stakeholders, voicing important values related to neighbourhood preservation, quality of life, economic vibrancy and accessibility (Verheul et al., 2021). Each stakeholder group has unique interests, goals and values. Transparent communication is essential to facilitate information sharing, address conflicts and set clear goals (Kyriakidis et al., 2022). Trust is a fundamental element in building productive stakeholder relationships, for without it, there is a risk of mistrust, resistance and conflict, which can undermine the legitimacy and effectiveness of the project (Ianniello et al., 2018). Trust is achieved through transparent decision-making, open communication and a commitment to participatory practices that recognize and value the contributions of all stakeholders (Kappers, 2023).

A study (Roukouni & Cats, 2024) explored how residents and stakeholders perceive various low-car city measures. Figure 6 depicts which ones are most and least supported, including interventions to rethink on-street parking. These low-car measures are generally received well, but most measures aimed at limiting on-street parking are not. Furthermore, the research found that residents generally fall into three groups regarding measures for low-car cities: supporters, sceptics and those with mixed opinions. Importantly, these different perspectives often reflect personal paradoxes experienced by stakeholders. For example, a resident may support the idea of a greener, more livable city, but at the same time oppose the removal of parking near their home. Understanding these individual paradoxes is critical to designing effective engagement strategies. Stakeholders, such as legislators and urban planners, generally showed more support for these measures than residents and often overestimated the residents' reception (Roukouni & Cats, 2024).

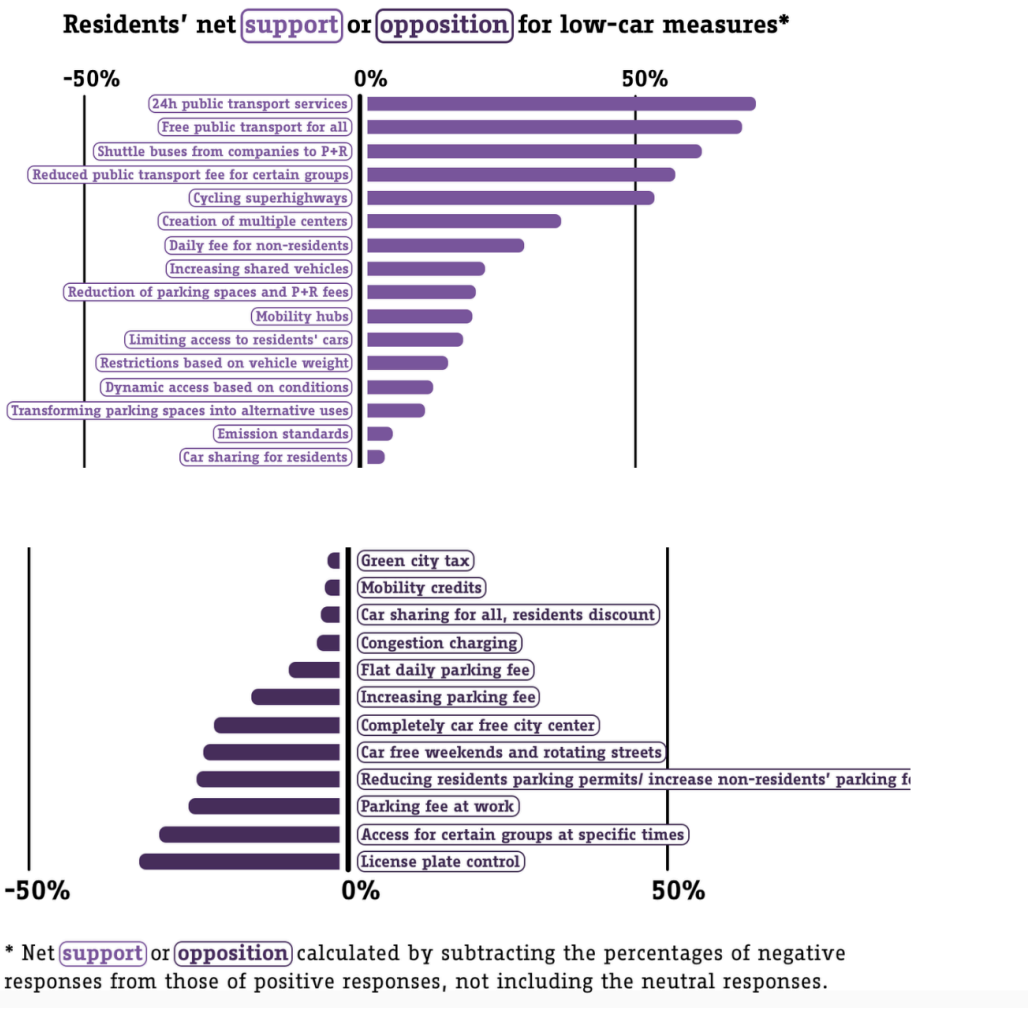

Figure 6: Residents' net support or opposition for low-car measures (AMS Institute, 2024)

To understand public perspectives on parking reduction, it is critical to effectively communicate the connection between tangible changes and intangible benefits to the community. Kappers (2023) observes that stakeholders do not always understand how eliminating curbside parking contributes to creating a safer, healthier and more pleasant environment. Communication should be clear, compelling and tailored to the needs and concerns of different stakeholders. Creative strategies should be used to visualise the benefits, such as simulations, images and examples from other cities that have successfully implemented curbside parking elimination.

An interesting finding by Kyriakidis et al. (2022), supports this clear division amongst different stakeholders. They found that ownership of a certain transport mode influences one's values regarding low-car developments. Cyclists tended to support the studied urban interventions, while car owners were more sceptical. This finding underlines the importance of understanding the different perspectives and needs of different stakeholders.

Citizen participation can play a crucial role in creating social sustainability within redevelopment projects. By involving residents and local organisations from the project's early stages, planners can better

identify communal values, generate innovative, context-specific solutions and build consensus around a project (Kappers, 2023). Meaningful participation enables residents to influence decisions that impact their lives, promoting a sense of ownership and enhancing community cohesion. But, for citizen participation to be effective, it must go beyond tokenism and provide citizens with real power to shape project outcomes, as Arnstein's (1969) ladder of participation suggests.

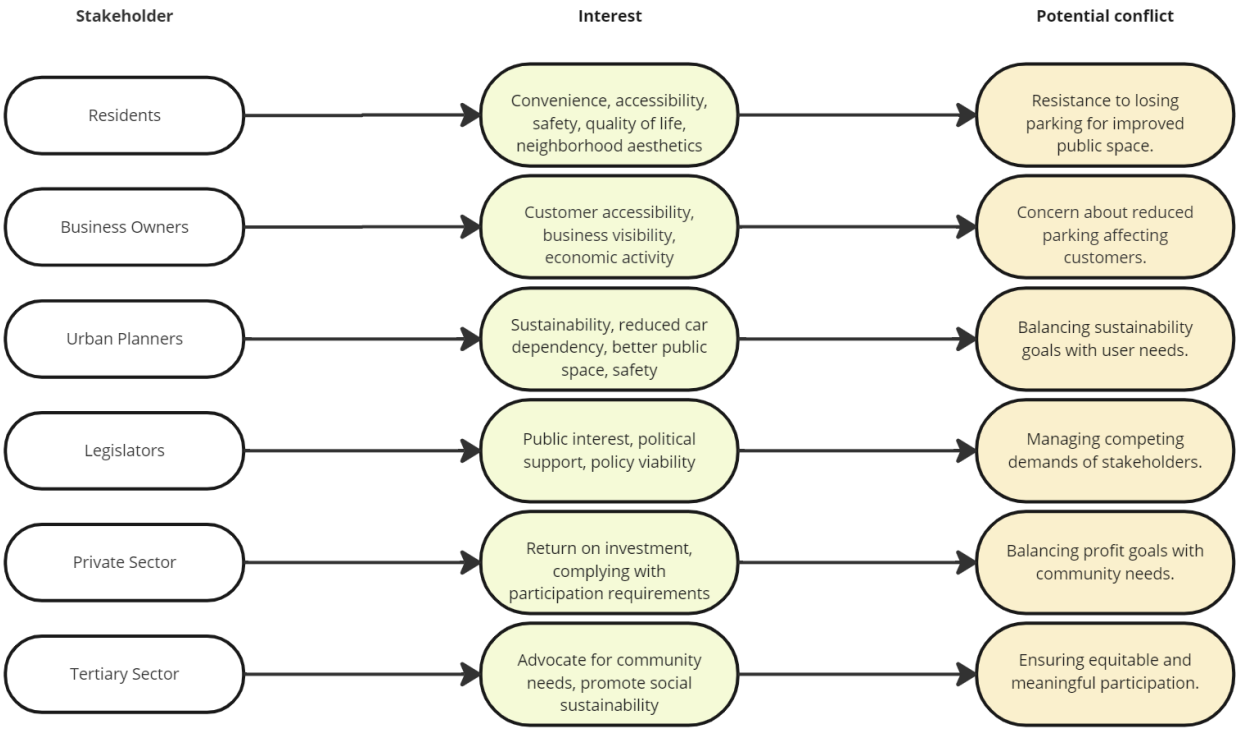

Figure 7: Overview of potential interests and conflicts of stakeholders (own work, 2025)

2.3 Public perspectives on parking removal

Rapidly implemented interventions without sufficient public consultation often leads to dissatisfaction, as communities may feel disconnected from the decision-making process. In the study done by Kyriakidis et al. (2022) stakeholders did not receive a clear message on how the proposed low-car developments could improve the city's image. Thus they argue that transparent communication and setting clear goals are essential to avoid false expectations and increase active participation. In Roukouni & Cats' (2024) study, several stakeholders pointed out that a potential reason for experienced scepticism was that the introduction of the measure was done quite abruptly. It lacked a proper preparation of the impacted population or a clear explanation of what the expected advantages would be for them and for the city as a whole. This calls for better communication on behalf of city officials before each planned intervention, regarding the specific objectives as well as the expected effects (Roukouni & Cats, 2024).

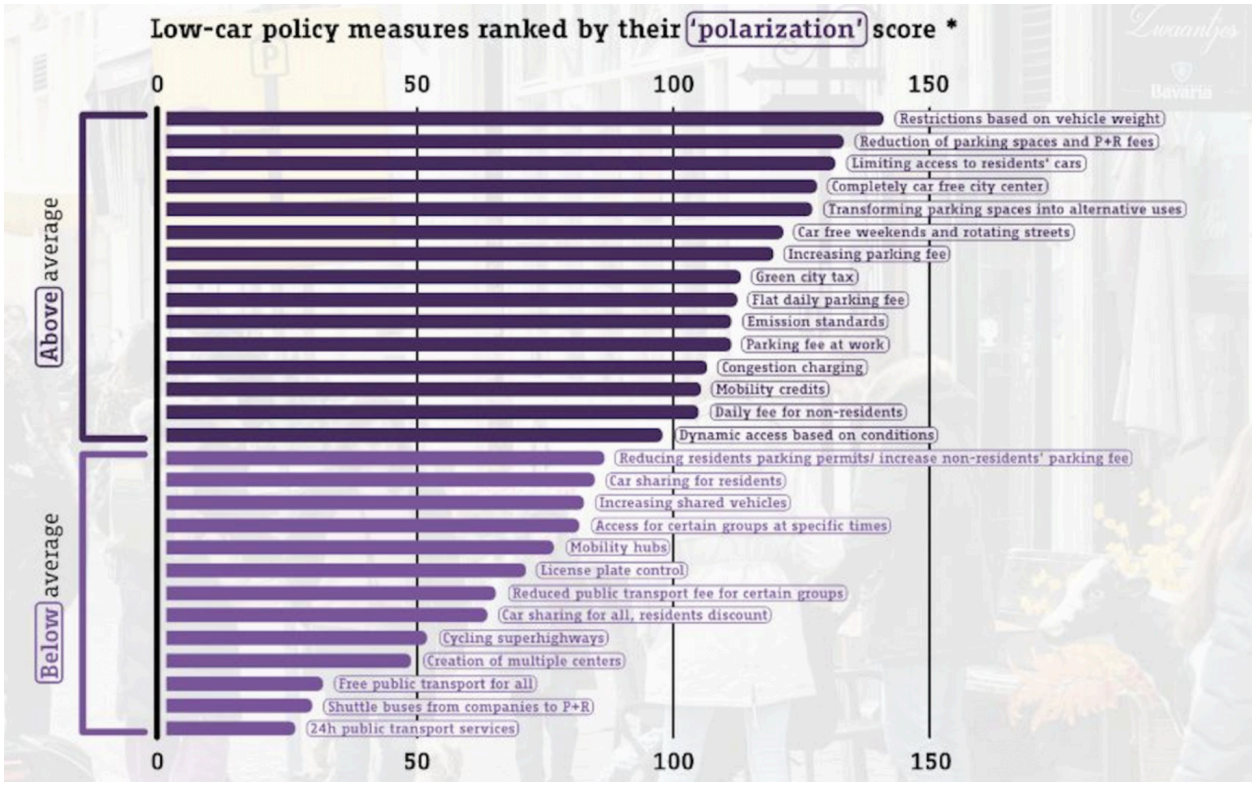

Figure 8: Low-car policy measures ranked by their 'polarization' score (AMS Institute, 2024)

An interesting result that emerged is that stakeholders have very differing views on the proposed low-car scenarios in the city centre (Kyriakidis et al., 2022 & Roukouni & Cats, 2024). On top of that, measures aimed at limiting parking are particularly contentious. Figure 8 also depicts significant polarization around measures with net support (figure 6). Future research may investigate the potential root cause; are such scenarios perceived to be undesirable or rather unattainable? Do stakeholders find them too radical or do they think that the current public sentiment will not permit it and therefore more gradual interventions to achieve car-independency are needed (Roukouni & Cats, 2024)?

Kyriakidis et al. (2022) found that public dissatisfaction with their studied case was partly due to specific issues with the design and implementation schedule. While the aim of the project was to promote sustainable mobility, its implementation was not accompanied by appropriate measures to mitigate adverse effects. This resulted in increased traffic congestions that were not honestly communicated and therefore contributed to the negative perception of the project. They also found that the lack of public consultation in the design and implementation of the project contributed significantly to citizen resistance and disapproval of the project. This finding reinforces the importance of involving the community in the early stages of planning and carefully considering their needs and values.

2.3.1 Stakeholder values in the literature

Streetscape renovation is linked to the values held by its stakeholders. Understanding these values is fundamental to analyzing their perspectives, the conflicts that may arise and the potential of participatory practices to manage them effectively. For that it is helpful to distinguish between singular values and plural values. Singular values are characterized by being tangible, quantifiable and often associated with a

direct economic value (Herzog et al., 2023). In the context of parking reduction, this could include the revenue generated by parking meters or the commercial value that on-street parking represents to a business in terms of accessibility for its customers. Removing parking spaces would entail the loss or transformation of this type of value.

Plural values are different types of values that cannot be reduced to one common measure. They are equally important but not directly comparable, meaning you can't say that one is ‘better’ than another in an objective way. Instead, they coexist and decisions often involve negotiating between them rather than finding a single, ‘optimal’ solution. They can include both rational and emotional dimensions like personal identity, cultural heritage or feelings of belonging. These plural values can coexist or may conflict and their relevance varies significantly across different stakeholder groups (Herzog et al., 2023). When these values clash, they can give rise to tensions or dilemmas that are difficult to resolve. This is where paradox theory (Greco et al., 2024) becomes helpful, it explains how such conflicting yet equally legitimate values can exist at the same time, creating situations where no choice fully satisfies all concerns.

Removing curb parking may affect a variety of plural values for different stakeholders. For some residents, it might enhance the value of livability by generating more green space or decreasing traffic. For local business owners, it might impact their economic viability value if they perceive that a lack of parking will deter customers from coming to their stores. For others, on-street parking might be tied to their identity as drivers or to their perception of the accessibility of their surroundings. All these values are valid, but they are plural because they can't be fully measured on the same scale. For example, it's not ‘more cars’ vs. ‘less cars’, it's about fundamentally different ways of valuing urban life. Negotiating between these views requires recognizing their plurality, respecting their differences and finding compromises, not simply calculating ‘which is better’.

In addition to the singular-plural *dichotomy*, the difference between intrinsic and instrumental values should also be highlighted. Intrinsic values are those valued for their own sake, such as the beauty of a renovated public space, while instrumental values serve as a means to another end (Herzog et al., 2023), such as improving public health through the creation of pedestrian spaces. A park created by eliminating parking may be valued intrinsically by some simply for improving urban aesthetics and instrumentally by others for encouraging physical activity.

Public values refer to the norms, beliefs and priorities that should underpin public policy, ideally resulting from individual values and serving the collective interest. The decision to reduce on-street parking relates directly to public values such as sustainability, road safety, urban livability and social equity. To further analyze value conflicts and diversity among stakeholders, it is important to recognize the existence of multiple, diverse and often competing public values within urban space (Herzog et al., 2023). Different groups prioritize different values; for instance, residents may emphasize accessibility and convenience, while urban planners tend to have a focus on long term aspects like environmental sustainability or urban livability. These different priorities are rooted in distinct value regimes, where each group holds its own assumptions about what is fundamental and how priorities should be ordered (McAuliffe &Rogers, 2019).

Understanding these value regimes is essential for designing more effective participatory practices. It enables a deeper exploration of the underlying normative principles that shape stakeholders' positions,

rather than merely addressing surface-level interests (Nabatchi, 2012). By identifying and acknowledging these different value frameworks, participatory processes can better recognize, understand and potentially mediate between conflicting perspectives. This approach shifts the goal from seeking mere acceptance of urban policies, such as parking removal, to engaging with the deeper layers of meaning that stakeholders attach to their urban environment. It also highlights how disagreements about issues like parking reform are often not just conflicts of interest, but collisions between fundamentally different value regimes.

The understanding of singular, plural, intrinsic and instrumental values, together with the concept of public values and value regimes, provides a solid theoretical framework for analyzing the complex perspectives of stakeholders regarding the removal of parking. In this context, participatory practices are crucial tools for managing the value conflicts inherent in these urban planning processes (McAuliffe & Rogers, 2019). The design and implementation of these practices has to consider the various value regimes in order to facilitate meaningful dialogue, build trust and look for solutions that address the concerns and perspectives of different interest groups (Kappers, 2023).

Category	*May include*	*Relevant type of value*
Accessibility	Non-drivers	Public, Instrumental
	Car-dependants	Public, Instrumental
	Traffic flow	Instrumental
Economic viability	Financial return	Instrumental, Singular
	Customer flow	Instrumental, Singular
Perception of acquired right	Convenience	Instrumental
	Way/quality of life	Intrinsic, Plural
Livability	Safety	Public, Intrinsic
	Health	Public, Intrinsic
	Environmental sustainability	Intrinsic, Plural
Public space	Social sustainability	Public, Intrinsic, Plural
Political	Legitimacy	Public, Plural

Table 2: Stakeholder values identified in the literature review (own work, 2025)

The table illustrates how the thematic values relevant to curb parking removal relate to the different types of values. While some values fit clearly within one category, many occupy overlapping positions depending on the stakeholder perspective. For instance, social sustainability may be viewed as a public need or goal, an intrinsic value tied to a sense of belonging and community and a plural value because it reflects diverse, non-comparable interpretations of what makes a public space livable or inclusive. This

complexity shows why participatory practices are essential: they provide a space to recognize and negotiate between diverse and sometimes conflicting value regimes. Rather than resolving these tensions through technical fixes or simple trade-offs, effective participation creates the conditions for values to coexist and evolve within the decision-making process.

2.3.2 Conflicting values

There are several obstacles to parking reform, many of which come from conflicting public values and deeply rooted beliefs about car use and urban space. As Herzog et al. (2023) point out, value conflicts aren't just about people fighting over things they can easily negotiate or compromise on, like money or resources. Instead, these conflicts often stem from deeper differences in what people believe is right and important. When it comes to on-street parking, conflicts happen when achieving one goal, like environmental sustainability, gets in the way of another, like easy access by car.

Many drivers see car use and on-street parking as essential parts of their daily lives and convenience (Beetham et al., 2014; Parmar, 2020). These views are part of a value regime that shapes what people think is normal and desirable. In the case of parking, this regime supports the idea that streets should mainly serve private cars, even though this often clashes with more contemporary goals like livability and sustainability. Such value conflicts are hard to solve through simple negotiations or mere dialogue, i.e. the more basic levels of participation. Coppens et al. (2011) argue that these conflicts often come from deeper ethical and identity-based beliefs that people are less willing to compromise on. In other words, these are not just arguments about practical issues, but about what urban life should look like.

On top of this ideological resistance, inertia and intuitive reasoning, meaning old habits in institutions and everyday thinking make change even harder (Lefebvre, 2023). Long-standing parking legislation embedded in municipal zoning laws created inertia, leading urban planners and municipalities to be reluctant to change. Minor changes are favoured over drastic alternatives, thus maintaining the status quo. The public's reliance on intuitive reasoning normalises the idea that parking reform is restrictive. This is a significant obstacle, particularly for car-dependent individuals. To manage value regimes surrounding parking reform, it is necessary to clear up biases and provide transparent and communicable information regarding its benefits (Lefebvre, 2023).

2.3.3 Participation as a solution

Some low-car interventions, such as reducing through-traffic, face strong resistance from residents when introduced abruptly without proper communication or preparation. When residents are not given a clear explanation of the long-term benefits for both them and the city, the measures are more likely to be abandoned early (Roukouni & Cats, 2024). This highlights the importance of participatory practices that involve residents from the beginning of the planning process. Participation allows for two-way communication where residents' concerns can be addressed and the benefits of the intervention can be made clearer.

In the case of parking removal, participation practices can help by ensuring that residents understand why these changes are being made and how they can improve urban life in terms of livability, health and safety. It is crucial to engage residents early and provide them with detailed information on the expected outcomes of rethinking parking, such as reduced traffic, more green spaces or safer streets (Roukouni &

Cats, 2024). This approach can be used to gain a better understanding on the perspectives of curb parking within the context of the low-car city model. Moreover, tailored communication strategies, targeting specific groups like younger people or older residents through different channels, can help cities effectively address the various viewpoints on parking removal. Different population segments respond differently to low-car measures, so participation should be designed to meet the needs and concerns of each group (Roukouni & Cats, 2024).

Engagement tools, such as participatory apps or public forums, can empower citizens to contribute meaningfully to urban planning. Projects should also be integrated with broader transportation and urban policies to ensure coherence. Yet, while doing so temporality must be taken into account in order to manage paradoxes resulting from the elimination of curbside parking. Meaning that short-term disruptions should be carefully balanced with long-term sustainability goals. As highlighted by Greco et al. (2024), a short-term approach that prioritises immediate results may undermine long-term sustainability goals. Future research should identify key factors that enhance the understanding of public perspectives and integrate them into planning processes, ensuring community-centred urban development (Kyriakidis et al., 2022).

Overcoming these challenges means changing how participation works. Traditional participation methods often fail to deal with deeper value conflicts, which can lead to resistance and dissatisfaction. More open and inclusive approaches are needed to design participation processes that accept different values, instead of trying to force consensus (Hofer and Kaufmann, 2023; Gonçalves et al., 2024; Uittenbroek et al.,2019). If participation is seen as a way to talk about values rather than just finding quick agreements, it can become a powerful tool. McAuliffe and Rogers (2019) argue that this kind of participation can help move from confrontation to more constructive dialogue, allowing for solutions that are more inclusive and sensitive to local contexts. By recognizing and working with value conflicts, rather than ignoring them, participation might help create new shared values.

2.3.4 Obstacles for participation

Despite the widespread support for participation in planning, public participation is often limited in scope and both local governments and citizens struggle to define clear objectives and structure effective participation processes. Citizens typically aim to be heard and have a voice, while municipalities are not always transparent about their goals (Uittenbroek et al., 2019), when communication is crucial to engage the public (Leander, 2018; Nederveen, 2023). Besides communication, trust is seen by Reichborn-Kjennerud (2021) as key to successful urban development results. Decreased trust levels among residents are associated with decreased trust in municipal participatory practices which leads residents to turn to alternative channels, such as social media or protests, to express their concerns. Conversely, residents who trust the system are more likely to believe they can influence policy and that public authorities will act fairly.

Current participatory tools tend to focus more on short-term projects rather than long-term strategies for urban development (Teernstra and Pinkster, 2015; Lefebvre, 2023). This results in less resident participation in policy changes and urban development. Despite certain gains, such as increased safety and housing quality, the overall impact of participation practices was limited. With local reforms more

often influenced by external factors rather than resident input. The participation process can be improved through more open and inclusive planning processes (Teernstra and Pinkster, 2015).

Kappers (2023) adds to this by emphasising the importance of a participatory approach that extends beyond the planning phase that includes an evaluation of the implementation of such practices. In contrast, she does state some means for improvement such as using diverse participatory methods to involve a broader range of residents and address their different needs and preferences. Combining creative workshops, informal meetings, site visits and other tools can enrich the participatory process and make it more attractive and accessible to the community. Continuous participation throughout the project stimulates trust, social cohesion and community ownership of the project. This long-term approach allows strategies to be adapted to changing circumstances and to respond more effectively to the needs and concerns of residents.

Finally, Boonstra and Boelens (2011) argue for a shift toward self-organisation as a more inclusive and sustainable method of participation. Traditional methods often fail to fully engage stakeholders, particularly in decisions like parking removal, where the stakes are high for local residents. By adopting an outside-in approach, planners can engage a broader range of stakeholders and design more flexible participation practices that embrace complexity and diversity, ultimately leading to more sustainable urban development outcomes.

Blind spots

While eliminating curbside parking seeks to improve public space and sustainability, it is essential to anticipate and mitigate the risks of unintended consequences. Kappers (2023) reminds us that parking interventions can have unexpected impacts, especially if the needs and perspectives of all actors involved, including future residents, are not carefully considered. For example, it is crucial to assess the potential displacement of parking, dubbed overspill parking, into residential neighbourhoods as well as the potential decrease in economic activity in the affected areas. To mitigate these risks, comprehensive strategies must be implemented that include parking management, improving public transport and creating incentives for the use of alternative modes of transport.

2.4 Conclusion and discussion

In conclusion, the literature review aimed to provide a thorough analysis of the issues and potential solutions that relate to parking management and participatory practices in urban planning. The literature has revealed that parking elimination can be a contentious development, despite the fact that numerous studies have provided several benefits of rethinking parking and other car-free city policies. The central issue this thesis addresses is the disconnect between the perceived potential benefits of eliminating curbside parking and the opposing perspectives it often generates among stakeholders.

The review discovered several critical aspects of the existing body of literature. First, it highlights the detrimental consequences of curb-parking on traffic flow, safety and urban livability. Sulistyono (2018), Cao et al. (2016) and Biswal et al. (2017) all emphasised the importance of effective parking management in reducing traffic congestion and improving road safety. The review also looked at parking management alternatives which have been reviewed by Herriges (2023) and Davis (n.d.). Obstacles like public

resistance and inertia in municipal zoning laws slowing down parking reform, leading to a need for stakeholder participation and fair pricing (Nederveen et al., 1999).

The review's primary goal was to investigate differing views and conflicts surrounding curb-parking removal and evaluate the role of participation in addressing these concerns. In doing so, it is critical to recognize that even well-intended interventions can have unintended consequences (Greco & Long, 2022). The removal of curbside parking, if not carefully managed, can lead to unintended negative outcomes, such as the displacement of parking into residential neighbourhoods or the hindrance of economic activity in redeveloped areas (Davis, n.d.). Kyriakidis et al. (2022) underpinned the analysis of public dissatisfaction with low-car measures, while Roukouni & Cats (2024) revealed general support but highlighted the controversy surrounding limiting on-street parking. Both stressed the importance of transparent communication and inclusive planning.

Therefore, the review went on to analyse the significance of participatory practices to address these opposing perspectives, stating their potential to encourage inclusive governance and sustainable development (Leander, 2018; Lefebvre, 2023; Reichborn-Kjennerud, 2021). Challenges such as limited resident influence and short-term project focus underscore the need for more inclusive and sustainable methods like self-organisation (Boonstra & Boelens, 2011), promoting diversity and open-minded urban planning approaches.

Despite the insights provided by existing literature, there have been a number of research gaps and limitations identified. This thesis will focus on addressing the lack of research on how participatory practices can help manage conflicting interests related to parking removal. While the literature has explored the benefits of parking removal and the role of participation in urban planning, there is limited research on how current participatory practices can enable meaningful resident influence on urban developments (Teernstra & Pinkster, 2015). The main focus of this research will be overcoming the gaps identified in the research questions.

To address these gaps, this thesis will combine case studies of streetscape regeneration projects with semi-structured interviews with stakeholders. Based on the literature study, case studies will be selected to represent instances of both successful and flawed citizen participation, allowing for a comparative analysis of the factors contributing to effective outcomes. Interviews will provide detailed insights into the perspectives, experiences and recommendations of the stakeholders identified in the literature review, including planners, policy makers, residents and local business owners. By examining how participatory practices have been used in these cases and how they have shaped perceptions and conflicts, this thesis will contribute to a deeper understanding of the relationship between participation, public opinion and parking abolition.

Ultimately, this research aims to not only investigate the effectiveness of participatory practices in managing conflict around parking removal, but also advocate for a more inclusive and democratic approach to urban planning. By understanding and addressing the concerns of stakeholders, especially those who oppose change, we can work to create cities that are sustainable, livable and equitable for all. Further research in this area is needed to ensure that the transition to car-free cities is fair, equitable and supported by the communities they serve.

3 - Research design

This chapter discusses the relevance of the research from a societal and scientific standpoint. The sub-questions are presented based on the theoretical framework after which the goals and objectives related to each question are described. Lastly the target audience and dissemination are defined.

The research can be separated into consecutive segments that span a year. The image below provides an overview of the different phases. The first defining feedback moment in this thesis research process is called P1. Before P2 , the majority of the theoretical research is conducted and the appropriate methodology for the research questions are determined. This P2 document will be the foundation for conducting empirical research. This research will be carried out between P2 and P3. Between P3 and P4, the last empirical data is gathered and the first round of analysis and synthesis begins. With a positive evaluation of the P4 documents, the thesis is officially and publicly completed at the P5 moment.

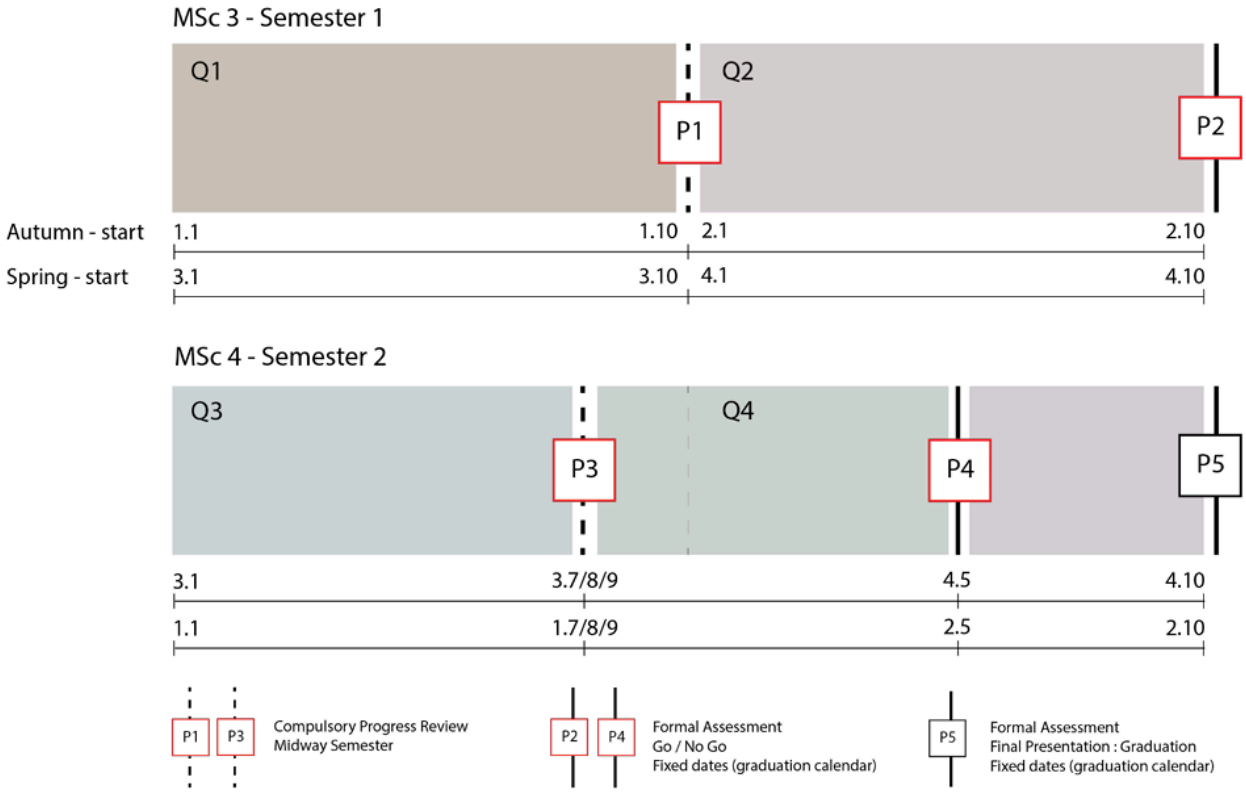

Figure 9: Thesis progress planning (TU Delft, n.d.)

3.1 Relevance

As previously established, parking removal can be a contentious development, regardless of the fact that numerous studies have provided several benefits of rethinking parking and other car-free city policies. Therefore this research aims to find out if participation practices can help better understand the public perspectives on parking removal, investigate how they are being used by municipalities and developers and if they can contribute to managing conflicting interests of stakeholders?

Other studies have pointed out that participation might have a positive effect on governance in urban developments. Which type of participation and how this process should be executed is however still debated, unclear or simply varies from case to case. Therefore this study also aims to advise on the best type of organisation of these participatory practices. This will be done through case studies pertaining to street renovations and parking removal. Additionally, qualitative interviews will be held to gain insights on the experiences and satisfaction surrounding these cases and participation in urban settings in general. This is done to further establish the validity of the case study.

3.1.1 Societal

This research is socially relevant because it focuses on a contemporary and prevalent urban issue that affects both residents and businesses. Parking policies have an impact on how public space is used, which can affect community dynamics, safety and economic activity. This study addresses the need for more inclusive and democratic decision-making in urban planning. Embracing the idea that many people oppose parking removal clears the way for more involvement of the public in the decision-making process allowing their concerns to be heard and addressed. Therefore, understanding how participation can address these concerns may lead to solutions that are more inclusive, helping cities transition to more equitable and sustainable urban environments.

3.1.2 Academic

The study addresses the research gap on how participatory practices can aid in overcoming conflict about parking within the context of the low-car city model. While the importance of stakeholder engagement is academically acknowledged, there has been little study on which strategies work best and on their success in gaining support for parking policy reform. This study intends to fill that gap by investigating how different engagement approaches influence stakeholders' attitudes and perceptions of parking removal. Therefore, this study can add useful insights to the urban planning literature and support progressive policy making by identifying and analysing effective participation practices.

3.2 Research questions

The research questions for this study were determined by observing developments and issues related to low-car street renovations and participatory practices. First a prevailing and (partly) unsolved management related issue had to be defined. This core problem was found in the lack of understanding of the concerns of stakeholders when transitioning streetscapes toward low-car environments. Investigating the existing knowledge on this subject was the next step.

The literature study has shown that reducing on-street parking can lead to improved safety, reduced congestion and more equitable use of public space. Conversely, the challenges, including concerns from residents and local business owners, have also been explored. There is substantial research on how participation affects urban planning processes, including various models showing that more meaningful participation leads to greater public trust and better outcomes. But, research has identified issues like ‘participation fatigue’ and tokenism, where people feel their input doesn’t matter. This highlights the gap between perceived and actual power in participatory processes. Additionally, some studies have examined how participation was implemented in specific urban street renovation projects, but most of these studies just focus on the overall outcomes of those projects rather than the specific role participation played in understanding and managing public opinion and decision-making.

While these studies have focused on participation as a tool just for encouraging agreement, we want to get to the point where participation can be used to address, rather than bypass, the concerns of stakeholders. The role of participation in legitimising contentious decisions like parking removal (especially among those opposed) remains largely underexplored and its potential to genuinely understand and respect opposition is commonly underachieved. Furthermore, gaps remain about the effectiveness of different participatory models and their impact on participatory efforts in polarising urban planning issues. Finally, we lack a deeper understanding of how varying levels of stakeholder influence affect the success or failure of participatory practices in legitimising decisions. To gain a greater insight into these research gaps and the precise dynamics of participatory practices during streetscape redevelopment the following research question has been formulated;

Main research question:
Based on this background, the main research question emerged; To what extent can participatory practices address the conflicting interests of stakeholders during curb parking removal?

To answer this question, the following key-concepts shape the three resulting sub-questions: Participatory practices; the methods and processes through which stakeholders are engaged in decision-making, conflicting interests of stakeholders; the conflicts, priorities, or concerns among various groups (e.g., car owners, businesses, policymakers) and curb parking removal; the specific streetscape renewal policy being addressed, involving the reallocation or reduction of curb parking.

To address the main research question effectively, the question is broken into three consecutive steps or 'puzzle pieces' that should lead to its answer: Identifying the problem; understanding what the differing interests are, exploring current practices: investigating how participatory methods attempt to address these interests and evaluating effectiveness: assessing whether these methods work in resolving or managing conflicts. I think these steps together can address the main research question regarding the case of curb parking removal, without introducing new concepts.

Sub-question 1: How are participatory practices currently being used to address differing interests in urban streetscape renewal?

> *This question investigates the different forms of participation, tools and methods used to engage the public in urban planning.*
> *Key output: Insight into the range of participatory methods being applied and their alignment with stakeholders' differing interests.*

Sub-question 2: What are the conflicting interests of stakeholders regarding curb parking removal?

> *This question introduces the core issue and helps identify the conflicts and public perspectives among stakeholders.*
> *Key output: A clear understanding of the differing interests and conflicts that participatory practices need to address.*

Sub-question 3: To what extent can participatory practices contribute to managing conflicting interests of stakeholders?

> *This evaluates the effectiveness of participatory practices in mitigating conflicts and ensuring stakeholders feel their interests are considered.*
> *Key output: A critical analysis of whether participation succeeds in addressing differing interests and to what degree improvements are needed.*

The sub questions are defined in a way that through researching those, the main question should be answered. Each sub-question builds forth on the previous one, ensuring a logical flow of information. Through the stacking of these building blocks a clear understanding of the challenges, solutions and conclusions should follow. As previously mentioned the first sub-question looks at the distinct participation practices employed in streetscape redevelopment projects. It's focused on who coordinates the participation trajectory, what types of activities are employed and how citizens are involved in the procedure. This will help to understand how participation works in developments where parking is being reconsidered and how its design can enable a better understanding of public perspectives on this removal.

The second sub-question aims to point out and analyse the main concerns and points of conflict that developers encounter when removing curb parking in urban areas. It investigates why removing parking generates dissatisfaction, focussing on the criticism of various groups such as residents, local business owners and other stakeholders.

The third sub-question investigates if these participation practices can influence the understanding of public perspectives on curb parking removal. It ties the functioning of participatory processes dissected in the first sub-question to the obstacles identified in the second sub-question, with the goal of investigating if they can help manage conflicting interests of stakeholders. By answering these sub-questions, the research will address the main question; To what extent can participatory practices address the conflicting interests of stakeholders during curb parking removal? This will provide strategies for how local governments can utilize and optimize participation to successfully manage public perspectives surrounding parking changes.

3.3 Research output

This study aims to generate insight into how participatory practices can help manage conflicting interests of stakeholders during curb parking removal. The findings are intended to contribute to the academic debate on participatory urban planning, while also offering practical guidance for urban professionals working on mobility transitions and public space redevelopment. The research outputs fall into three main categories:

Analytical contribution: The study develops a structured understanding of how participatory practices relate to value conflicts in low-car urban redevelopment. This is based on a cross-case comparison of three Dutch projects and supported by thematic coding of interview data. The analysis identifies thematic values, stakeholder concerns, types of conflict and key enablers for effective participation.

Practical contribution: The findings provide practical recommendations for municipalities, urban designers and participatory consultants. These include insights into when and how different participation

formats contribute to more legitimate and inclusive outcomes in parking-related urban projects. Practical pitfalls, communication blind spots and examples of constructive engagement are highlighted.

Academic contribution: The research expands the understanding of how participation interacts with public resistance, value pluralism and procedural legitimacy in urban governance. It also reflects on the methodological challenges of coding stakeholder narratives and differentiating between organizer and participant perspectives.

The main deliverables include:

- A final research report summarising the conceptual framework, methodology, case analysis and conclusions.
- Anonymised interview transcripts capturing first-hand stakeholder perspectives on participation and parking.
- A code list and quote tables that document thematic values, conflicts and enablers, traceable to interview excerpts.
- Case-based descriptions of each participatory process, illustrating practical challenges and lessons learned.
- Recommendations for participation design in future low-car urban projects, grounded in empirical data.

3.4 Target audience and dissemination

This research is intended for urban planners, policymakers, participatory consultants, environmental managers and developers involved in streetscape redevelopment and low-car mobility transitions. The findings are particularly relevant for professionals dealing with stakeholder conflict and participation in parking removal projects. This thesis and its results will be shared through this thesis report and a public summary with all interviewees, the project team at TU Delft, the involved municipalities (if a representative has been contacted during the process), my graduation internship company Kickstad and made publicly available through the TU Delft repository, making the insights accessible both academically and in practice.

3.5 Case selection

To assess how participatory practices manage conflicting stakeholder values during these transitions, three contrasting cases were selected. The selection was guided by a set of predefined criteria but also shaped by changing circumstances and practical considerations during the research process. This makes the selection both purposive and partly opportunistic. Some general case selection criteria include their thematic focus, meaning the project must involve a low-car streetscape regeneration, prioritizing sustainable mobility and reducing car dependence in inner cities. The scope of the projects should be to improve mobility, the quality of public spaces and safety. Cases where pre-existing social or safety challenges were present are preferred, as they provide a richer basis for assessing impacts. Naturally, each project must involve a significant reduction in parking spaces; enough to affect stakeholders and provoke discussion or controversy around parking management.

Category	Criterion
Thematic focus	Low-car streetscape regeneration in inner cities.
Scope	Improvements in mobility, public space and safety; preferably pre-existing social or safety challenges.
Impact	Significant reduction in parking spaces, provoking stakeholder debate.
Level of engagement	At least one case with meaningful participation; one with limited participation.
Stakeholders	Involvement of public, private and community actors.
Methods	Use of multiple participatory approaches (workshops, surveys, forums, etc.).
Access to data	Ability to interview key stakeholders and access relevant documents.
Actors	Participation process led or facilitated by a private actor (e.g., Kickstad).
Feasibility	Support from the internship organization for data access and case analysis.

Table 3: Overview of case selection criteria (own work, 2025)

Most importantly a distinction is made between the level of engagement present within each case. At least one case must feature a seemingly meaningful citizen participation, meaning a genuine incorporation of citizen input into decision-making. While this is difficult to establish beforehand, since this is the very thing this research is trying to find out, some indicators give a reasonable estimation. These include the length of the participatory process, the number of methods used, the amount and diversity of people reached and an evaluation document of some sort indicating what has been done with the residents' input. This will allow for a better comparison of effectiveness of different approaches. Besides this, extensive talks with the Kickstad employees involved gave a solid impression of the extent and level of engagement.

Conversely, at least one case should feature a limited participation process, where citizen involvement does not exceed informing, consulting or tokenistic forms of participation. This contrast will allow analysis of how different levels of engagement influence perceptions and outcomes. Selecting cases that have had different outcomes in terms of public values and project success can improve the generalisability of the research which will aid in identifying the factors that contribute to the success or failure of citizen participation.

When selecting a case it is important to be able to determine who the key-actors are. The most relevant stakeholders and their roles in the participation process are preferably identified beforehand. It has to be possible to contact and interview people involved in the projects. Lastly, the focus of this research is on private sector-led participation, meaning that at least part of the citizen participation process must be led or facilitated by a private sector party (e.g., developers, consultancy firms).

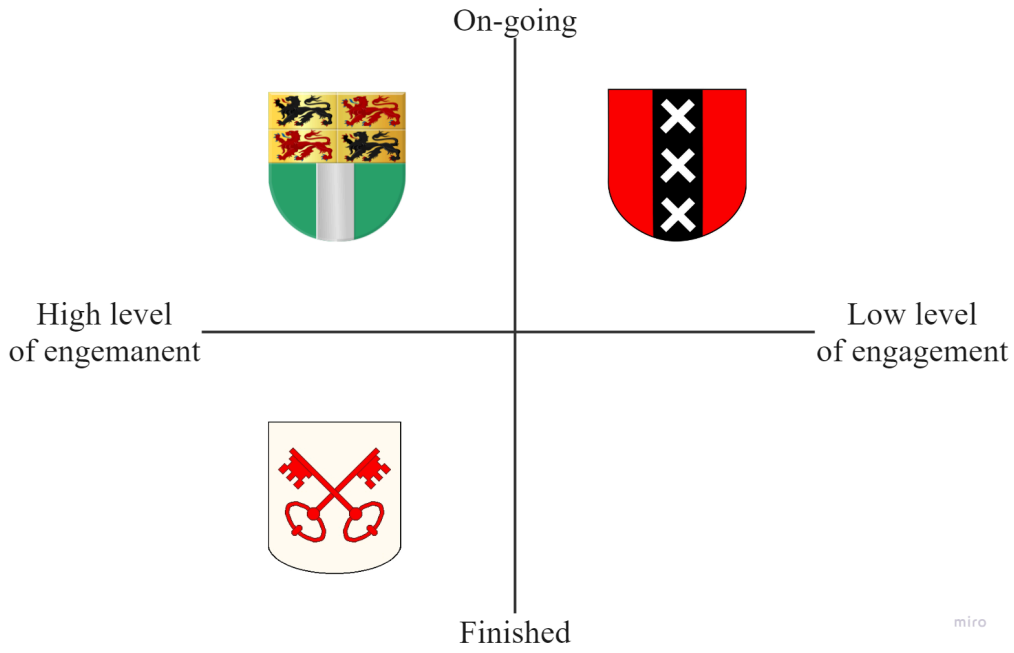

Figure 10: Positioning of the cases showing their diversity (own work, 2025)

3.5.1 Access & Feasibility

The first two cases, the Binnenstad area of Leiden and the Zwaanshalskwartier district of Rotterdam, were sourced through my internship organisation, Kickstad. Kickstad is the participatory consultancy involved in both projects. Their involvement ensured relevance and simplified access to organisers, participants and background materials, facilitating interviews and in-depth qualitative data collection. This also helped with retrospective analysis, as internal documentation and reflections were available. The third case, Rijnbuurt-Oost in Amsterdam, emerged unexpectedly from my personal context. Initially, I had planned to study a Kickstad project in Galgenwaard (Utrecht), but ultimately, parking was excluded from that participatory process.

Around the same time, I found a flyer in my mailbox, calling for neighbourhood residents to form a WhatsApp group to oppose the planned removal of parking in Rijnbuurt-Oost. As a local resident of the neighborhood, I was able to engage directly with stakeholders on both sides of the debate as I was exposed to first-hand accounts of informal conversations, group dynamics and emergent concerns around parking removal. While this insider position enhances relevance and accessibility, it also introduces the risk of familiarity bias. To address this, I maintained a strict boundary between my personal views and the research process, triangulating my observations with those from other cases to ensure consistency.

Awareness of this dual role was crucial in framing my position; I focused on facilitating rather than shaping conversations and reflected regularly on positionality and interpretation throughout the analysis.

While the diversity of stakeholders and participation formats guided the initial selection process, feasibility and access were also considered. Kickstad's involvement in the first two cases offered analytical advantages, but also required alertness for potential biases in access or interpretation. In Rijnbuurt, access was achieved independently through informal networks, neighbourhood platforms and a public information evening. In all cases, the feasibility of the project was not only viewed as a logistical convenience, but also as a necessity to gain rich, first-hand perspectives on public participation and value conflict.

Scope and triangulation

The number of cases was limited to three to ensure depth over breadth. This qualitative setup allows for a comparative yet in-depth understanding of stakeholder dynamics. The combination of case variation and data variety, including interviews, documents and field observations, strengthens triangulation. Although case findings are not intended to be representative, the combination of divergent participation levels and planning contexts offers analytical triangulation. Stakeholder diversity, private-sector facilitation and project variation (in terms of location, ambition and controversy) strengthen the robustness of insights.

To mitigate researcher bias, especially in the case of Rijnbuurt-Oost, I employed consistent coding criteria across all interviews and anonymised the transcripts before analysis. Additionally, I avoided using my own input or interactions as primary data points, relying instead on formal interviews and public documentation.

Evaluation

Project success was not only assessed on the basis of technical delivery or planning outcomes, but rather by two broader dimensions: The first element to consider is process success, defined as the level of engagement and outcome success, defined as the extent to which the values of stakeholders were addressed. To assess process success, several qualitative indicators were considered: the number and diversity of participatory practices, the range of stakeholder groups involved and perceptions of transparency and responsiveness. These insights were drawn from interview narratives and case documentation. For instance, Zwaanshalskwartier and Leiden both featured a larger number and variety of participation formats, with Leiden in particular standing out for its high diversity of engaged stakeholders. By contrast, Rijnbuurt-Oost had fewer sessions and limited diversity, with almost exclusively residents participating.

Outcome success was evaluated through perceived legitimacy and stakeholder satisfaction, based on interview comparisons. The perceived legitimacy of the process was treated as a key marker of success, that is, the extent to which stakeholders felt their concerns were genuinely acknowledged. Throughout the analysis, different stakeholder definitions of 'success' were treated as meaningful indicators in their own right, recognising that legitimacy is experienced subjectively. In Rijnbuurt-Oost, perceptions of transparency were found to be lower than in other cases. This conclusion was based not only on interview sentiment but also on informal sources, such as neighbourhood chat groups. Although no formal scoring

system was applied, all three cases were assessed using the same structure and interpretive logic to ensure consistency and fairness.

Given my insider role in one case, particular care was taken to evaluate both process and outcome success using a consistent coding structure and interpretation logic across all cases, in order to safeguard analytical fairness and reduce interpretive bias.

Figure 11: Qualitative indicators like variety of methods and stakeholder diversity determine its success (North, 2020)

4 - Methodology

This study uses a qualitative, multi-case study design, supported by a mixed methods approach combining document analysis, semi-structured interviews and thematic coding. The aim is to evaluate how well these kinds of practices can address conflicts between different stakeholders. This combination lets us look at both the dynamics of participation and the values involved in a flexible yet structured way. This design was chosen to balance analytical depth with a rich context, using real-life cases as the core of the analysis. After having established the theoretical framework, research questions and subsequent goals, the following sections will go through the overall research structure, strategies and data types that were used to answer the main research question.

4.1 Research strategy

The research began with an extensive literature review to define key concepts and sharpen the research questions around car-free policy, participatory governance and value conflict. During this phase, thematic values, value types, legitimacy and paradox theory were clarified and the core assumptions of the research took shape. These conceptual insights helped guide the case selection and informed the coding process and interview protocols. Once the research aim was clear, a qualitative case study design was selected as the most suitable approach. This led to the selection of three Dutch cases; Binnenstad Leiden, Zwaanshalskwartier Rotterdam and Rijnbuurt-Oost Amsterdam, based on their active curb parking removal efforts and variation in participatory strategies. Document analysis was carried out to build contextual understanding, identify stakeholders and develop early hypotheses about conflict dynamics. Based on this context, interview protocols were developed and iteratively refined during fieldwork. Six semi-structured interviews were conducted with both organisers and participants. These were transcribed and coded in Atlas.ti using a mix of inductive and deductive strategies, enabling cross-case comparison and triangulation. The interviews formed the empirical basis for the thematic analysis presented in this study.

The first sub-question is addressed through a combination of a literature review and an analysis of case studies. The literature review identifies key concepts, such as stakeholder engagement, co-creation tools and participation frameworks, in urban planning. These insights then form the conceptual basis for evaluating the participatory methods applied in each case. Case documents and planning reports are then analysed to map the types of engagement used, who initiated them and their design. These are supplemented by secondary sources, such as municipal debates and media reports. All of these methods work together to help the research provide a well-informed summary of how people are involved and how their differing interests are currently addressed. This helps to evaluate how practices are designed to address the different views of the people involved.

The second sub-question focuses on identifying value conflicts and concerns specific to different stakeholders. This is examined through a retrospective case study analysis supported by semi-structured interviews with organisers and participants. These complement this approach by offering insights into stakeholder priorities, concerns and value conflicts. This mixed-methods approach reconstructs the perceived conflicts surrounding the removal of on-street parking from both an institutional and a citizen perspective, helping to explain why some interventions provoke opposition.

The third sub-question is explored through in-depth interviews with residents, entrepreneurs and public officials. Interview transcripts are then coded using an inductive approach to identify how participants experienced participation and whether they felt their concerns were recognised or addressed. Particular attention is paid to enabling conditions such as feedback, trust and meaningfulness. This allows the research to assess the perceived success of participatory processes in mitigating conflict and promoting legitimacy. This is achieved by considering not only procedural delivery, but also the standpoint of lived experience.

Question	Method	Data collected
SQ1	Literature review Case studies - Secondary sources (e.g., debates, media)	Participatory methods, stakeholder involvement, decision-making outcomes
SQ2	Case studies (retrospective analysis) Semi-structured interviews	Stakeholder concerns, conflicts and priorities
SQ3	Semi-structured interviews	Effectiveness of practices, stakeholder satisfaction, conflict resolution

Table 4: Overview of methods and data collected (own work, 2025)

A mixed-methods logic was applied throughout the project, not in the sense of combining quantitative and qualitative data, but in the strategic layering of theory, document analysis and human-centred qualitative input. The theoretical framework was developed in the early stages of the project, with key ideas guiding the selection of cases, interview targets and coding structure. At the same time, literature continued to play a role during data analysis and interpretation, helping to validate findings and clarify concepts such as legitimacy and spatial justice in light of stakeholder experiences. This triangulation approach, integrating theoretical, procedural and experiential sources, is a key component of the research methodology.

Document analysis was used to contextualize each case and identify key actors, procedural formats and stated objectives. It also helped identify relevant stakeholders for interviews and formed a first hypothesis of where value conflicts might emerge. This approach enabled the refinement of the interview protocols and the formulation of preliminary hypotheses regarding potential areas of conflict. Early research questions were revised iteratively in consultation with mentors, especially after re-evaluating the role of participation, not as a tool for garnering support, but as a way to assess and manage conflicting stakeholder values. This also impacted the literature selection and the formulation of the coding approach, which was ultimately designed to align with an inductive strategy as advised by the supervisors.

Semi-structured interviews added depth and nuance to the cases, which were essential to get a proper insight into the narratives of stakeholders, their priorities and criticisms of the participation process. Organisers and participants were included to gain a more balanced understanding of both the design and the lived experience of participation. The interviews also helped to fill knowledge gaps that were not evident from document analysis alone, offering access to tacit knowledge, motivations and diverging perceptions. Using open-ended questions left more room to get a closer look at both the practical outcomes and underlying values.

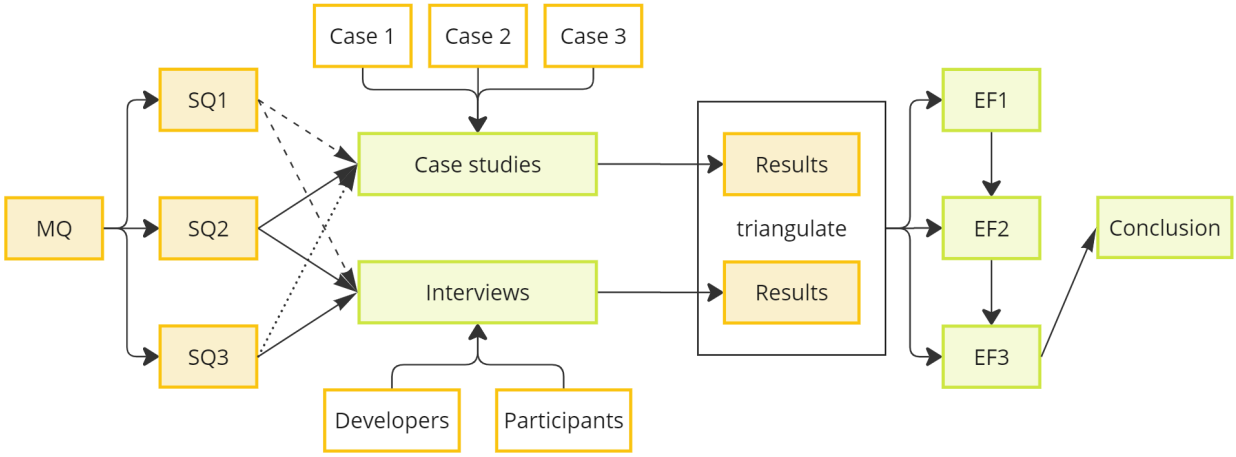

Figure 12: Research design schema (own work, 2024)

The interviews were conducted during a graduation internship at Kickstad, a consultancy specialising in mobility and participatory planning. This setting offered the opportunity to interact directly with the planners, designers and residents involved in recent low-car transition projects. It also provided space to reflect on preliminary findings with professionals and validate key insights based on their experience. Throughout the research process, several adjustments were made in response to feasibility constraints and evolving research insights. Two initially intended cases; Reigersbos (Amsterdam) and Galgenwaard (Utrecht), had to be excluded due to changes in municipal plans. Rijnbuurt-Oost was added as an alternative, with access provided via local network connections. This qualitative, inductive approach was particularly well-suited to explore how participatory practices can address stakeholder conflicts, as it allowed values and tensions to emerge from real-world cases rather than from theoretical assumptions. This layered methodology helps unpack both the measurable and subjective dimensions of stakeholder engagement, from legitimacy and inclusion to resistance and trust.

4.1.1 Evaluation

This strategy prioritises the collection of qualitative data, particularly stakeholder perceptions, experiences and attitudes, over quantitative generalisability. Despite the limited scope, which was confined to three cases, this approach enabled a more in-depth comparison, while still retaining sufficient variation to identify key themes. The selected qualitative, multi-case study design is particularly suited to the aim of this research, which is to understand how participatory practices address stakeholder conflicts in context-specific urban redevelopment projects. This approach enables a structured comparison of real-life cases and makes it possible to explore subjective experiences and evolving values, which aligns directly with the research question. The objective was not to measure impact, but rather to understand the underlying dynamics of engagement. The combination of literature and empirical findings ensures a richer understanding of real-life experiences, which is essential when dealing with concepts as subjective as conflict, legitimacy or public value. This approach is intended to contribute to academic and policy debates around participatory urban planning by making stakeholder views more visible and intelligible.

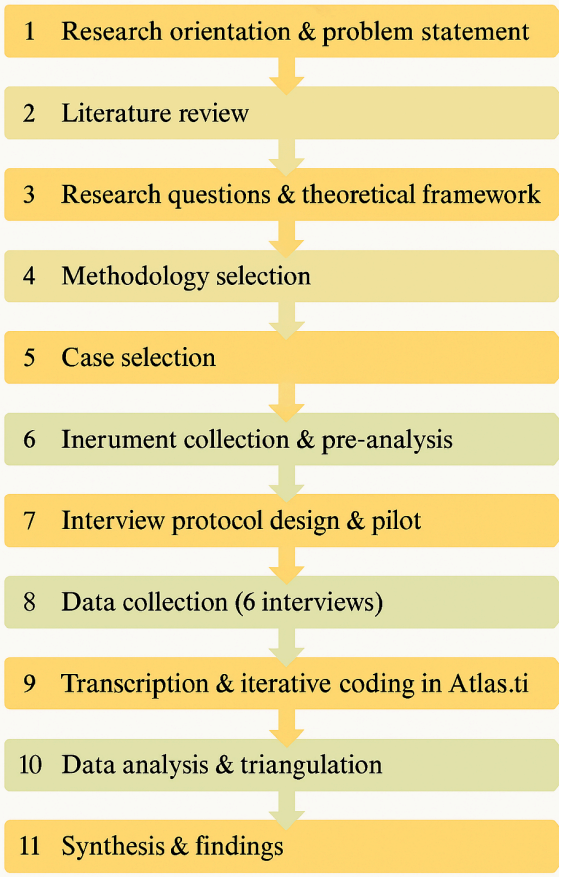

Figure 13: Chronology of the research design (own work, 2025)

Early in the process, alternative methods such as surveys or statistical comparisons were considered. However, these were deemed less appropriate for the exploratory and value-sensitive nature of the research. A survey would not have provided sufficient depth to uncover the nuances of stakeholder conflict, especially in cases where participation dynamics were shaped by trust, legitimacy or local context. Qualitative case study research offered a more suitable approach, as it enabled values and tensions to emerge from within the empirical material, rather than being predefined through multiple-choice questions.

4.2 Data collection

The first phase of data collection focused on reviewing existing literature to establish a theoretical foundation. This included examining the impacts of on-street parking, exploring parking management alternatives and understanding the role of participatory practices in urban planning. Sources included academic articles, government reports, policy documents and theses accessed through academic and municipal databases such as Scopus, OpenResearch, Google Scholar, the TU Delft Library and its repository. The literature review helped identify key concepts and frameworks that shape the analysis and interpretation of subsequent data.

4.2.1 Cases

This research uses case studies to examine how participatory practices address stakeholder concerns about curbside parking removal. By analyzing urban renewal projects, the study explores how stakeholders engage in the planning and decision-making process. The three selected cases are redevelopment projects in the centre of Leiden, Rotterdam (Zwaanshalskwartier) and Amsterdam (Rijnbuurt-Oost), each involving significant reductions in on-street parking and varied participatory strategies. Data was drawn from urban plans, municipal documents, public consultation records and media coverage. These provided insight into the policy context, stated goals and procedural design of participation. Document analysis helped reconstruct each case's participatory trajectory and offered a backdrop for interpreting interview data.

4.2.2 Interview Design and Preparation

A total of six semi-structured interviews were conducted with key stakeholders directly involved in participatory processes around curb parking removal. The sample consisted of three organisers, either municipal officials or consultants responsible for designing and facilitating participation and three participants, including residents and a business owner who had experienced these processes from the public side. Interviews were transcribed using the built-in transcription tool in Microsoft Teams and coded inductively in Atlas.ti. In addition, policy documents, participation reports and meeting summaries were analysed for each case to reconstruct the participatory trajectory and map the positions of different stakeholders.

4.2.3 Recruitment and Access

Interviewees were selected based on their direct involvement in one of the three case studies. In Leiden, contact details were provided by an employee of Kickstad who had worked on the project. This led to interviewee No. 1; an independent project leader who was commissioned by the Municipality of Leiden to coordinate the Agenda Autoluwe Binnenstad. It is also worth noting that this person acted as the client who commissioned Kickstand and was directly involved in the participatory sessions. This same person also played a key role in the development of the Carlow policy framework for Amsterdam, contributing as a co-author. Interviewee No. 8, a resident participant, was sourced through joint coordination between the Kickstad employee and interviewee No. 1, who was still in contact with several former participants.

In Zwaanshalskwartier, Rotterdam, interviewee No. 2, a project leader at Kickstad, was directly involved in designing and executing the participatory process. I participated in two workshops, one in the morning and one in the late afternoon, which allowed me to observe the participation first-hand. Through conversations with participants during these sessions, I identified potential interviewees and arranged an interview with interviewee No. 5, a local business owner in the area.

In Rijnbuurt-Oost, Amsterdam, access was gained through personal proximity. A flyer was delivered to residents, inviting them to participate in a group chat to discuss about and express their opposition to the planned removal of on-street parking. I introduced myself to the group and explained the purpose of my research. Interviewee No. 7, one of the initiators of the group and familiar with most viewpoints in the neighborhood, responded. Interviewee no. Following attendance at an information evening organised in

response to the newly local protests, interviewee No. 6, an environmental manager from the Municipality of Amsterdam and key-figure in the participation process, was approached.

Category	Type	Case	Role
Interviewee no.1	Organiser	binnenstad Leiden	Project leader - Independant
Interviewee no.2	Organiser	Zwaanshalskwartier	Project leader - Kickstad
Interviewee no.5	Participant	Zwaanshalskwartier	Local business owner
Interviewee no.6	Organiser	Rijnbuurt-Oost	Environmental manager (*omgevingsmanager*) - Gemeente Amsterdam
Interviewee no.7	Participant	Rijnbuurt-Oost	Resident
Interviewee no.8	Participant	binnenstad Leiden	Resident

Table 5: Overview of interviewees (own work, 2025)

The organiser group thus included an environmental manager and (municipal) project leaders of which one was a participation consultant from Kickstad. The participant group consisted of two residents (from Leiden and Rijnbuurt-Oost) and one business owner from Zwaanshalskwartier. These respondents shared their firsthand experiences, offering insights into the inclusiveness, effectiveness and perceived impact of the participatory processes. This varied approach to recruitment, through professional networks, in-person attendance and neighbourhood outreach, ensured access to a diverse range of relevant actors and perspectives across the three cases.

4.2.4 Interview Execution

Two distinct semi-structured interview protocols were developed; one for organizers and one for participants. The organizer protocol focused on how participation processes were designed, implemented and evaluated, including strategies for identifying stakeholders and managing conflicting values. The participant protocol focused more on individual experiences, perceived value conflicts and satisfaction with the process and outcomes. After conducting the first participant interview, the participant protocol was revised to remove redundant questions and improve clarity and flow. Questions were restructured to better distinguish between values, conflicts and outcomes. The interview protocols were standardised and followed the guidelines set out for professional interviews:

1. Introduction: The participants were informed about the research objectives and scope.
2. Consent: Informed consent was obtained to ensure ethical compliance, including permission to record interviews and maintain anonymity.

See appendix 2 - Informed consent

3. Interview Questions: Questions explored stakeholder awareness of parking removal initiatives, participation in consultation processes, concerns about parking removal and perceptions of the effectiveness of participatory practices.

See appendix 3 & 4 - Interview protocol organiser & participant

4.2.5 Transcript Processing

All interviews were conducted via Microsoft Teams and recorded using the platform's built-in transcription tool. This method was selected for its ease-of-use and its ability to handle informal speech and background noise, both of which are relevant given the conversational nature of the interviews. All recordings were transcribed *verbatim*, meaning the speech was captured word-for-word, including informal or fragmented phrasing where relevant. Each transcript was reviewed in its entirety and systematically cross-checked against the original audio recording to ensure accuracy. This process ensured the transcripts were reliable and ready for coding. Following the interviews, each transcript was sent to that particular respondent for verification. All interviews were anonymous. In the findings chapters, citations refer to interviewee numbers (e.g. interviewee No. 2) to maintain traceability while protecting privacy.

In addition to the interviews, relevant policy documents, participation reports and meeting summaries were used to triangulate the qualitative input and provide a richer account of stakeholder positions. Despite the limited sample size, the selected interviewees provided detailed insight into the values, conflicts and expectations that shape each case.

4.2.6 Data management plan

See appendix 5 - Data Management Plan

4.3 Data analysis

The analysis drew on three main sources: semi-structured interviews, policy documents (e.g. urban plans, council decisions) and participatory materials such as meeting reports or design sketches. These sources were triangulated to enrich and validate findings. To analyse the interview data collected as previously described, the cleaned transcripts were imported into Atlas.ti, where they were coded using an inductive, grounded approach. This approach facilitated the identification of recurring patterns, values and perceptions without imposing pre-existing categories too early in the process. Although the primary logic was inductive, theoretical guidance was included; A small set of deductive codes was informed by literature on public value theory and participatory governance. This approach allowed for a combination of exploring ideas freely but using the theory to guide the structure.

4.3.1 Coding procedure

The coding process began with open coding of each transcript, during which short descriptive labels were attached to notable segments. These preliminary codes were refined iteratively, merged, split or renamed as recurring concepts and tensions emerged across cases. While the coding was primarily inductive, some thematic codes were applied deductively, drawn from the literature review. The coding focused on identifying tensions, stakeholder concerns, perceptions of participation and the values underlying conflicts related to curb parking removal.

To explore differences in perception between stakeholder roles, the interview documents were organised into two main groups in Atlas.ti: organizers (three interviews) and participants (three interviews). This distinction was more extensively explored after feedback during the thesis process and allowed for a more direct comparison between those facilitating the participatory process and those participating in it. No formal stakeholder typology was applied beyond this division, though roles such as resident, business owner and municipal official were noted, referenced and shaped the analysis of the findings.

Code frequency and clustering were explored using Atlas.ti's Quotation Manager. While frequencies were not treated as quantitative results, they helped identify which concerns, values and enablers were mentioned most consistently. These patterns were visualised to support interpretation in the findings chapter. In total, 45 codes were developed and grouped into four broader code families (Atlas.ti 'code groups'):

- *Conflicts* (e.g. stakeholder conflict, spatial conflict)
- *Thematic Values* (e.g. accessibility, aesthetics, environmental sustainability)
- *Participation enablers* (e.g. feedback, trust, meaningfulness)
- *Stakeholders* (e.g. resident, visitor, third party)

These code families served as analytical lenses throughout the findings chapter and correspond directly to the latter two sub-questions. Thematic values and conflict codes formed the empirical basis for answering sub-question 2 (on stakeholder interests), enabler codes supported the analysis of participatory conditions to answer sub-question 3 and actor perspectives were synthesized through post-coding disaggregation. This means that quotations were grouped by actor type (i.e. organiser or participant) after coding, rather than assigning these roles as separate codes during the coding process.

The initial research plan included assigning value types (i.e. intrinsic/instrumental, plural/singular and public), but these were not coded in Atlas.ti directly due to interpretive ambiguity and the risk of overcomplicating the analysis. Instead, value type theory was used contextually to interpret findings, particularly in the discussion of value plurality and paradoxes. Because all thematic values were coded and each was previously assigned a value type in the literature framework, retrospective categorisation remains possible. However, for the clarity of the analysis, these typologies were referenced as background theory rather than treated as separate analytical categories.

See Appendix 6 – Code List.

4.3.2 Interpretation and triangulation

In addition to coding, short analytical memos were written using the comment function in Atlas.ti. These memos documented the initial findings, contradictions and reflections during the coding process. Examples include observations on how the concept of 'convenience' was used both in a positive and negative relation to parking removal, or how 'safety' was defined either socially or spatially depending on the stakeholder. These comments have been instrumental in shaping the interpretation process, aiding cross-case analysis and contributing to the reinforcement and expansion of theoretical frameworks.

To ensure transparency and traceability between coding and interpretation, quotation tables were developed. These include the quotation, its assigned code, a quotation ID and the case context. They served three main purposes:

1. To support empirical claims with concrete examples
2. To illustrate variation in perspective across roles and cases
3. To surface contradictions and tensions between stakeholder views

See Appendix 7 – Quotation Manager (Quotes Table).

In order to ensure the reliability of the findings, the interview data was further triangulated with project documents, including participation plans, council decisions and media coverage. This approach enabled the identification of both alignment and divergence between stakeholder narratives and official documentation. Bhandari (2023) asserts that triangulation strengthens the validity of a study by combining different data sources, types and methods. This includes variation in time, space and sample group. In this study, methodological triangulation, across interviews, documents and observations, was employed to minimise bias and improve the credibility of the findings. When interviewee narratives aligned with formal documentation, the findings were considered more robust. In instances of contradiction, particular attention was given to whose perspective was prioritised, the reasons for this and what this revealed about stakeholder dynamics.

4.4 Ethical considerations

As this research involves human participants, therefore required careful attention to ethics, particularly with regard to informed consent, anonymity and data security. All interviewees were provided with a clear explanation of the study's objectives, how their input would be used and what measures were in place to protect their identity. Prior to each interview, written informed consent was obtained from each participant and they were given the option to withdraw at any time. Interview recordings and transcripts were stored securely and anonymisation was applied in both the Atlas.ti coding environment and the final reporting.

Participants were assigned pseudonyms (e.g. interviewee no. 2) and no identifying details (e.g. names, addresses, or places of employment) were included in the thesis or shared with third parties. Care was taken not to include sensitive location details discussed by interviewees unless these were already broadly identifiable through public sources such as municipal documents or local news coverage. Further measures were implemented to guarantee confidentiality, including restricting access to transcripts and storing all documentation on secure, password-protected drives.

Although no clear power imbalances were present in the interviews, there was consistent awareness of positionality. As a researcher who was temporarily embedded within Kickstad and also a resident in one of the case areas, I was conscious of the potential influence of these roles on the responses of the participants. In the interest of maintaining neutrality and transparency, efforts were made to ensure that interviews and follow-ups were conducted in a professional manner. Participants were informed that their views would not be judged and that their contributions could shape the interpretation of the results.

In addition to these general considerations, it is important to consider the specific ethical implications of the research methods used. In semi-structured interviews, care must be taken not to ask questions that may be distressing or intrusive to participants and only questions that are not discriminatory or biased should be used. The interview protocols were therefore carefully designed to avoid leading or emotionally charged phrasing and questions were framed to allow open-ended, respectful discussion. Participants were given the opportunity to review their transcript afterward and correct or clarify statements if they wished. It is important to note that great care was taken to ensure that no discriminatory, biased, or distressing questions were included. Only relevant, stakeholder-driven topics were addressed. This ensured that the interview environment remained conversational and voluntary throughout.

By carefully addressing ethical considerations, the research was conducted responsibly and respectfully, protecting the rights and well-being of participants. To ensure the protection of this information, an application was submitted to the Human Research Ethics Committee (HREC). Their approval safeguards the safety of participants and the proper management of their data.

See appendix 8 - HREC application

4.5 Limitations

As with all qualitative research, this study has limitations. Most notably, the sample size is small, with six interviews across three cases, which reduces the generalizability of findings. However, this limitation is offset by the analytical depth and case diversity, which allow for comparative insight. The study does not claim to represent all stakeholder perspectives, but rather to illuminate how conflicts and values are experienced by a range of individuals closely involved in participatory planning.

Another limitation relates to the coding of values. While thematic value codes were applied, an attempt to categorise values as intrinsic/instrumental or public/private was ultimately not carried out. This decision, driven by time constraints and interpretive ambiguity, narrowed the analytical scope slightly. Additionally, value types can be highly context-sensitive and assigning abstract categories risked misrepresenting stakeholder intent.

Finally, while triangulation across data sources strengthens credibility, findings remain context-specific. Nevertheless, the combination of methods, including literature review, document analysis, interviews and Atlas.ti-based coding, provides a strong foundation for answering the sub-questions and for drawing actionable recommendations. Despite its limited scope, the layered methodology contributes to broader academic and policy discussions on how participatory practices interact with stakeholder interests in urban redevelopment.

5 - Empirical findings

5.1 Case overview

5.1.1 Agenda Autoluwe Binnenstad - Leiden

In 2020, the municipality of Leiden, together with the mobility-consultant Kickstad, launched a broad participatory process to shape the '*Agenda Autoluwe Binnenstad'* (Low-car City center Agenda). This process, which ran from July to October 2020, aims to create a greener and more vibrant city center by reducing the presence of parked and moving cars. This is intended to improve air quality, reduce noise pollution, increase livability and make public spaces accessible to all. A key part of the agenda is reducing the number of parking spaces in the city center. The city recognizes that historically a large portion of public space has been dedicated to cars, even on narrow streets. The strategy is to gradually implement the guidelines of the *'parkeervisie'* (parking vision) to free up public space.

The development of the *Agenda Autoluwe Binnenstad* included an active participation process between July and October 2020. In contrast to the other two cases this project has now been largely finished and was therefore especially selected to observe the public perspectives on the participation process now that its outcomes are visible. The case was selected because the participation covered concerns about the lack of space due to cars on streets such as Rapenburg, Hooigracht, Oude Vest, Langebrug and Nieuwstraat. A digital survey showed that 62% of respondents thought it was a good idea to limit the number of parking permits for new residents (North, 2020). The agenda proposes a gradual implementation with phases defined as *'nu'* (now, until 2022), *'straks'* (soon, between 2023 and 2025) and *'later'* (after 2025). It is emphasized that the implementation will be carried out in close collaboration with the city (Kickstad, 2020).

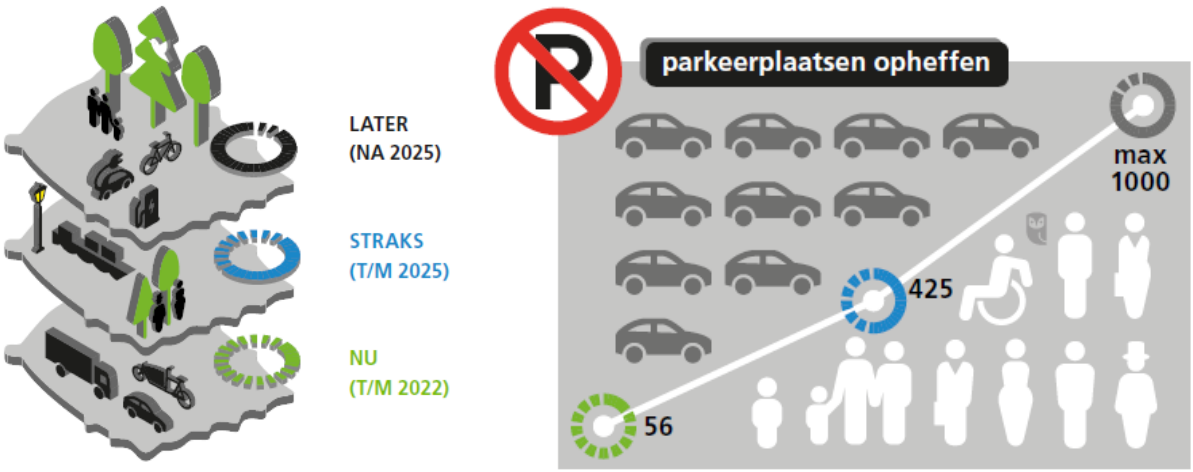

Figure 14: Infographic depicting the three stages and the number of parking to be removed in each phase (North, 2020)

5.1.2 Zwaanshalskwartier - Rotterdam

The plan for the Zwaanshalskwartier and Noordplein is an initiative led by the local business association, with the aim of establishing a strategic design for the future of the area between 2025 and 2035. The initial phase of the project focused on the compilation of the area's intrinsic values and the assessment of four key ambitions that seek to redefine the identity and functionality of the Zwaanshalskwartier, the Noordplein and the Zwartjanstraat. The planning process started with a start-up meeting to present the project, encourage active involvement of the various stakeholders and clarify the initial objectives and scope.

Central elements of the plan include the development of a *'structuurontwerp'* 2035 (structural design) that will address the implementation of one-way traffic on the Zaagmolendrift, the reduction of traffic on the Zwaanshals (*Zwaanshals autoluw*) and the implementation of '*snelle winsten*' (quick wins), short-term practical interventions aimed at improving the aesthetics and functionality of the area between 2025 and 2027. Additionally, the development of an *'ontwikkelplan'* 2025 - 2035 (development plan) is envisioned, which will define the strategy, phased planning and budget allocation for the achievement of the long-term ambitions (Kickstad & LOLA Landscape Architects, 2025). Within this framework, the reconsideration of parking is an essential component, enabling the improvement of green spaces, traffic management and the creation of more attractive and functional public spaces.

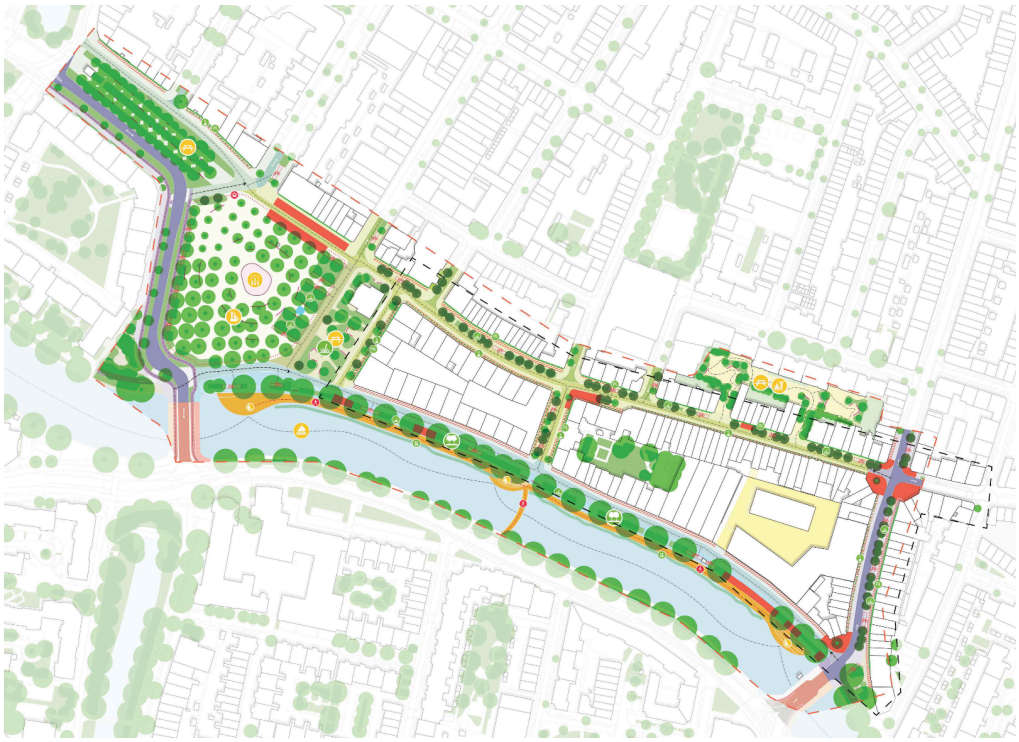

Figure 15: Car-low vision for Zwaanshalskwartier designed based on participants' input (Kickstad & LOLA Landscape Architects, 2025)

5.1.3 Rijnbuurt-Oost - Amsterdam

The eastern part of the Rijnbuurt neighborhood in Amsterdam is undergoing a significant redevelopment project aimed at improving the quality of public space and addressing several key issues. While the underground infrastructure is currently in satisfactory technical condition, the redevelopment plans focus on the above ground infrastructure and public space, with a particular emphasis on mobility, green spaces and waste management. The total estimated project time for the redevelopment is over three years (Piers & Michalski, 2024). Regarding car parking, the project aims to tackle existing problems such as cars parked on sidewalks, insufficient space for people with physical disabilities, narrow roadways and parking spaces that do not meet current minimum size requirements.

To address these issues, the redevelopment plan includes adapting the dimensions of parking spaces and roadways to comply with current (UN) legislations (ITDP, 2018; CROW kennisbank, n.d.) and to accommodate the increasing size of cars over the years. These adjustments in dimensions, coupled with the goal of creating more space for pedestrians and cyclists, will lead to a reduction of approximately 30% in parking spaces, decreasing from 479 to a planned 332 spaces. The type of parking will remain primarily parallel parking on one or both sides of the roadway, with some perpendicular parking also present at the fringes of the neighborhood (Piers & Michalski, 2024). In response to this reduction, some residents expressed concerns about the adequacy of alternatives. In contrast to the reduction in car parking, the redevelopment plans include a significant increase in bicycle parking spaces, with a planned increase of approximately 110%, from 879 to 1848 spaces. The solutions for bicycle parking involve the implementation of *'fietsnietjes'* instead of racks, ensuring that bicycle parking spaces are always directly accessible from the road. The aim is to create a more ordered way of bicycle parking, as currently, bicycles are often parked haphazardly throughout the neighborhood, obstructing sidewalks (Van Dijk & Kreutzer, 2024).

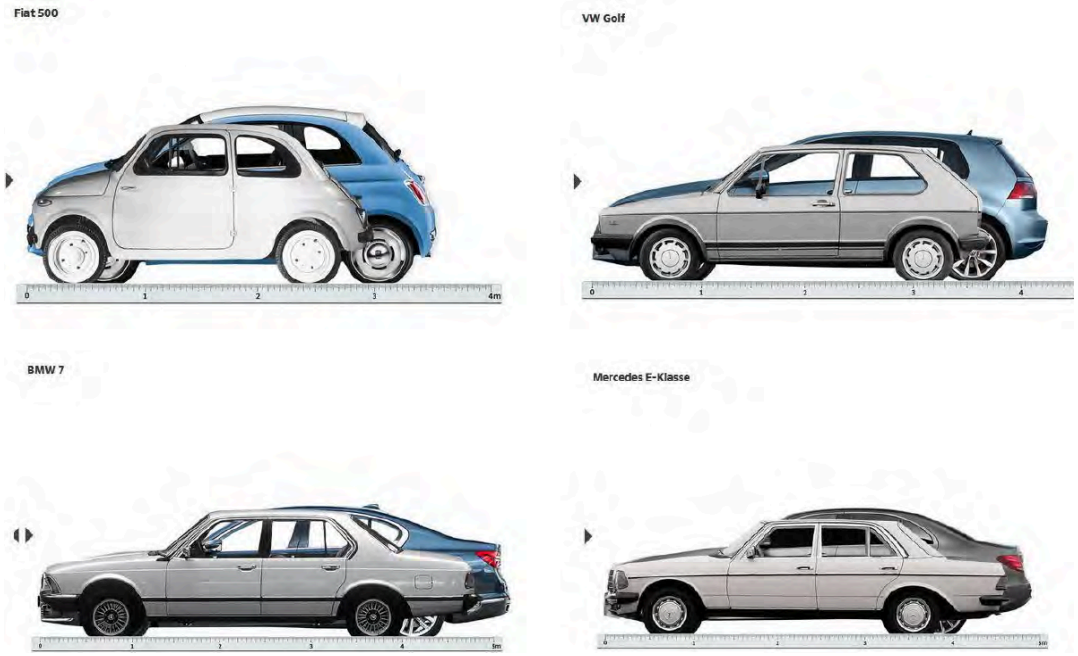

Figure 16: Growing car sizes take up increasingly more public space (Asmus & Reek, 2020)

5.1.4 Stakeholder overview

The redevelopment projects in Leiden, Zwaanshalskwartier and Rijnbuurt-Oost brought together a wide range of stakeholders, each with their own interests, roles and value systems. While the overall aim of these interventions was to improve livability and accessibility, the process identified important tensions between stakeholder priorities. This section outlines the main stakeholder groups involved and highlights the perspectives they expressed during the interviews.

Residents were the most frequently involved stakeholder group in all three cases. Their views were the most frequently involved stakeholder group in all three cases. Their views were diverse and often reflected internal tensions: some welcomed the reduction in parking as a way to make the neighbourhood greener and safer, while others feared it would reduce convenience, accessibility and daily comfort, particularly for those who depend on cars for caregiving, family logistics or work travel. Interviewee no. 6, from Rijnbuurt-Oost, underpinned this by noting that: "*Some people also said: 'I need to be able to get to work quickly' [...] and: 'What about a family?' - With children, away games, errands... And then people who don't have good mobility, so car-dependent. The elderly, care workers, were definitely mentioned*" (6:52). These paradoxes within the resident group highlight how value conflicts can exist not only between stakeholders, but also within them.

Local business owners were particularly vocal about parking-related concerns. Across Leiden and Zwaanshalskwartier, they expressed the need for customer access, loading and unloading zones and overall commercial viability. While many appreciated the idea of a more attractive public space, some worried that eliminating parking without clear alternatives would harm customer flow. Interviewee no. 2 talks about a large second hand furniture store in the plan area and how *"a lot of people from outside the city come to visit him" (5:30)*. Conversely, in Zwaanshalskwartier, some shopkeepers had a more positive stance toward parking removal, raising concerns about visibility by remarking that parked cars obstruct the view of their storefronts.

In all three cases, municipalities played a central role as organisers and facilitators. Their aim was not just to implement policy, but to manage conflicting values through dialogue. Interviewee no. 1 explained that in Leiden, the municipality "*wanted to make sure people were informed, able and willing to engage*". In Rijnbuurt-Oost, municipal representatives were present during *straatlabs* to answer technical questions and record concerns. Their role included setting boundaries (what was and wasn't up for participation), while also demonstrating openness to public feedback. This balancing act shapes how stakeholders interpreted the legitimacy of the process.

Private sector actors, including (mobility) consultancies such as Kickstad, were also involved in participatory design. In Leiden and Zwaanshalskwartier, they facilitated events, analysed survey data and guided the co-creation process. STBY did so in Rijnbuurt-Oost. They were influential in shaping the format and tone of the engagement. They helped to design processes that aimed to include different voices while staying within policy and design constraints.

Finally, third sector organisations such as housing and neighbourhood committees such as *'buurtorganisaties'* and *'wijkteams'*, were mentioned as important intermediaries. A surprisingly broad variety was quoted in the interviews, including *'centrummanagers'* (centre managers), a *'burgerpanel'*

(citizens' panel), student and transportation associations like the *'Vervoersautoriteit'* and the *'Fietsersbond'*. They played a role both in recruitment and in voicing group-specific concerns, particularly those relating to vulnerable or less vocal groups. In Rijnbuurt-Oost, they helped to ensure that additional interviews were planned when groups were found to be under-represented.

5.2 Participatory trajectories - SQ1

How are participatory practices currently being used to address differing interests in urban streetscape renewal? - The first sub-question will primarily be answered by conducting a case study based on the provided case files. These municipal documents, participation plans and evaluation reports will be analyzed to reveal the participatory practices employed in Leiden, Zwaanshalskwartier and Rijnbuurt-Oost and how they aimed to address differing stakeholder values.

5.2.1 Participatory trajectory in Leiden

Leiden's *'Agenda Autoluwe Binnenstad'* (2020) plan was designed to collect input from a wide range of stakeholders including business owners (represented by the center manager), various resident groups (general, seniors), local teams (*wijkteams*), student associations, emergency and transport services and cyclist and pedestrian associations *(1:2, 1:46-1:49, 1:51-1:54)*, to increase a sense of shared responsibility for the agenda's final outcome. The plan paid specific attention to reconciling differing interests regarding car use and parking in the inner city. Still, the goal was framed not only as reducing cars (*'autoluw'*), but also as defining the vision for the city center *(1:30)*. It was emphasized from the outset that the agenda represented a series of measures that would be developed in greater detail in future projects. Each project would feature its own participatory process, including pilot tests such as the temporary closure of the Turfmarkt and the Rijnzicht Bridge to through traffic, used to gain practical insights and explore optimizations with stakeholders *(1:68)*.

The participation process was structured in three main phases: inform, consult and reflect. In the informing phase, the primary objective was to establish a level of common understanding of the agenda and process among all stakeholders. To achieve this, numerous communication channels were used, including the online platform doemee.leiden.nl (which featured a video of city councillor Ashley North), local newspapers, interviews and standard council publications *(1:69)*. Dissemination via social media such as Facebook and Twitter, digital newsletters and coordination with the communication channels of neighboring municipalities were also part of the programme. Interviewee no. 1 emphasized that stakeholders needed to be "*informed, able and willing*" to participate meaningfully. The purpose was to lower the threshold for engagement and increase transparency early in the process.

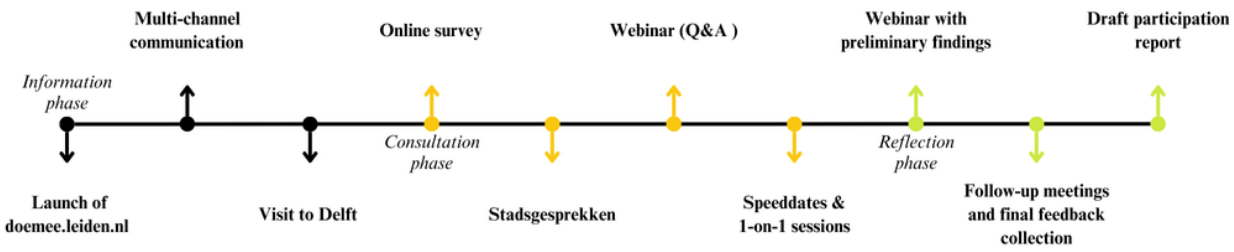

Figure 17: Timeline of the participation process in Leiden (own work, based on case material from Kickstad, 2020; North, 2020)

The participation phase focused on gathering the views, concerns and wishes of residents, local business owners, visitors and other stakeholders regarding the agenda. To do this, various methods were used, including a digital survey that obtained 188 responses with comments on the agenda in general and specific locations (Kickstad, 2020) as well as webinars *(1:8)* and *'stadsgesprekken'* with stands set up around town for spontaneous conversations *(1:7)*. These conversations were held with organized stakeholders, both individually, particularly with local business owners *(1:2)* and in small groups. Drafts of these conversations were submitted for their approval. The survey was highlighted as useful for reaching the 'silent majority' *(1:55, 1:56)* and ensuring representativeness through a well-structured citizen panel *(1:58)*.

Concerns were raised about the 'water cushion effect'; the displacement of parking pressure to adjacent neighborhoods where no measures had yet been implemented. The importance of providing good parking alternatives, such as parking garages on the edges of the center and P+R hubs and encouraging the use of other forms of transport such as bicycles and public transport to compensate for the reduction in street parking was recognized. At the same time, stakeholders identified opportunities in removing parking: more space for pedestrians and cyclists, enhanced livability and reinforcing the historic character of the city center. The municipality emphasized that parking garages like Morspoort and Haagweg should remain operational until full alternatives are in place (Kickstad, 2020).

A highlight was the visit to Delft organized for business leaders, to learn firsthand about the experience of a city with a low-traffic area since 2000, addressing topics such as logistics, parking and accessibility. In addition, a webinar (they were Covid-19 times after all) was held to inform about the agenda's objectives and answer questions, as well as a *'stadsgesprek'* (city dialogue) that took place in four locations in the city center and was attended by more than 150 people. Other initiatives included quick meetings with councillor Ashley North, the opportunity to have a video call (*belspreekuur*) with the project manager and the organizing of creative photography and drawing competitions for children, although these had limited participation.

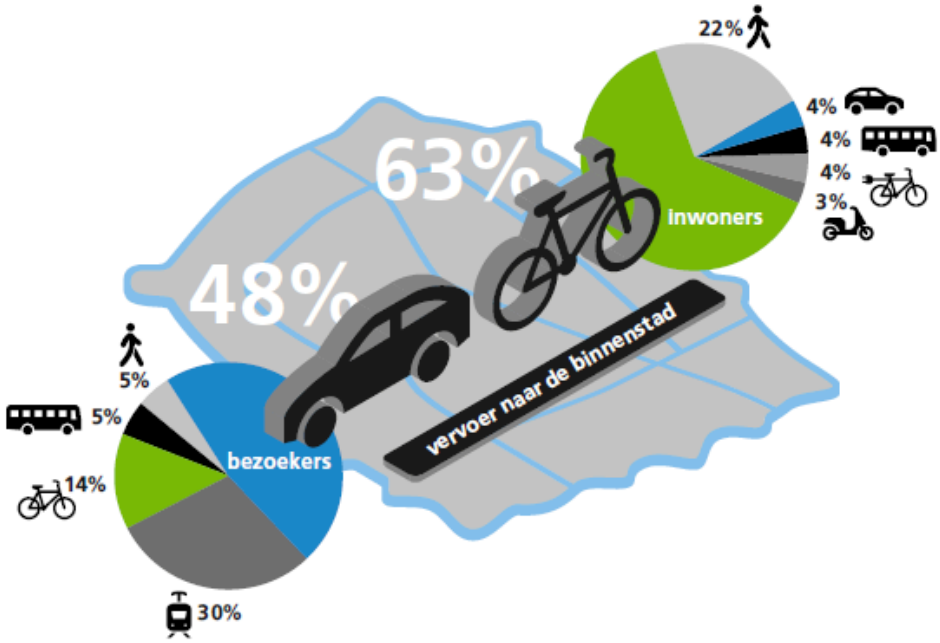

Figure 18: Inforgraphic depicting the travel habits of residents and visitors (North, 2020)

The plan further includes measures to monitor and evaluate the effects of the actions implemented, including the number of parking spaces removed and the evolution of transportation options for residents (*inwoners*) and visitors (*bezoekers*). Project evaluations will be conducted to determine whether the desired effects are occurring and whether there are unintended side effects (North, 2020). Finally, the reflection phase was dedicated to returning and contrasting the opinions gathered in the previous phases, offering participants a chance to respond to how their contributions were processed. A second webinar was held to present preliminary findings. The municipality also shared a draft version of the participation report on doemee.leiden.nl, allowing stakeholders to give feedback over a two-week period. Additional meetings and calls were held to discuss the outcomes and further refine the agenda based on this feedback.

5.2.2 Participation trajectory Zwaanshalskwartier

In the Rotterdam district of Zwaanshalskwartier, the participatory process was initiated by the local business association *(5:42)*, together with visitors, local business owners, residents, the municipality of Rotterdam and other interested parties. The goal was to collectively shape a long-term vision for the neighborhood (2025–2035), with particular attention to quality of life, business viability, accessibility and the use of public space, including parking. Unlike a municipality-led initiative, this case was characterized by a bottom-up, stakeholder-driven approach where co-creation was central from the outset.

The process began with '*Zwaanslab 1' (5;1)*, a large-scale, co-creative, kick-off meeting designed to explore the identity and shared values of the neighborhood. Four design ambitions for the Zwaanshalskwartier, specifically around Noordplein and Zwartjanstraat, were presented using a range of interactive tools such as information panels, exhibitions and a large-scale map where participants could mark both favorite and problematic spots. These ambitions included establishing the *'rondje Zwaanshals'*

as a distinctive element with a strong culinary and creative identity, transforming the Zaagmolenplein into a modern and attractive meeting point, reconfiguring the Noordplein with a greater presence of green spaces and a better connection to the water, strengthening the link between the Zwaanshalskwartier and the Rotte river and the implementation of '*snelle winsten*' (quick wins) *(2:23)*.

Figure 19: Four design ambitions resulting from participation in the Zwaanshalskwartier (Kickstad & LOLA Landscape Architects, 2025)

Various initiatives were carried out to involve different stakeholders and explore spatial principles, including presentations by Kickstad and LOLA. A word cloud was generated from open-ended questions to highlight key themes in how stakeholders experience the area. Stakeholders particularly appreciated the area's personal character, described by interviewee no. 5 as *"the vibe, the 'gezelligheid', the village-like feel within Rotterdam" (2:39)*. Besides the atmosphere, the diversity of local businesses and the existing tram connection were also valued and considered important to retain.

Following the kick-off, so-called '*straatgesprekken'* (*street dialogues*) were conducted *(2:3)*. These functioned similarly to the *city dialogues* in Leiden, offering informal yet structured opportunities for participants to express their views on what works well in the neighborhood and what could be improved, namely related to atmosphere, the appearance of the shops, cooperation, security, traffic, accessibility and greenery. A standard feedback form was used to collect input on themes such as traffic, accessibility, shop appearance, safety and public space usage.

This participatory process revealed specific concerns around traffic, particularly excessive driving speeds and a lack of pedestrian crossings. Additionally, participants expressed a strong desire for more green areas and a reduction of paved surfaces, especially on the Noordplein. Other spatial concerns included the need for better lighting, improved signage and greater visibility of the Zwaanshalskwartier from nearby areas such as the Noordplein and Zaagmolendrift. The public space was discussed in detail: picnic benches were positively noted, though concerns were raised about narrow sidewalks, especially those affected by terraces and a need for more seating options. Safety was also flagged as a key area for improvement.

To specifically address the concerns of local business owners, two dedicated *'werksessies'* (working sessions) were organized *(2:45, 5;2)*. These sessions focused on practical aspects related to commercial interests such as parking arrangements, customer accessibility, visitor experience and the visual identity of the shopping street. Importantly, the format allowed business owners to voice concerns about visibility issues caused by parked cars, the need for smarter logistics (such as better loading and unloading zones) and their desire for a balanced design that would maintain accessibility while enhancing the public space.

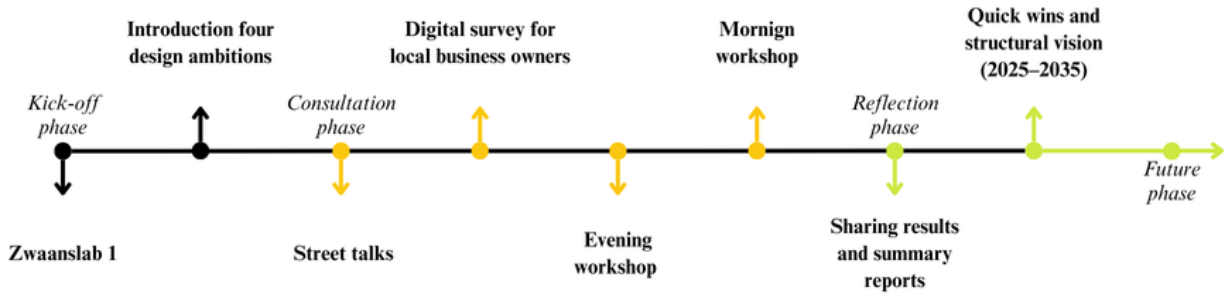

Figure 20: Timeline of the participation process in the Zwaanshalskwartier (own work, based on case material from Kickstad, 2025)

A gap was observed between residents and local business owners, where commercial activity in the area was not always seen to align with the needs of local residents. Suggestions included attracting more affordable and diverse establishments, particularly in the form of dining options. Opportunities were also seen in encouraging collaboration between local business owners, including joint promotional efforts to support the area's identity.

5.2.3 Participatory trajectory in Rijnbuurt-Oost

In the Rijnbuurt-Oost neighborhood of Amsterdam, the municipality adopted a participatory approach as part of a broader neighborhood renewal initiative. The area faced multiple challenges including outdated street layouts, poor water management, a lack of bicycle parking and large paved surfaces. The planned transformation included potential changes to parking availability and sought to address the lack of infrastructure for games, meetings and interaction between residents.

To ensure that residents' concerns and ideas were included in the design process, the municipality organized a series of *'straatlabs'* (streetlabs), a form of co-creation also used in the Zwaanshalskwartier (*Zwaanslab*), which served as the core participatory method *(6:10, 6:29)*. These *straatlabs* were described

by interviewee no. 6 as a structured yet informal, theme-based form of co-creation with tents and sketches *(6:15)*. The sessions took place over two days in November at the *'Huis van de Wijk'*, the local community centre, a location easily accessible and approachable for residents. A total of 53 residents from the Rijnbuurt-Oost neighborhood participated in the group discussions, representing all streets within the plan area. The demographic breakdown of the participants showed a diverse representation in terms of gender (20 men and 32 women) and age, ranging from 19 to 89 years old.

The *straatlabs* were structured focus group discussions aimed at exploring the impact of the proposed design on everyday life. The format focused on open dialogue and the collection of qualitative feedback. The sessions aimed to understand the key challenges in the neighborhood *(6:16)*, their causes and whom they impacted. Furthermore, the discussions explored residents' ideas for solutions to these problems and how they themselves could actively contribute to the improvements, as well as what support they might need from the municipality. Importantly, these sessions emphasized understanding each other's diverging needs rather than seeking immediate consensus.

Figure 21: Interviewee 7 during a streetlab session (Van Dijk, Kreutzer & STBY, 2024)

Parking was one of the most discussed topics. Several residents raised concerns about the impact of reduced on-street parking, particularly for families with young children, workers who rely on daily car use and people with disabilities, who inquired about designated parking spots in the new layout. Suggestions were made to retain more car parking by straightening angled corners in parking strips or removing painted lines between spaces to better fit smaller cars. Parking at the De Mirandabad, suggested as a replacement, was seen as too far for some, especially those in the northern part of the neighborhood. The discontinuation of tram line 25 in 2013 compounded worries about accessible alternatives to car use.

At the same time, some residents expressed support for increasing space for bicycles and greenery. While the addition of *'fietsnietjes'* (a type of bicycle rack) was welcomed, concerns were raised by residents living directly across from new racks about noise and blocked views. Suggestions were made to

encourage *'geveltuinen'* (facade gardens) or install wooden planters to discourage leaning bikes against facades. Additional comments included a call for more charging stations for electric vehicles and potential package pick-up points for delivery services, though some questioned their practicality. Beyond mobility, the redevelopment also focuses on increasing green spaces. Residents expressed a desire for a more natural look and the planting plan is still under development. The project also includes plans to replace all waste containers with new models with higher capacity and to arrange new locations for bulky waste.

The sessions involved eight group conversations, each lasting approximately 120 minutes and were facilitated by discussion leaders from STBY (2024), an organization commissioned by the municipality. Municipal staff were present to listen, clarify technical aspects of the design and answer residents' questions. Following the straatlabs, the level of representation of different groups was evaluated and additional interviews were planned if necessary to ensure inclusion of those needing special attention *(6:11, 6:12, 6:13)*. The findings and insights gathered during these straatlab sessions were intended to guide the further development of the design plans for Rijnbuurt-Oost. A report summarizing the outcomes was made available to all residents via the municipality's website (Van Dijk & Kreutzer, 2024).

Figure 22: Timeline of the participation process in the Rijnbuurt-Oost (own work, based on case material from Van Dijk, Kreutzer & STBY, 2024)

A public information evening was organized to present the outcomes and show how resident input had been incorporated into the designs. This was followed by a second information evening several weeks later, held in response to strong opposition from some residents who felt that their input had not been meaningfully reflected. During this session, the municipality clarified how design choices were made and attempted to rebuild trust through more detailed feedback and engagement. In the aftermath, some small adjustments to the design were made, and the participation team focused on individual conversations and written responses to address lingering concerns. Despite these efforts, several participants described the process as frustrating and unclear, particularly regarding the scope of their influence.

5.3 Case comparison

While the three cases of Leiden, Zwaanshalskwartier and Rijnbuurt-Oost each adopted different approaches to stakeholder engagement, certain similarities can be observed when comparing their participatory trajectories. One such pattern is the presence of an early-stage effort, whether explicit or implicit, focused on communication and information sharing. In Leiden, this was clearly formalized into a phased process with defined objectives and deliverables. For example, the *'startbijeenkomst'* in

Zwaanhalskwartier included an explanatory panel of the process upon arrival, detailing the what, why and planning, including the plan's outputs, a manifesto and an explanation of the participation process.

Similarly, the *'participatieverslag'* of Leiden Autoluw (2020) indicates that the first phase of its approach was to inform, starting from the idea that stakeholders must be "*informed, able and willing*" to participate, with the aim of outlining the starting points of the agenda and the complete process. Contrastingly, in the context of the Rijnbuurt Oost redevelopment, the information meeting actually happened after the residents' input had been gathered. Stakeholders had previously been informed through mail. The *'informatiebijeenkomst'* was after all more focussed on sharing the input of the co-creative sessions and to showcase what had been done with it. These variations point to a shared intent across the cases to start with some form of mutual orientation, even if the sequencing and emphasis differed.

After the informing phase, the processes typically move toward gathering input and perspectives from various stakeholders. In Leiden this phase was extensive and varied and involved all sorts of participatory methods to gather input from residents, employers, interest organizations and other stakeholders. The plan for Zwaanhalskwartier also included interaction with various groups to identify who the participants were. This is followed by a phase of analysis, reflection and in some cases feedback on the contributions collected. The participation report in Leiden states that the conclusions of the participatory process would be incorporated into the Agenda Autoluwe Binnenstad. Although the Rijnbuurt-Oost did initially not have a feedback phase, due to fierce opposition from some residents that had organised, an additional information meeting was held some months later. In this session it was again detailed what had been done with the initial input as well as the input that had been received later through mail, with the intent to include these additional measures into the plan as much as possible.

Finally, the input collected and analysed is used to guide decision-making and the formulation of policies or plans. The Agenda Autoluwe Binnenstad was largely based on the information gathered during the participatory process to come up with measures to improve the accessibility of the inner city. The designs of the Zwaanshalskwartier and Rijnbuurt-Oost are still in the making, but input is pledged to be translated into the designs. Throughout these processes, transparent communication and collaboration are key elements. A phased approach allows stakeholders' concerns to be addressed in stages and solutions to be found that balance conflicting interests. Understanding the stages and methods used in different cases allows us to analyse the effectiveness of these practices in achieving this goal. The semi-structured interviews should shed further light on participants' perceptions of the achievement of these objectives.

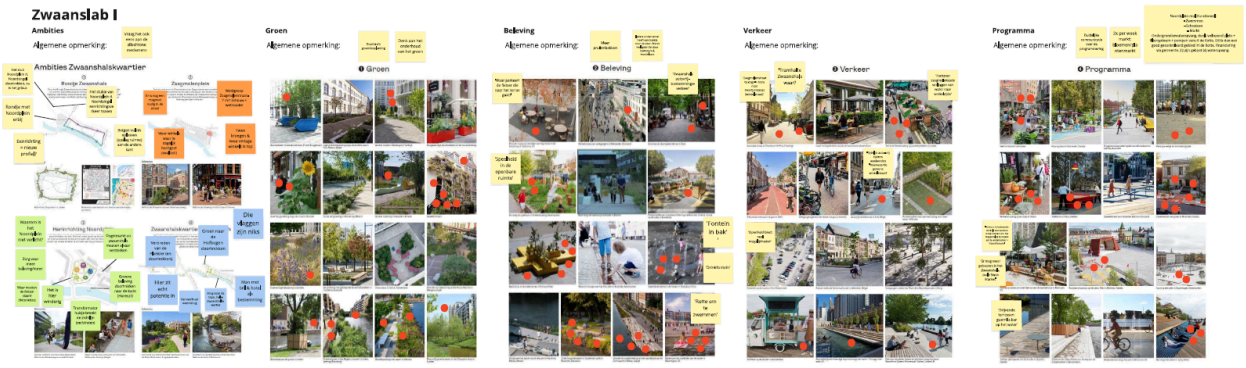

Figure 23: Digitalised input gathered from the first Zwaanslab session (Kickstad & LOLA Landscape Architects, 2025)

5.3.1 Methods comparison

The primary method that could be seen in a variety of forms throughout the cases was the *'straatlab'*. This method focuses on interactive and often in-situ methodologies to explore residents' experiences and desires in relation to public space. A street lab, or *straatlab* in Dutch, is a participatory urban planning method in which a specific street or neighborhood is temporarily transformed into an experimental space to test solutions for spatial challenges together with residents and other stakeholders. Unlike traditional consultation methods, street labs facilitate open, exploratory and constructive dialogues among various stakeholders at an early stage of the planning process, ensuring a process of participation and co-creation (Kreutzer, 2023).

In a street lab, ideas are tested directly in public space through temporary interventions such as car-free zones, additional greenery, play areas or alternative parking solutions. Residents, businesses and other stakeholders are actively involved and can provide feedback on-site. The temporary and flexible nature of a street lab allows for adjustments based on reactions and insights gathered during the experiment, reducing resistance to change and increasing public support for new urban solutions (Fabrique, n.d.). Data can be collected through surveys, observations, or digital tools to analyze how people respond to changes and findings from the street lab can inform final plans or policy adjustments.

For instance, in Amsterdam, the municipality collaborated with STBY to implement the street lab method, focusing on creating more humane and safer public spaces through proactive community engagement (Kreutzer, 2023). Streetlabs can also have a co-creation component, for example the *'Zwaanslab'* focused on the ideas of the participants. Here, workshops were held to gather local business owners' ideas on aspects such as parking, accessibility, visitor experience and appearance (Kickstad, 2020).

While the format varied between cases, interviewees across the board acknowledged the value of early engagement and having the opportunity to reflect on trade-offs in a low-pressure, exploratory setting. This not only improved the quality of input but also helped to build trust between organizers and participants, a point raised especially in Rijnbuurt-Oost, where additional sessions were added in response to early concerns about inclusion and feedback (interviewee no. 7).

Figure 24: Stadsgesprek about the Agenda Autoluwe Binnenstad in Leiden (Kickstad, 2020)

In addition to street labs, other methods were used to widen engagement. In Leiden, the municipality organized *'stadsgesprekken',* temporary street stands set up in public space, where passers-by could participate spontaneously as well as webinars. Such methods are less structured than the street labs but offer valuable access to what interviewee no. 1 refers to as the "*silent majority.*" Similarly, one-on-one and small group conversations were used in both Rijnbuurt-Oost and Zwaanshalskwartier to capture more detailed and stakeholder-specific input, particularly from shop owners, professionals and institutions (interviewees no. 2 and 6). Surveys are another such method. In Leiden, a digital survey reached 188 respondents, enabling a broader but less in-depth perspective on concerns and values (Kickstad, 2020).

These additional formats complemented the strategies by targeting different audiences and levels of engagement. While street labs focused on active co-creation in space, *stadsgesprekken* and interviews allowed for more accessible or focused input. Surveys, in turn, provided a broader context that informed but did not replace the dialogue-oriented formats. Together, they reflect a layered method mix aimed at combining representativeness with depth.

Aspect	Leiden	Zwaanshalskwartier	Rijnbuurt-Oost
Initiator	Municipality/Interviewee no. 1	Business association (with municipal funding)	Municipality
Executor	Kickstad	Kickstad	STBY
Participation structure	Clear phases (info – input – feedback – synthesis)	Kick-off →Zwaanslab → design feedback	Input → info meetings → additional meeting
Early info phase	Broadly disseminated goals and process explanation	*Startbijeenkomst* with manifesto	Informed in writing
Core methods used	Surveys, stadsgesprekken, webinars	Zwaanslab, small group workshops	Straatlabs
Depth of engagement	Broad + in-depth (multiple formats, targeted sessions)	Focused workshops	Strong in-person focus
Tools for inclusion	Stadsgesprekken, survey, citizen panel	Informal events	One-on-one talks and additional meeting
Handling of value conflicts	Feedback in webinar & evaluation documents	Through co-creation and iterative sessions	Reactive adjustment due to public pressure

Table 6: Case & method comparison (own work, 2025, based on case material from Kickstad, STBY, Gemeente Amsterdam & Leiden)

5.4 Values and conflicts - SQ2

What are the conflicting interests of stakeholders regarding curb parking removal? - The removal of on-street parking in urban regeneration projects introduces a complex mix of interests, values and concerns among residents and local business owners. Across the cases of Leiden Autoluw, Zwaanshalskwartier and Rijnbuurt-Oost, various perspectives are observed regarding topics such as streetscape renovation, accessibility, livability or economic viability. While many stakeholders recognize the potential benefits of reducing car dependency, their specific priorities and concerns often conflict, leading to tensions in the decision-making process. Accessibility and livability were the most frequently discussed themes, with 41 and 36 coded mentions respectively. These were followed by the perception of an acquired right (31), public space (29), economic viability (23) and a relative outlier of political reasons (9). These value spheres incorporate 12 values identified in the literature review and have thus constituted a partially deductive coding approach. But notably, going through the interviews, four additional values emerged inductively during the coding process; 'business logistics', 'aesthetics', 'business visibility' and 'space allocation'. These were not predefined from the literature review but became apparent through the interview data.

Category	#	*May include*	#	*Relevant type of value*
Accessibility	41	Non-drivers	14	Public, Instrumental
		Car-dependency	14	Public, Instrumental
		Traffic flow	7	Instrumental
		Business logistics	**6**	**Instrumental, Singular**
Economic viability	23	Financial reasons	12	Instrumental, Singular
		Customer turnover	7	Instrumental, Singular
		Business visibility	**4**	**Instrumental, Singular**
Perception of acquired right	31	Convenience	18	Instrumental
		Way/quality of life	13	Intrinsic, Plural
Livability	36	Safety	12	Public, Intrinsic
		Health	4	Public, Intrinsic
		Environmental sustainability	20	Intrinsic, Plural
Public space	29	Social sustainability	8	Public, Intrinsic, Plural
		Aesthetics	**6**	**Intrinsic, Plural**
		Space allocation	**15**	**Public, Instrumental, Plural**
Political	9	Legitimacy	9	Public, Plural

Table 7: Stakeholder values as deducted based on the literature review plus those inducted from the interviews highlighted in green and their coding frequency (own work, 2025)

5.4.1 Stakeholders' interests, values and concerns

Residents express a variety of perspectives regarding the removal of on-street parking. Many value improved public spaces, envisioning greener and quieter streets that enhance livability. Some residents support car-free areas as a way to create a more attractive, pedestrian-friendly environment, particularly in densely populated urban centers, reflecting intrinsic values where public spaces are appreciated for their own sake rather than for any specific utility. Though, others associate livability with accessibility, believing that easy access to their homes by car is essential. This is especially true for those who use their cars daily for work, families with young children or individuals with mobility impairments, illustrating how car accessibility can function as an instrumental value, serving everyday needs. Mentions of *car-dependency* appeared 11 times among participants, including a statement made by interviewee No. 7: *"I have a profession where I am in the car almost every other day. I get to clients, to hospitals which are very poorly accessible by public transport, [...] so I am dependent on my car" (7:9).*

Naturally, a major recurring theme is accessibility, though its meaning varies among different groups. In Leiden, some residents support reducing parking to create a more pedestrian-friendly and green urban environment, emphasizing that improved public space enhances the city's livability. At the same time, others link accessibility directly to car use, expressing concerns about how they will reach their homes, particularly for transporting goods or accommodating visitors. The theme *convenience* was mentioned 14 times by participants, and also by all three organisers. One participant (No. 7) stated: *"Secondly: comfort. Soon I will have to drive around and park in other neighbourhoods" (7:11).* This tension between creating pedestrian spaces and maintaining car access highlights the plural values at play, where different groups prioritize different goods that may not be easily reconciled.

Another concern among residents is the potential for increased traffic, particularly due to bicycle parking issues and parking spillover into nearby areas. Some fear that removing parking spaces in one location will simply push the problem elsewhere, a so-called *'waterbed effect'*, where the removal of parking in one area leads to increased congestion and parking pressure in adjacent neighborhoods. Similarly, in Rijnbuurt-Oost, accessibility concerns are strongest among car-dependent residents, including those with disabilities, families with young children and individuals who rely on cars for work. These groups argue that the alternatives provided, such as bicycle lanes or remote parking garages, do not adequately address their mobility needs. This concern also extends to *'mantelzorgers'* (care workers) who need reliable parking access to provide home visits, further underscoring the instrumental value attached to car access for fulfilling essential social roles. Interviewee No. 7 gave an example of a night-shift nurse *"who doesn't like the idea of soon having to park the car in a parking space near the Mirandabad" (7:19)*, demonstrating that accessibility is not just about preference, but about care obligations.

Local business owners generally view streetscape regeneration positively, particularly if they make public spaces more attractive to customers. Many see pedestrian-friendly streetscapes as beneficial for foot traffic, creating a welcoming shopping experience. Interviewee No. 5 remarks: *"If we want to keep our customers, it shouldn't be that at some point they stop coming here because it is not nice to shop here with little children" (5:14).*. For certain businesses, additional space for outdoor seating, displays or loading zones is crucial. Some see opportunities in pedestrianized streets but stress the need for careful planning to ensure that businesses can still function efficiently. At the same time, local business owners share similar accessibility concerns as residents, but from an economic perspective, emphasizing the importance of parking availability for maintaining accessibility and daily operations. This reflects a value regime in which streetscape renovation and economic viability have to be addressed together, requiring participatory dialogue and balancing, rather than separately.

Furthermore, they argue that simply eliminating spaces without a clear mobility strategy could harm both residents and businesses. Retailers in Leiden acknowledge that an attractive and well-maintained public space can draw visitors, yet they also worry that eliminating parking without adequate alternatives could reduce the city's appeal to customers from outside Leiden. For businesses that rely on customers from outside the neighborhood/city, the loss of parking spaces can be a major concern, especially for businesses in areas with a high turnover of visitors. This economic concern was captured under the code *financial reasons*, which appeared 6 times among participants and 4 times for organisers. One example came from interviewee No. 1 noting specialised events as economic lifeline: *"Those events were essential to keep the Pieterskerk running financially. If those events went away, they would go bankrupt" (1:103)*. In Zwaanshalskwartier, local business owners similarly highlight accessibility as a crucial factor, noting that

many of their customers come from outside the neighborhood. For these businesses, reducing parking could pose a threat to their financial viability, especially given that many shopkeepers already rely on multiple sources of income to sustain their operations. Another participant (No. 7) added that *"someone might think: "That street is going to be really nice soon, [...] but I can't park there, so I'd rather go and [live] a block further away," because there you can still somewhat park in the street. So depreciation is one thing" (7:10)*, showing that even residents framed parking changes in economic terms. These examples again highlight a conflict between plural values, where the desire for local environmental improvements must be weighed against the economic needs that extend beyond the immediate community.

Concerns about livability are another source of both support for and resistance to parking removal. In Leiden, many residents argue that eliminating cars from the city center contributes to a more pleasant, green and pedestrian-friendly atmosphere, revealing yet more intrinsic public values, where urban greenery and social spaces are seen as goals in themselves. Interviewee No. 1 connected this to environmental sustainability, pointing out that reducing cars means improving air quality and creating more green space. This aligns with the perspectives of those who value the creation of more green spaces and recreational areas, though not all residents view this transformation positively. In Rijnbuurt-Oost, some question whether the amount of green space created truly justifies the loss of parking, preferring a more moderate approach rather than a complete shift away from cars.

In Zwaanshalskwartier, a related concern emerges: residents feel that the neighborhood is increasingly shaped by commercial interests rather than their own needs. The presence of more hospitality venues raises fears of noise and disturbances, creating tension between encouraging a vibrant public space and maintaining tranquility. This points to competing value regimes, with economic vibrancy on one side and residential stability on the other. Furthermore, road safety concerns, particularly regarding speeding, are highlighted by residents in Zwaanshalskwartier, who see traffic calming measures as necessary for livability. The value of safety was mentioned twelve times across the interviews, often in combination with calls for child-friendly, slower streets, with one participant (No. 7) adding: *"If you cycle down Eemsstraat and there are cars on either side, it's just narrow and unsafe" (7:13)*.

Beyond these material concerns, there is also skepticism about the decision-making process. In Leiden, some residents feel that their voices were not adequately heard in past participatory processes, leading to fears that the current transformation may again overlook their concerns. Interviewee No. 7 observed that the city attributes decisions to technical limitations when they are in fact political: *"It is GroenLinks who are in power now, 'and we determine that we want fewer cars in the city.' But they don't say that" (7:34)*. Reflecting a political dimension to trust in governance, (suspected) political motivations can influence the legitimacy of a participatory process. This value was a bit of an outlier in the coding process but got nonetheless still mentioned 8 times. In Rijnbuurt-Oost, residents worry about the enforcement of new regulations, emphasizing the need for better communication from the city regarding parking and waste management policies. Additionally, in mixed-use neighborhoods such as Zwaanshalskwartier, residents value diversity in commercial offerings but are concerned that affordability and accessibility are not always prioritized in redevelopment efforts. In these examples, public values such as trust, transparency and fairness are the keys to legitimate participation.

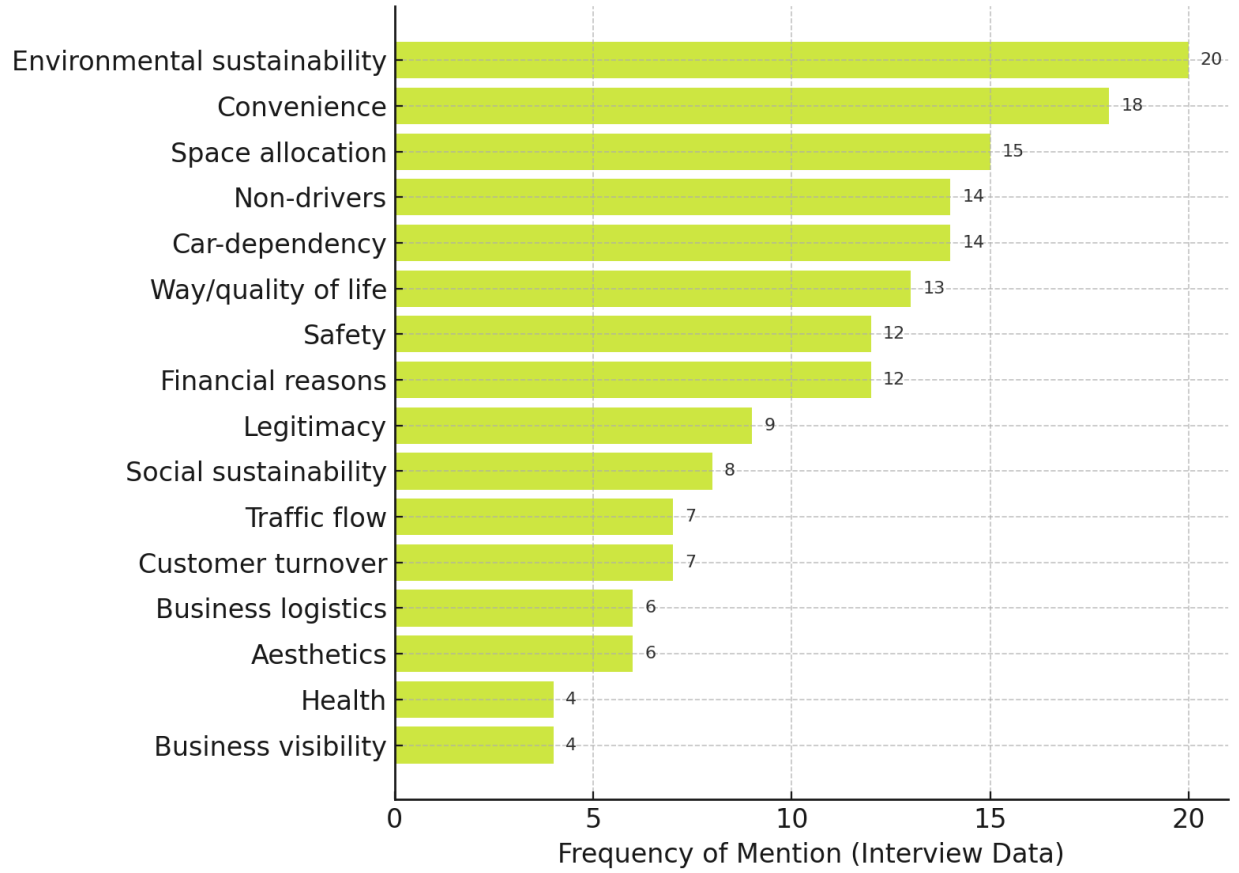

Figure 25: Bar-chart depicting coding frequency of deducted and inducted stakeholder values (own work, 2025)

5.4.2 Emerging Conflicts

These competing values point to a number of underlying conflicts between residents and local business owners regarding the removal of on-street parking. One major tension is a *spatial conflict*, between the priority of public space versus the necessity of parking. Residents often value the creation of more inclusive, green, pedestrian and attractive spaces which can be achieved by removing parking spaces. In Leiden, many residents see pedestrian-friendly environments as a key to urban improvement, whereas car-dependent residents view parking as essential to their daily routines.

Some residents also struggle here by linking their own identity and livability with accessibility by car. Local business owners in Leiden and Zwaanshalskwartier underpin this concern, arguing that while an attractive public space may enhance the shopping experience, insufficient parking can affect customer access and therefore sales. This tension is strongly reflected in the interview data. Interviewee No. 1 stated: *"Then you see the effect: that a lot of space is taken up by cars, and there is no room for greenery" (1:93)*. In Zwaanshalskwartier, interviewee No. 5 described how sidewalks are too narrow for families with children because of a lack of room caused by parked cars *(5:8)*.

Another key issue is a *temporal conflict*, between long-term benefits and short-term drawbacks. Proponents of low-car urban areas argue that reduced parking leads to improved air quality, safety and

overall livability over time. Yet, car-dependent residents in Rijnbuurt-Oost question whether these benefits outweigh the immediate inconveniences, particularly for those who need personal vehicle access. Local business owners in Leiden and Zwaanshalskwartier also highlight this tension, warning that while the intrinsic value of a green and pedestrian-friendly environment may eventually attract more visitors, the transition period could harm the instrumental value of customer access and sales or the value of your house.

This was voiced clearly by interviewee No. 7 who expressed concern about short-term impacts on their property value: *"In the short term I think it will do something to the value of my house" (7:29)*. Interviewee No. 6 added to this by revealing a temporal conflict between environmental values and financial reasons: *"If we continue like this, in 50 or 100 years we won't have a livable planet, that's true. But [what does that mean to] someone who does not know whether his fridge will be filled next week, whether he will have a job in a month, whether his children will soon be able to study" (6:67)*, illustrating how conflicts often arise when different groups (are forced to) think more about their own immediate circumstances than the benefits to the group as a whole, especially when the future benefits are uncertain or unclear. Another such example was revealed by interviewee No. 8: *"The constant closure of streets, and having to make a three-kilometre detour to get from one side of the street to the other. Yes, that's not convenient for me and it's not really good for the environment either." (8:20),* revealing the strain that occurs when balancing short-term inconveniences, such as detours and travel time, with long-term environmental goals. This immediately uncovers the paradox that lies within most conflicts; the fact that a measure intended to promote sustainability can in practice produce unsustainable behaviours and routines, undermining the very value it aims to achieve.

A further dispute concerns the accessibility benefits for all versus the impact on specific groups. While improving overall accessibility for pedestrians and cyclists is a common goal, the elimination of parking disproportionately affects the needs of specific, often more vulnerable, groups, constituting an *equity conflict*. In Rijnbuurt-Oost, residents with limited mobility, families with young children and those who rely on cars for work struggle with the shift away from on-street parking. Some feel that the proposed alternatives, such as remote parking garages, are either too far or not well-integrated into daily life. This is echoed by interviewee No. 8, who expressed concern about socio-demographic exclusion: *"You also want a bit of diversity in your city centre. You don't want a city centre where only students and elderly people live, who don't have cars. You also want people with families, and they have long since been driven to the suburbs" (8:36)*. This issue also extends to businesses, as reduced car accessibility may discourage certain customer groups from visiting stores in Leiden and Zwaanshalskwartier. Multiple interviewees stressed this. Interviewee No. 1 links equity to sidewalk obstruction: *"If you are in a wheelchair or walking with a pram, some streets are actually impossible to pass safely" (1:75, 1:76)*. Interviewee No. 6 asked bluntly: *"Do you want to be a city for everyone, or only for people who have succeeded in life?" (6:44)*.

One analogy concerning an equity conflict related to space allocation can also not be left out: *"In fact, it is a bit strange that public space is used for private parking. If everyone put a shed outside their door, it would take up just as much space - but we'd think that's crazy" (1:72)*, as remarked by interviewee No 1. This dynamic also reflects the notion of plural values (Herzog et al., 2023), where improving the situation for some creates unintended hardships for others. Different values cannot be easily compared or resolved without negotiation and compromise. Paradox theory (Greco et al., 2024) helps to understand these

tensions, not as problems to be solved, but as a challenge to balance the collective benefit of reduced car dependence with the specific needs of vulnerable groups.

Lastly, there is an overarching conflict between residents' needs versus business' economic viability. This is best understood as a *stakeholder conflict*, where distinct social groups hold legitimate but competing priorities: *"If you own a restaurant, you might really want those three parking spaces in front of your door to be turned into a terrace for your restaurant. Of course, your interests are different from those of the resident who likes to park his car there" (8:43)*. Many residents in Leiden and Rijnbuurt-Oost advocate for a quieter and greener environment, associating reduced traffic with improved quality of life. On the other hand, local business owners in Zwaanshalskwartier and Leiden stress that a vibrant commercial district depends on accessibility and customer convenience. Interviewee No. 1 noted: *"We have strongly emphasised that it is important for those parties to still be able to supply or get to a property" (1:91)*. Another respondent (No. 2) illustrated this divide clearly by recalling what some local business owners said: *"'Get those cars to the building side [...] and you thereby create a big wide opening for a nice promenade. With greenery, with benches and so on' while other shopkeepers worried: 'Then suddenly they will be in front of my shop [...] then no one will come in'" (2:30).*

Additionally, logistical concerns arise in Rijnbuurt-Oost, where some residents note that designated delivery spots may not be used effectively, leading to informal parking practices. The city's urban development vision, which promotes pedestrian-friendly streets, sometimes clashes with the operational realities of businesses that require space for loading and unloading or worry about declining customer numbers. Stakeholder conflicts like these show the importance of negotiated solutions and again reflect the plurality of these values. The challenge lies in creating an urban environment that serves both residential and economic interests without disproportionately burdening either group.

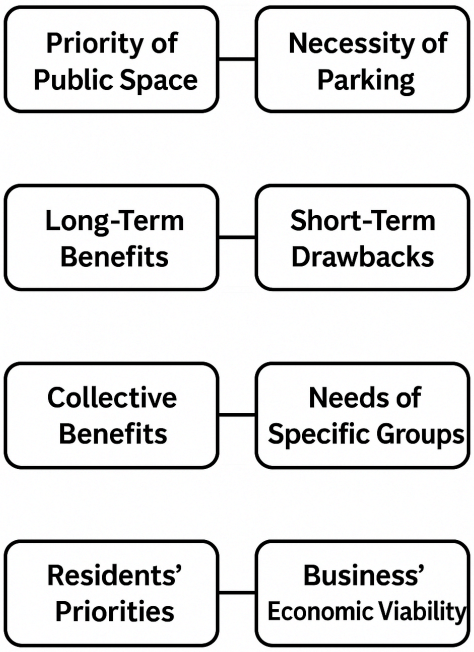

Figure 26: Four types of observed conflicts (own work, 2025)

In addition to these four primary conflicts, two interviewees described ‘other’ types of conflict related to feasibility and ambition. For example, interviewee No. 1 explained that *“we cannot build underground garages everywhere or build a metro - there is no money for that” (1:119).* These comments reveal a practical conflict between policy ideals and implementation constraints, particularly in terms of costs and technical feasibility. Interviewee No. 2 adds to this by recalling how *“even between local business owners it is very conflicting. One shouts: 'If you ask me this can become the 9 Straatjes of Amsterdam,' and the other says: 'Yea, nah, I love it like this, nicely cozy and villagey and gezellig’” (2:31)*.

The removal of on-street parking is not just a logistical challenge but a deeply social and economic issue. While many residents and local business owners share common goals of accessibility, livability and economic prosperity, their perspectives on how to achieve these goals differ significantly. These differences often reflect deep-seated value conflicts that are not easily resolved through technical fixes alone. The challenge for policymakers is to navigate these competing values through participation, ensuring that urban transformation efforts are both socially sustainable and economically viable. Trust in this participatory process plays a crucial role in shaping conflicts. If stakeholders feel that past participation has not been heard or improvements will not be enforced, this will lead to even greater skepticism and contribute to doubts about whether authorities will effectively manage the transition. If residents and local business owners do not believe that decision-makers will fairly address their concerns, resistance to parking removal is likely to persist. Addressing these conflicts will require transparent communication, adaptable policies and a participatory approach that genuinely considers the needs of all stakeholders involved.

To better understand how value conflicts manifested across the three cases, the following table identifies which stakeholder values were most prominent within each case, based on coded interview data. Rather than focusing on absolute counts, the analysis highlights values that stood out relatively within each local context. This reveals not only which concerns were commonly shared, but also which values were particularly contested or emphasized by stakeholders in each location. These dominant values help clarify the types of conflicts that shaped the participatory process.

Case	Dominant values	Dominant conflicts
Leiden	Traffic flow, Business logistics, Space allocation, Health	Equity (car-dependents vs livability) Spatial (space allocation vs accessibility)
Zwaanshalskwartier	Convenience, Aesthetics, Business visibility, Customer flow	Stakeholder (divided local business owners), Spatial (economic viability vs space allocation)
Rijnbuurt-Oost	Car dependency, Environmental sustainability, Safety, Political reasons	Equity (car dependents vs. non-drivers), Temporal (financial reasons vs environmental sustainability)

Table 8: Most notable values and conflicts per case, based on appendix 9 - Code-document table (own work, 2025)

By analyzing the frequency and relative prominence of value-related codes in each case, we can conclude that the conflicting interests of stakeholders regarding curb parking removal are rooted in locally specific tensions between values. The table below highlights which values were most dominant within each case, revealing how different value regimes underpinned conflict across contexts.

5.4.3 Relation between values and conflicts

The diagram below presents the four main types of conflict as a quadrant, based on the values they oppose. The horizontal axis moves from public space on the left to economic viability on the right. The vertical axis runs from accessibility at the top to livability at the bottom. Each quadrant represents a conflict that emerged from the interviews. In the top-left, the spatial conflict shows the tension between people who want more space for greenery and walking (public space) and those who need access by car (accessibility). The top-right shows the stakeholder conflict, where local business owners value visibility and access for customers (economic viability), while others want safer, walkable and car-low streets (accessibility). The bottom-left holds the equity conflict, where efforts to improve the public space may negatively affect people who rely on cars for their quality of life (livability). Finally, the bottom-right shows the temporal conflict, which is about weighing short-term drawbacks, like lower house prices or loss of income, against long-term goals such as social and environmental sustainability.

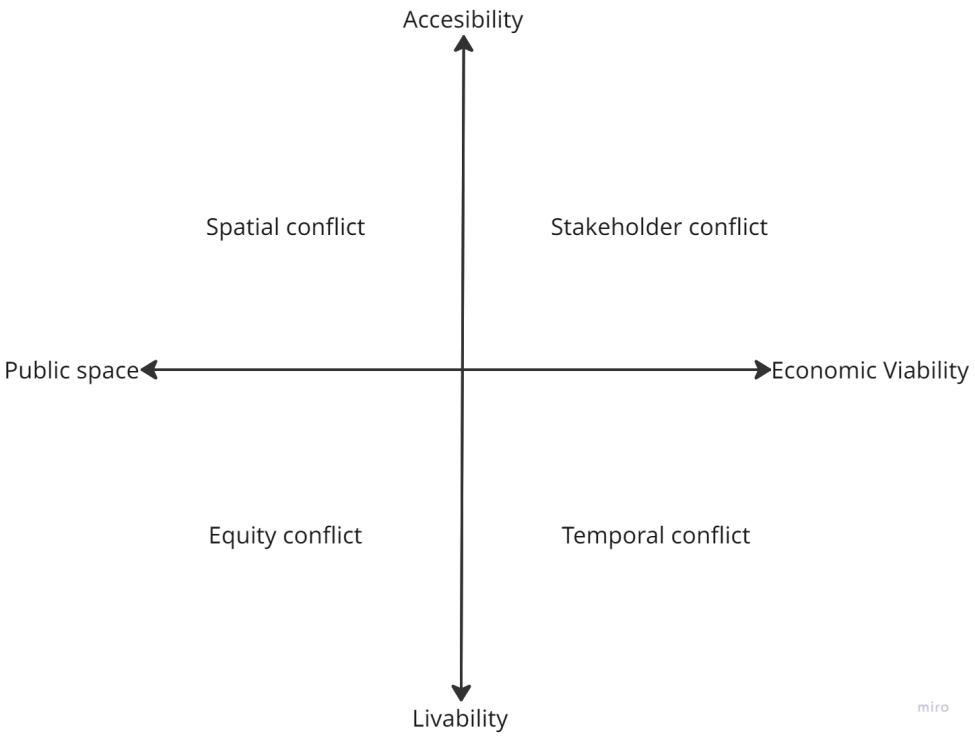

Figure 27: Diagram portraying the relation between four value categories and stakeholder conflicts (own work, 2025)

Plotting the value categories and conflicts like this seems satisfying enough, however it tells only part of the story. In the interviews the plurality of values became evident with each interviewee's perspective. Therefore, in another version of the diagram, the conflict types can again be placed into quadrants, but this time the focus is on different combinations of values. For example, the spatial conflict remains a tension between public space and accessibility but the temporal conflict now also involves public space when it reflects the clash between the long-term goal of improving public space and the short-term accessibility problems caused by construction works and the permanent removal of parking spaces. The stakeholder conflict is again linked to accessibility, but this time in relation to economic viability, for example when shopkeepers worry that customers can no longer reach their store, leading to customer turnover, or when supply trucks struggle to make deliveries. Finally, the equity conflict can be seen as a tension between livability and accessibility, especially when new infrastructure like bike paths or public transport is designed for the able-bodied majority, while people who are car-dependent, such as the elderly or those with limited mobility, are not addressed.

Now, this second version of the conflict diagram offers a different perspective by placing accessibility at the top of the vertical axis and plotting it against livability at the bottom. The horizontal axis runs from public space on the left to economic viability on the right. A completely different picture emerges that underscores the plurality of values involved.

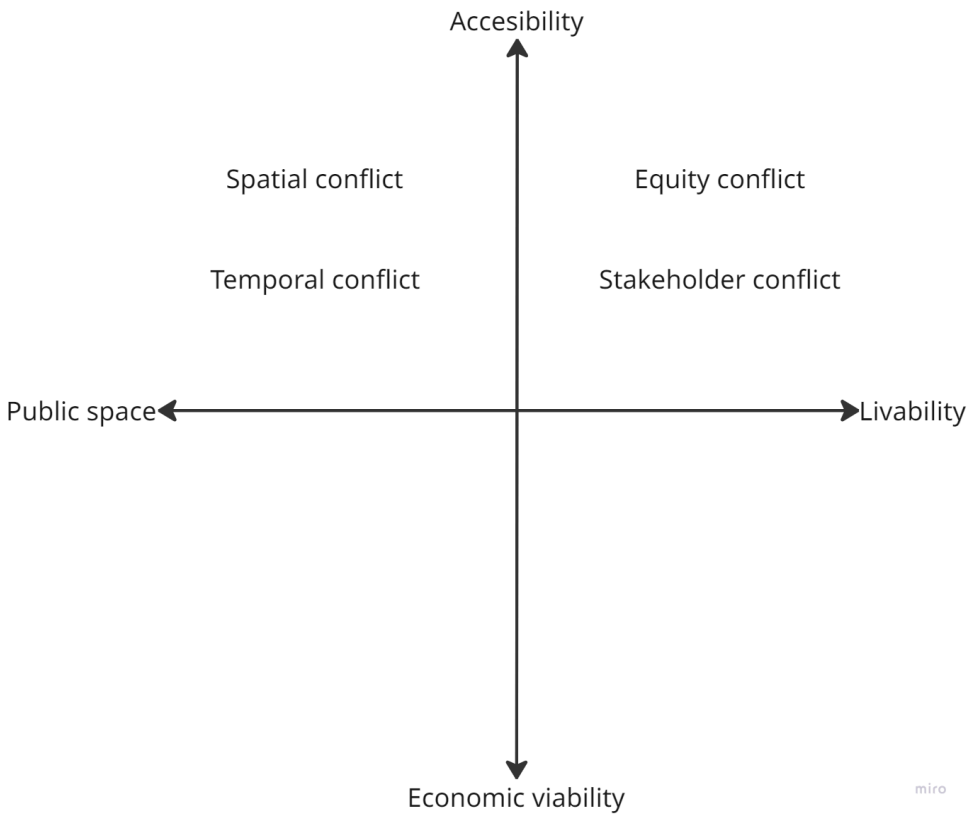

Figure 28: Different approach to mapping the relation between values and conflicts (own work, 2025)

The quadrant diagrams help to visualise how different values lead to specific types of conflict, but it also reveals that value conflicts are not fixed to a single domain. Initially, the diagram may appear to divide conflict types neatly but further assessment reveals that plurality within values creates overlap and internal contradictions. Stakeholders are not uniform: The diagrams also highlight that conflicts do not just occur between stakeholder groups but also between different meanings attached to the same value or within groups who interpret shared values in different ways. For example, some local business owners argue for parking to maintain customer flow and supply access (economic viability through accessibility), while others advocate for high-quality public space that supports terraces, aesthetics and pedestrian comfort (economic viability through public space). In this case the same stakeholder group approaches a mutual goal through different values.

The opposite is however also true, where different stakeholders share the same value but with different approaches and goals. An example is showcased by interviewee No. 7 when they say: *“For safety reasons. [...] at the De Mirandabad you have to go through a tunnel. [...] Apparently sometimes there’s some youngsters hanging around. [...] It was more other ladies that brought it up, [saying] that they don't like it. So that's one [reason] - parking at night" (7:20)*. The primary focus in this research thus far concerning safety has focussed on traffic safety rather than social safety, secured by the possibility of parking closeby. Interviewee No. 5 brought up the example of cars clogging up the streets *(5:14)* illustrating that convenience is not only about parking your car nearby but also about the accessibility and navigability of streetscapes.

The most notable example of such plural perspectives on values was found when three different stakeholders had their own unique motives concerning financial reasons. We have already noted that residents expressed concern about the impact of changes on property values and local business owners focused on maintaining economic viability, but interviewee No. 7 brings up that even the municipality is represented in this value: "*Do we still want to invest money in car parking spaces in the Rivierenbuurt? Answer: no" (7:38)*. Interestingly they do seem to contradict themselves moments later, although the motive underpinned either way: *"I think the municipality of Amsterdam earns the most - well, 20% of its revenue I believe comes from parking. Permits, parking fees... It really is a cash cow" (7:51)*.

All examples illustrate that even when stakeholders pursue similar goals, such as financial stability, they may value different routes to get there; one prioritising cars, another prioritising space, yet another prioritising sustainability. In this way, the diagrams enable a more dynamic understanding of public value conflicts; not as a battle between opposing sides, but as a negotiation between overlapping, unequal and sometimes contradictory claims on the same value. These findings support the idea that urban conflicts are not just clashes between groups, but also between coexisting yet competing interpretations of what shared values like accessibility, viability or livability should mean in practice.

5.4.4 Paradox theory and the plurality of values

As illustrated in the previous diagrams, value conflicts rarely limit themselves to a single dimension. The paradox perspective supports this by analysing how such overlaps are navigated, or not, during participation. Across the three cases, many conflicts were not simply disagreements over facts or outcomes, but stemmed from fundamentally different interpretations of the same values. This is where paradox theory (Greco & Long, 2022; Greco et al., 2024) reflects the plurality of values: the idea that values such as safety, sustainability or accessibility are not fixed but can mean different things to different people. A clear example of this plurality emerged in discussions around family perceptions of parking: *"'I have a family, so I need a car for away games and swimming lessons.' And others said, 'I have a family, so the car has to go, because my children need to be able to play safely on the street.'" (6:64)*. Both speakers valued livability with regard to family dynamics, yet arrived at opposite conclusions.

Additionally, as previously mentioned, removing parking may enhance traffic safety while simultaneously reducing the sense of safety for those who must now walk longer distances at night from remote parking spots. On top of that is the concept of accessibility which can mean walkability for one group and car-reachability for another. This dynamic is clearly expressed by one participant from Leiden: *"What is an improvement for one person is a deterioration for another." (8:45)*. The statement nicely sums up the main source of conflict seen during this research. When participatory processes frame changes as universally beneficial, they risk overlooking how improvements for one group may directly diminish the quality of life for another.

Such paradoxes often resemble Pareto dilemmas: changes that make one group better off inadvertently make another group worse off, with no neutral win-win solution available. Even within the same person, abstract and long-term desires can clash with present inconveniences: *"If you ask people, 'What would you like to see in your street?', they say: more space, more greenery. But if you then ask, 'Would you be okay with us removing parking spaces to make that possible?', there is resistance." (1:115)*.

This temporal dimension of paradox further complicates planning, as reflected by another participant: *"I don't have children now — maybe in a few years — then I might be very happy with more green spaces and fewer cars, so that my child won't get hit by a car [...] But at this stage in my life... things aren't getting any better in terms of mobility." (7:46)*. The same intervention may be welcomed at one stage of life and resisted at another, making equitable planning not only a matter of inclusivity but also of timing and anticipation.

While participatory design can help mitigate these effects, it cannot always eliminate the underlying contradiction. A recurring frustration voiced by participants was the tendency to present policies as universally green or progressive, while overlooking the burdens they impose on specific groups. Car-dependent families and shopkeepers, in particular, often felt sidelined in decisions that directly impacted their daily logistics. Understanding these situations as paradoxical rather than merely problematic is essential to approaching conflict in a constructive way. Rather than aiming to "solve" value conflicts through consensus, planners and facilitators should strive to balance competing values in ways that are transparent, fair and context-sensitive. In order to develop socially sustainable urban transitions it is important to acknowledge the legitimacy of competing claims, even when they cannot be reconciled.

5.5 Enabling participation - SQ3

To what extent can participatory practices contribute to managing conflicting interests of stakeholders? - Based on the interviews, it became clear that participatory practices only contribute meaningfully to managing conflict when certain basic conditions are met. These conditions emerged inductively from practice. In the interviews, people suggested a wide variety of ways to improve participation practices. These ideas were coded and grouped into broader criteria and each of these contains more specific subthemes. Taken together, these codes reflect what participants believe is needed to make participation work better. The result is a set of nine interrelated conditions that together shape the ability of participation to engage conflicting stakeholder interests constructively.

Category	Sub-themes	Quotations
Accountability	*Responsibility, bottom-up*	**13**
Communication	*Informing*	**21**
Feedback	*Evaluation*	**21**
Meaningfulness	*Quantitativeness, listening, legitimacy*	**23**
Operationality	*Location, time, variety, repetition, low-threshold, multiplicity*	**12**
Recognition	*Validation, affinity*	**17**
Representativeness	*Diversity, inclusivity*	**21**
Scope	*Definition, transparency*	**17**
Trust	*Honesty*	**18**

Table 9: Overview of essential elements for participatory practices (own work, 2025)

The frequency with which these themes were mentioned across the interviews suggests their relative importance in the eyes of participants. Meaningfulness, representativeness, communication and feedback were most often described as either essential to success or a key source of frustration when absent. These are not abstract ideals but grounded in concrete, lived experiences, they reflect what made people feel heard or ignored, hopeful or disillusioned. Each of the conditions is supported by interview data and subthemes. Below, each is explored in more depth. Rather than judging whether participation "worked" or not, the goal is to assess how these conditions shaped the management of stakeholder conflict in the participatory processes of Leiden, Zwaanshalskwartier and Rijnbuurt-Oost.

Accountability

Accountability refers to clarity about who is responsible, who makes the final decisions and how bottom-up input is acknowledged and processed. Interviewee No. 1 emphasized that participants need to feel that their input matters: *"Not imposing a programme top-down, but delving into what is happening. Connect with what is already happening" (1:120)*. This reflects that managing conflict depends not only on dialogue, but on visibly acting upon what is heard. Interviewee No. 1 also affirmed the importance of shared responsibility: *"We all have to do that together - it cannot depend on a few individuals" (1:122).* However, they also noted that final authority rests with the municipality: *"Ultimately, that agenda is set by the municipal executive and presented to the city council" (1:109).* This shows that while space for participation exists, it often operates within institutional limits.

Still, when people see their suggestions reflected in official documents or outcomes: *"We agree with this agenda on the condition that these measures are taken into account" (1:105),* it contributes to perceived legitimacy. Interviewee no. 6 captured the broader ambition behind this condition: *"Most important is*

that people actually start filling in that public space together" (6:86). Creating this sense of accountability amongst people for their own public space is important according to interviewee No. 5: *"What I also really like about [this approach to participation] is that you also give a piece back to the people themselves - that you subtly point out to them their own responsibility" (5:41).*

Communication

Communication plays a central role in shaping whether participatory processes are perceived as fair and trustworthy, particularly when tensions are high. In conflict situations, clear, honest, and timely communication helps manage expectations and prevent escalation. Several interviewees pointed to a lack of clarity as a key source of frustration. Interviewee No. 7 expressed this bluntly: *"The most important thing simply remains: tell it like it is (7:53)"* They criticised the tendency to mask predetermined choices as open dialogue: *"They say: 'It's because of rainwater', but actually it's just a political choice. Then just say that" (7:37).* This misalignment between what is said and what is actually possible erodes trust.

In contrast, other interviewees described communication efforts that helped participants feel more informed and involved. Interviewee No. 6 emphasized: *"We never withheld things to make it easier to get through - not at all" (6:37)* and interviewee No. 2 noted how even word choice and tone affect how people perceive the process: *"Good and clear communication is done in B1 language. Make it clear what people can expect" (2:82, 2:83).* Effective communication doesn't necessarily remove disagreement, but it helps participants understand why certain choices were made and where their influence lies. When done well, it turns participation from symbolic consultation into a shared process of understanding and negotiation.

Feedback

Feedback completes the participatory loop. It shows participants what was done with their input, and why. Interviewee No. 5 noted: *"I did really feel that everyone was heard, including me. Everything was written down" (5:29).* but they also warned for the potential risks of not implementing this step properly: *"If you're asked for input and you come up with ideas, and there's nothing between that step and presenting a plan, [...] then you're like: 'So why are you asking me for input?'" (5:35).* This sentiment is echoed by Interviewee No. 8: *"But you hardly, if ever, hear what is being done with it [the feedback]" (8:5).*

Therefore, interviewee No. 2 underpins the value of returning with results: *"Every time there is a new moment, we show what has been heard" (2:33).* Interviewee No. 6 summed it up: *"If that input has been fed back in a good way, then for me [the participation] has succeeded" (6:75).* Feedback is where participation becomes visible. Without it, even the most inclusive process risks losing legitimacy as participants are unaware that their values are being recognised and wishes are being implemented.

Meaningfulness

Meaningfulness refers to whether participants feel their input matters. Interviewee No. 2 emphasized that participants need to feel that their input matters: *"The only real concession you can make to a participant is to listen - and affirm (2:71)"*, as interviewee No. 2 puts it. Though it's not just about being heard, but whether contributions relate to relevant, non-trivial decisions. Interviewee No. 7 expressed frustration: *"Participation was only about things that are not important. Wood chips - this is no joke - literally wood*

chips" (7:41). Such experiences signal a failure to engage participants in real issues, which can undermine trust and increase resistance.

In contrast, interviewee No. 6 emphasized how meaningful participation reveals real dilemmas: *"It is about the participation itself. [...] That the different interests and narratives that are at play in the neighbourhood are well captured" (6:74).* Interviewee No. 2 underscored the importance of depth over quantity: *"You then get much closer to the question behind the question behind the question. That's what I mean by 'richer'" (2:65).* When participation enables participants to reflect, clarify and contribute beyond surface-level questions, it becomes a tool for navigating conflict.

Operationality

Operationality refers to the concrete aspects of how participation is set up: where and when it takes place, how often it happens and through which methods. Interviewee No. 2 emphasized repetition: *"We have seen new faces at every moment, and that repetition of moments really helps" (2:20)*. Location and timing were also highlighted, as in Rijnbuurt-Oost (No. 6): *"We opted for the Amstel Boathouse. That's a pleasant, welcoming place" (6:27)* and in Zwaanshalskwartier (No. 2): *"We organised a meeting in a coffee shop from 8am to 10am, after which the shopkeepers could directly open their business" (2:89).* These examples show how logistics can lower the participation threshold which encourages accessibility, especially for minority or otherwise difficult to contact groups. Without attention to basic operationality, even well-intentioned participation may fall short.

Recognition

Recognition goes beyond acknowledgement, it means validating perspectives, especially when they differ. Interviewee No. 5 appreciated seeing her ideas reflected: *"I saw my bike storage on the Noordplein again. And I heard a colleague say: 'Oh, that was my idea!'" (5:15).* Interviewee No. 7, by contrast, felt dismissed: *"It's recognised, but it's also kind of trivialised" (7:24).* Recognition strengthens the emotional quality of participation. Interviewee No. 6 viewed it as an important aspect to restoring relationships: *"You have to involve people in what is happening in the neighborhood. [...] That is the only way to get out of it" (6:63).* In conflict settings, recognition is often the first step toward de-escalation.

Representativeness

Representativeness means ensuring that a wide range of perspectives are included in participatory processes, especially from those who are less likely to speak up. Interviewee No. 1 candidly stated: *"Not all district teams were represented, so some districts are not as well involved after all" (1:59), also tying in to the aspect of accountability.* In Rijnbuurt-Oost, this was actively addressed. Interviewee No. 6 explained: *"If during participation we see that a certain group is not represented, we look for people from outside the neighborhood who can provide that input" (6:6)*. They also confirmed that demographic balance was monitored: *"We saw: young and old, male and female were represented" (6:11).*

In the Zwaanshalskwartier, interviewee No. 5 emphasized the importance of equality in speaking time and recognition: *"As long as everyone just has an equal share in providing input, and as long as everyone feels they are being heard - because that's what it's all about in the end" (5:11).* Still, not everyone felt represented. Interviewee No. 7, speaking from the perspective of car users, said: *"My interests are not*

included in this - or at least not those of the car owner" (7:54). This highlights a central challenge: perceived exclusion can fuel distrust and deepen value-based conflict, even when representativeness was formally intended.

Scope

Scope defines the boundaries of participation: what can be influenced, and what cannot. As remarked by interviewee No. 1: *"Also make your starting point clear, like: 'Why are we doing this? Why are we starting this journey?' [...] Then people already know like: 'Ah yes, okay, this is the goal'. Then, if all goes well, you already get some targeted input" (5:36).* When scope is unclear, frustration grows, as interviewee No. 7 explained: *"Don't create the illusion that residents can still have their say, if in fact that is not the case" (7:44).* Interviewee No. 6 described setting realistic limits: *"We have always been clear: we are not going to talk about the number of parking spaces we are going to eliminate" (6:32). A clear* scope prevents participants from making suggestions that can't be implemented, which helps prevent conflicts resulting from false promises.

Trust

Trust is central to any conflict-sensitive participation process. It is easily lost and hard to rebuild. Interviewee No. 2 pointed to the damage of false expectations: *"Often it goes like this: 'Hey, thanks for your input!' *door closes*, and then you don't hear anything for six months" (2:75).* They once overheard: *"Participation is bullshit because nothing gets done with it anyway" (2:74),* and Interviewee No.7 expressed outright disillusionment: *"Really things that make you think: that really does not matter. Yes, spielerij. Participation for the act of it" (7:7)*. On top of that, interviewee No. 8 voiced broader concerns about the credibility of official narratives: *"The environmental argument is always well-received. [...] So I don't really believe in that environmental aspect anymore. [...] I don't know whether what is being communicated is really reliable or not. They will not be saying, 'We want to attract as many tourists as possible to Leiden'." (8:41)*. This statement reflects how trust is also eroded when communication feels instrumental, insincere or when policy rationales, such as sustainability, are perceived as masking other political priorities.

Yet trust can also be rebuilt. Interviewee No. 6 recounted a small act that helped restore credibility: *"I made sure a problem was solved. And when I meet that person again, I say: we solved that problem, we are reliable" (6:82).* Clear expectations, responsiveness and follow-through all contribute to making participation feel honest and respectful.

5.5.1 How can participation manage conflict

Having examined the nine observed conditions in detail, this section looks at how they function collectively across different cases and stages of the participatory process. Rather than focusing on participation as a checklist of separate elements, it is evaluated how these conditions enable or limit the management of stakeholder conflict when considered as an interconnected and holistic process. To better understand the role these criteria can play, it helps to look at them in two ways. The first is to organise them by stage; when in the process they matter most. This step-by-step structure can help organisers see where there might be gaps in their process and where improvements can be made:

Before (Representativeness, Scope, Operationality),
During (Communication, Meaningfulness, Recognition), and
After (Accountability, Feedback, Trust).

Secondly, the nature of each condition is considered; is it primarily procedural, involving technical and structural design, or normative, involving values, legitimacy and emotion? This helps assess not just whether participation was done "correctly," but whether it felt fair, inclusive, and responsive to the conflicts at stake.

Laying the foundation: representativeness, scope and operationality

Conflict management begins before dialogue starts, with the design of the participatory process. Who is invited, what they can influence, and how easy it is to join all shape the quality of the conversation. In Rijnbuurt-Oost, interviewee No. 6 described a deliberate effort to monitor demographic inclusion: *"We looked after the street labs: were all groups that we think need extra attention represented?" (6:11).*

Nonetheless, even well-intentioned efforts can backfire if the scope of participation is not made explicit. As the same respondent admitted: *"Of course, we also did state clearly in advance what you can and cannot talk about" (6:32).*

If participants discover these limits too late, it can generate distrust and amplify tensions, especially when the issue is politically charged. Operational design also matters. In Rijnbuurt-Oost (No. 6), methods were adapted to the local context: *"We did those street labs, but before those street labs we were on the street - having coffee or ice cream - that was a bit more informal" (6:15).* Such low-threshold formats support early-stage engagement, especially for residents who may feel excluded or defensive.

Enabling dialogue: communication, meaningfulness and recognition

The second phase centres on what happens during participation. Can people express their concerns clearly? Do they feel taken seriously? And does the process address issues that actually matter to them? In Zwaanshalskwartier, interviewee No. 2 described the flexibility to move beyond surface-level consultation: *Because then you are not tied to a rigid working format where you have to keep going back to the original briefing. Now it could really be about anything, so you could also ask further questions. Why does someone say what he says? What ever happened to make someone have that experience? (2:65).*

This illustrates how meaningful conversation can de-escalate conflict by focusing not on fixed positions, but on underlying values. But this is fragile. In Rijnbuurt-Oost, one resident (No. 7) voiced frustration at how real issues were deflected: *"'Can you come up with a solution?' [...] 'No, because we think there are still enough places in the Rivierenbuurt'" (7:27).* Here, formal recognition of concerns was offered, but the response felt dismissive: *"We recognize it, but we don't think it's going to be too bad" (7:22).*

Building legitimacy and continuity: accountability, feedback and trust

The third phase asks what happens after people have participated. Do they know what was done with their input? Can they trace decisions? Do they trust the process enough to stay engaged? In Zwaanshalskwartier, interviewee No. 2 highlighted efforts to make feedback visible and tangible: "*We have now made sure that all the information that comes in, that we also give it back at a subsequent time. [...] So through a presentation, with quotes, with survey results. We also take pictures of the people we speak to. And all that eventually comes back and the document also incorporates all that" (2:33).*

But when no clear link exists between what was said and what was done, trust decreases. As interviewee No. 7 noted: *"It could have been done differently, and that frustrates" (7:36).*

This sense of frustration is sharpened when expectations have been raised, but not fulfilled. Institutions may have their own accountability processes, but residents evaluate legitimacy rather emotionally, based on honesty and affinity: *"It feels like you give input, but nothing matters" (7:44).*

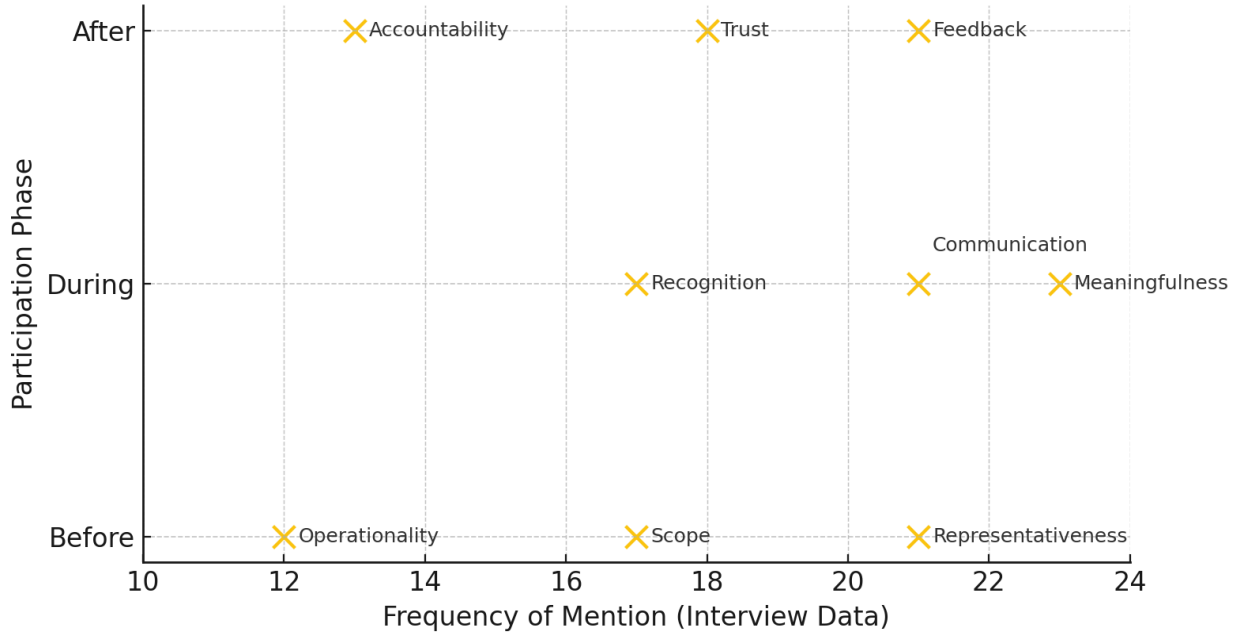

Figure 29: 2D scatterplot makes it easy to see which conditions dominated the interview data within each phase (own work, 2025)

5.5.2 Procedural and normative enablers of conflict management

Across the three cases, the nine conditions can be broadly grouped into two types of enablers: *procedural* and *normative*. These categories reflect not just *what* makes participation work, but *how* it works to manage conflict. This distinction is relevant since each organiser of participation has his own set of skills. Some are better at normative practices whereas others find it easier to improve procedural aspects of the process.

Procedural conditions, such as *communication*, *scope*, *operationality* and *feedback*, focus on the structural and practical design of the participatory process. They determine who is invited, what is up for discussion, how often engagement takes place and how clearly decisions are communicated. These aspects improve the structural integrity of participation: they prevent misunderstandings, ensure access and create visible links between participation and outcomes. For example, clearly defining which topics are open for discussion helps avoid false expectations and disappointment *(6:32)*, while thoughtful operational choices like informal street sessions lower the barrier for people to join the conversation *(6:15)*.

Normative conditions, including *trust*, *recognition*, *accountability*, *representativeness* and *meaningfulness*, influence how people emotionally interpret and experience participation. They speak to whether people feel taken seriously, whether their concerns are acknowledged and whether their presence is valued. These elements are particularly crucial in contexts of conflict: when people are already divided over values, *how* they are listened to can be more important than *what* they are told. As interviewee No. 7 reflected, being told that something is 'recognised' isn't always enough, it must also feel genuine *(7:24)*.

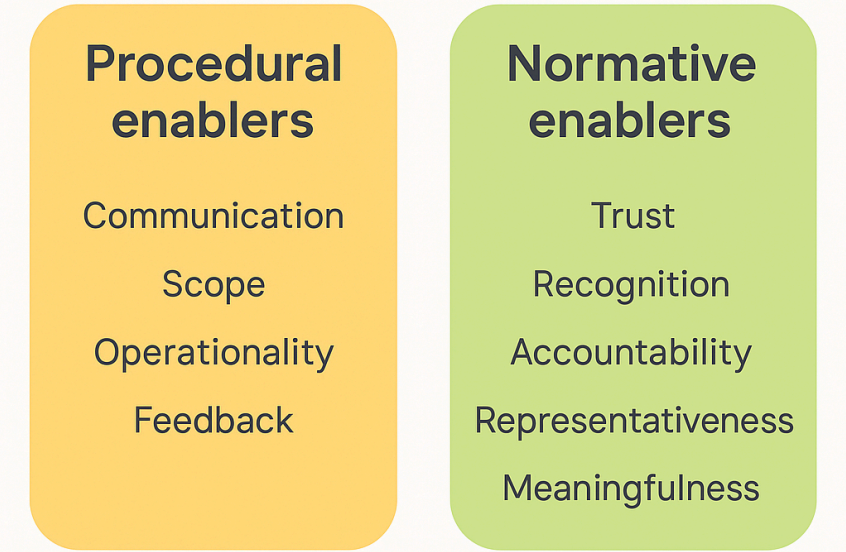

Figure 30: Procedural vs normative enablers (own work, 2025)

Although this division seems clear-cut it is important to note that many conditions combine characteristics of both aspects. For instance, feedback is procedural when it takes the form of reports or visual summaries, but it becomes normative when people see their specific ideas reflected back and feel a sense of ownership and accountability (2:33). Similarly, accountability bridges both dimensions; it is procedural when it involves institutional clarity, final authority and formal follow-up. But, it becomes normative when participants feel a sense of genuine ownership or believe that their input has had a tangible impact on outcomes. For example, when residents are encouraged to take responsibility for the well-being of public spaces, or recognise their role in shared responsibility (5:41), accountability gains an emotional and moral dimension that strengthens its legitimacy. It also involves establishing trust, ensuring that participation has consequences and that participants will not be overlooked after providing their input (7:44).

Managing conflict through participation is only possible when both dimensions are addressed. Procedural improvements help create structure and transparency, essential for reducing confusion and accidental conflict. Normative improvements help establish legitimacy, mutual respect and trust, essential when compromise is difficult or past experiences have left people skeptical. Where either side is lacking, conflict tends to escalate: either because people don't understand the process, or because they don't believe in it.

In the most effective examples, both types worked together: a clear scope (procedural) combined with sincere listening (normative); accessible meetings (procedural) combined with visible acknowledgment (normative). Where one was missing, conflict was more likely to escalate, not because of disagreement alone, but because of how disagreement was handled. In sum, the most successful examples of conflict management in these cases were not those with the most participation, but those where procedural clarity and normative care worked together to make participation feel both possible and worthwhile.

Case	Key Enablers Observed	Challenges to Enabling Conditions
Leiden	Clear communication; High operationality through multi-method approach; Feedback loop supported trust	Perceived lack of recognition in some areas; Underrepresentation challenged representativity
Zwaanshalskwartier	Initial and informal workshops boosted trust; Meaningfulness through recurring engagement; Scope co-defined	Differing stakeholder ambitions limited a common vision; Doubts about long-term viability
Rijnbuurt-Oost	Inclusion monitored; Trust improved through responsive process; Straatlabs increased accessibility	Scope initially vague; Feedback not clear enough; Trust impacted by perceived neglect

Table 10: Enabling conditions and persistent barriers for conflict-sensitive participation across three case studies (own work, 2025)

Through a comparative analysis of participation processes in the three cases, we can observe the extent to which participatory practices contributed to managing conflicting stakeholder interests. The table above synthesizes which of the nine identified enabling conditions were present or lacking in each case. This offers a concise overview of how participation helped (or failed) to support constructive conflict management in practice.

5.6 Actor-based analysis

In addition to the cross-case comparison, an actor-based lens was developed to explore how stakeholder roles shaped the interpretation and expression of values, enablers and conflicts. This distinction between organisers and participants was introduced following mentor feedback, highlighting that understanding

stakeholder positions adds depth to the analysis and improves the broader relevance of the findings. The analysis draws on three interrelated data tables: code frequencies per stakeholder group (organisers vs participants), per case and per interview. These tables were triangulated carefully, avoiding overinterpretation of absolute frequencies. Code counts give a general impression but are not treated as definitive, since some interviewees repeatedly emphasised certain topics. Furthermore, organiser interviews had significantly higher coding densities due to their length and technical content, meaning comparisons should focus on relative emphasis rather than raw totals.

Organisers tended to focus on process-oriented themes, notably ‘method’ (30 vs 7), ‘environmental sustainability’ (15 vs 5), ‘space allocation’ (13 vs 2) and ‘accountability’ (10 vs 3). ‘Method’ highlights their attention to process design and facilitation, ‘space allocation’ to physical layout decisions and ‘environmental sustainability’ to long-term planning goals. These themes align with a procedural orientation: a focus on system structure, policy framing and implementation. Participants, by contrast, emphasised experience-based themes such as ‘convenience’ (7 vs 11), ‘trust’ (7 vs 11) and ‘car-dependency’ (6 vs 8). Their narratives revealed a stronger focus on whether the process felt inclusive, fair and responsive to daily concerns. These themes align with a normative orientation, where stakeholder perceptions, fairness and emotional credibility are central.

Codes like ‘feedback’ and ‘communication’ appeared in both groups (12 vs 9 each), but were interpreted differently. Organisers described implementation mechanisms (e.g., reports, info sessions), while participants focused on sincerity and felt responsiveness. ‘Meaningfulness’, the most frequently coded enabler (13 vs 10), was procedural for organisers but normative for participants, judged by whether inclusion felt genuine. This distinction between procedural and normative perspectives also shaped how each group viewed conflict. Organisers more often highlighted spatial and temporal conflicts, concerns linked to design logistics, implementation phases and the timing of interventions. Participants, on the other hand, spoke more often about equity conflicts and stakeholder conflicts, especially where outcomes felt unfair or exclusionary. Rather than seeing conflict as a coordination issue, participants experienced it as a fairness or legitimacy issue.

Other interesting findings include how ‘third sector’ (18 vs 2) was almost exclusively referenced by organisers, supposedly due to their coordination with housing corporations and community organisations. In contrast, participants frequently mentioned the ‘visitor’ code (4 vs 9), reflecting their focus on personal visits, customers and around tourist-oriented developments undermining residential needs.

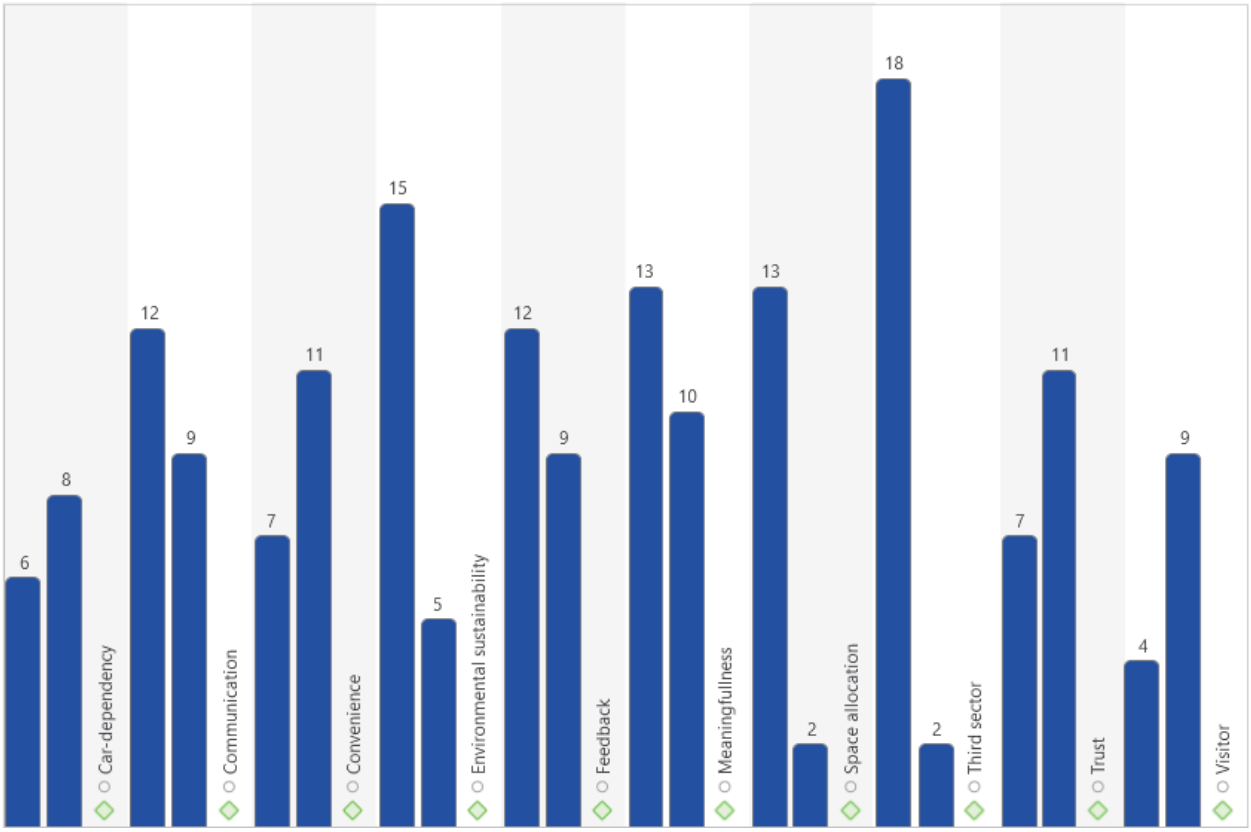

Figure 31: Bar-chart depicting actor-based differences in coding frequencies with the first bar always depicting the organisers and the second bar always depicting the participants (own work, 2025)

See appendix 10 - Code-document table - coding frequencies per actor

This gap between structure and perception highlights a key paradox: even when a process is well organised, it can still fall short if people don't feel included or listened to. Organisers may see procedural clarity, like structured meetings or formal feedback, as sufficient. But if participants experience the same process as top-down or dismissive, trust is lost. This shows that effective participation requires more than just good planning; it also needs emotional credibility and a sense of fairness. Actor type also helps explain thematic emphasis within cases. For example, Rijnbuurt-Oost's focus on method aligns with the organiser interview there, whereas the concerns voiced in Leiden and Zwaanshalskwartier, convenience, trust and parking pressure, reflect stronger participant representation. This lens demonstrates that thematic prominence is shaped not just by local context, but by who is speaking.

In sum, this actor-based lens improves the explanatory power of the findings by showing how roles influence perception. While organisers may view success in terms of structured delivery, participants often judge it by felt legitimacy. Recognising these differences deepens our understanding of what participation means in practice and what it takes to make it work.

6 - Conclusion

This thesis set out to explore a pressing question in contemporary urban planning: *To what extent can participatory practices address the conflicting interests of stakeholders during curb parking removal?* By examining three Dutch cases; Leiden, Rotterdam's Zwaanshalskwartier and Amsterdam's Rijnbuurt-Oost, this research investigated how participatory processes are designed, how they are experienced and to what degree they help manage public value conflict in the transition toward more sustainable, low-car streetscapes.

Each case revealed a distinct participatory trajectory, shaped by local governance structures, the urban context and the role of external facilitators. In Leiden, for example, the municipality led a relatively structured process that emphasised early outreach and broad engagement through city conversations and temporary street stands. In Zwaanshalskwartier, greater emphasis was placed on co-creative formats, notably the Zwaanslab, which prioritised dialogue with specific stakeholders, particularly local business owners. In Rijnbuurt-Oost, the participatory process became more adaptive over time, addressing initial concerns about inclusivity by adding sessions and enhancing feedback mechanisms. The three processes differed in tools, intensity and effectiveness especially in how well they achieved depth (meaningfulness) versus breadth (representativeness) of participation.

At the core of the conflict sparked by parking removal lies a web of conflicting stakeholder values. These tensions were not simply about losing convenience or changing traffic patterns, they were about different visions for what public space should be and who they should serve. The study revealed several recurring types of conflict: spatial conflicts between the desire for green, walkable streets and the need for on-street parking; temporal conflicts between short-term disruption and long-term public benefit; equity conflicts in which the burden of change fell more heavily on certain groups such as families, people with limited mobility or shopkeepers; and stakeholder conflicts between residents seeking livability and businesses concerned with economic viability. As the findings show, these conflicts were not merely disagreements over specific policies but often stemmed from plural interpretations of shared values. This confirms that many conflicts were not between distinct groups, but between divergent framings of the same goal.

A key contribution of this study is the integration of paradox theory. Value conflicts were often unresolvable and appeared in the form of trade-offs without a neutral middle ground. Rather than treating these tensions as problems to be solved, the findings suggest they should be acknowledged as paradoxes to be managed. This reframing advocates for a more realistic and pluralistic approach to stakeholder engagement.. In this context, participation does not aim to resolve such paradoxes, but rather to make them visible and negotiable. When thoughtfully designed, participation provided a space for representation and recognition, enabling stakeholders to articulate their perspectives, confront the trade-offs involved and understand each other's concerns. Participation was particularly effective at defusing tension when it was inclusive, responsive and transparent, even in the absence of consensus.

However, this potential was not always realized. The study identified nine conditions that significantly influence the extent to which participation could support conflict management. These include representativeness, ensuring that a wide range of perspectives are involved and providing clarity about the scope and influence of participation. It matters greatly whether participants feel their voices are taken seriously and whether they receive feedback about how their input is used. Also important are practical

considerations such as accessible formats, well-timed engagement moments and recognition of people's values, even if those values do not align with project goals. Many of these enablers were not only procedural, but also normative and highly dependent on the phase of participation in which they were applied. When these conditions are met, stakeholders tend to be more understanding of outcomes they don't fully agree with because the process itself feels legitimate.

However, when these conditions are absent and participation lacks clarity, transparency or sincerity, conflict can escalate. In such cases, stakeholders may perceive the process as manipulative or tokenistic, which can lead to cynicism, disengagement, participation fatigue or outright organized resistance. This reveals a crucial insight: participation that fails to acknowledge real tension may not reduce conflict; it may deepen it.

Actor-based analysis further sharpened the cross-case comparison. By distinguishing between organisers and participants, it became clear that organisers more frequently described spatial and temporal issues linked to more procedural aspects such as planning logistics, physical constraints and the ordering of project activities. Participants, however, were more concerned with equity and stakeholder conflicts, which tend to centre around normative issues such as fairness, representation, legitimacy and the immediate lived impacts of decisions.

Therefore, the contribution of participation to conflict management must be understood as conditional: participation is not a neutral instrument, but a social and political process, whose effects depend on how it is designed, communicated and experienced. Effective participation balances structure with sincerity, planning with adaptability and technical solutions with honest and meaningful listening.

In conclusion, the extent to which participatory practices can address the conflicting interests of stakeholders during curb parking removal is meaningful, but limited and highly dependent on context. Participatory processes do not eliminate disagreement; but rather create the conditions in which disagreement becomes productive. Its effectiveness depends on specific conditions, such as clarity of scope, trust and visible feedback, that determine whether stakeholders feel genuinely included. When these conditions are met, participation can build understanding, legitimize difficult trade-offs and reduce resistance. When they are absent, however, participation may deepen mistrust. In the shift towards low-car cities, the challenge lies not only in designing better streets, but also in designing better dialogue; ones that invite plural values, manage paradoxes and negotiate new urban streetscapes that are not only more sustainable, but also more equitable and collectively owned.

6.1 Discussion

6.1.1 Key Findings and Interpretations

The results show that removing curbside parking leads to strong tensions between different stakeholder groups. These tensions often relate to how people understand shared values. For example, while many agree that livability and accessibility are important, they interpret these terms differently. Some see parking as essential for daily life and business, while others want greener, quieter streets. These differences resulted in several types of conflict.

The analysis also showed that organisers and participants often framed these tensions differently. Organisers leaned toward procedural conflicts and enablers, while participants focused on normative experiences related to fairness and recognition. This helps explain why even well-structured processes can sometimes fail to feel legitimate.

Participation can help make these conflicts visible and create space to discuss them. Through the lens of paradox theory, these conflicts were not treated as solvable problems but as value conflicts to be acknowledged and managed. It might help people understand other perspectives, even if they don't fully agree with the outcome. But this only happens when participation is designed and delivered well. The interviews showed that certain conditions such as trust, clear communication, meaningful feedback and a well-defined scope, are essential. Without them, participation can actually increase frustration or merely feel like a box-ticking exercise.

This supports the idea found in the literature that participation is most useful when it helps people negotiate between conflicting values, not when it tries to make everyone agree. It also adds to existing research by identifying clear conditions under which participation can help reduce conflict in controversial projects like parking removal.

6.1.2 Implications and contribution to academic debate

This research confirms several insights from recent literature while also offering some important nuances. For example, it supports the idea that participation should not be judged on whether it leads to consensus, but on whether it opens space for value conflict to be expressed and addressed. Building on recent work (e.g. Kappers, 2023; Huls, 2022; Greco et al., 2024), it shifts the focus from outputs to the perceived legitimacy of the process itself.

In doing so, the research also challenges some assumptions. For example, even when a process is representative, the findings demonstrate that even formally inclusive processes can be unsuccessful if certain groups (e.g. car-dependent stakeholders) feel excluded or misunderstood. And when participation lacks transparency or feedback, it can damage trust, even if the technical design is strong. Likewise, the notion of 'participation fatigue' and scepticism towards top-down framing was confirmed in multiple interviews, particularly when feedback loops were weak or participation felt tokenistic. Moreover, this research shows that participation is not a straightforward, goal-oriented process, but a flexible and ongoing one. It involves balancing conflicting interests, managing expectations and responding to changing public opinions.

This research also offers new insights into how stakeholder values operate within participatory conflict. While a lot of literature talks about values as if they're just abstract policy goals, this study shows how stakeholders actually define, defend or negotiate these values in each specific case. The thesis uses the idea of value regimes to show why similar actions lead to different reactions in different areas,not due to simple opposition, but because stakeholders attach different meanings to shared concepts like livability, accessibility or safety. These findings also demonstrate that even shared values are interpreted differently depending on stakeholder roles, confirming the importance of analysing actor perspectives. When properly executed, it gives people a chance to acknowledge and talk about these differences. This helps to link the ideas behind policy with what's actually happening on the ground in cities.

6.1.3 Limitations

Several limitations of the study should be acknowledged. The most obvious one is naturally related to sample size and the extent of the research capacity and scope. The research was based on a small, strategically selected sample of six interviews across three cases. While this allowed for more in-depth insights, it restricts the study's generalisability. Time constraints also prevented a broader and thus more representative pool of participants from being recruited.

Secondly, the interview data was translated from Dutch to English. While efforts were made to preserve meaning and tone, some nuances may have been lost in translation. Relatedly, the decision not to code value types (e.g. intrinsic/instrumental, public/private) in Atlas.ti limited the ability to analyse how these types interacted with specific conflicts. Even though I didn't systematically code for value types, I explored them by comparing them across the thematic values and making reflective memo's, which helped me understand how value differences shaped stakeholder conflict."

Thirdly, the researcher's partial and personal involvement in some of the participatory processes could have influenced the interpretation, despite attempts to maintain reflexivity. Lastly, the research focused on a single point in time, so long-term impacts on implementation and post-project legitimacy remain largely unexplored.

6.1.4 Suggestions for practice and policy

Based on the empirical findings, the following recommendations can be made to improve the design and impact of participatory practices in curbside parking reforms:

- **Clarify the scope from the start:** Inform stakeholders early on about what is and isn't open to participation. Ambiguity in this area often undermines trust.

- **Communicate openly and consistently.** Participation should involve listening as much as talking. Even when ideas aren't adopted, they should be acknowledged.

- **Show what happens with input.** Feedback builds trust. Participants want to know how their views were used in the final decisions.

- **Design for accessibility and diversity:** Adjust the timing, format and location to lower the threshold either for marginalised groups or the silent majority.

- **Address underlying value regimes:** Participation should help people reflect on the values behind their positions, not just express preferences.

- **Use participation to manage paradoxes:** Conflicts are part of complex change. Participation should help balance competing needs, even when no consensus is possible.

These improvements are especially timely in light of the legal embedding of participation under the Environment and Planning Act 2024. They show that participation can only succeed if it is designed to

handle disagreement, not just gather support. As participation becomes mandatory rather than optional, there is a greater risk of it becoming ‘formalistic’ or tokenistic. This makes careful, value-sensitive design even more essential.

6.1.5 Suggestions for future research

This study opens several avenues for future research. Firstly, long-term studies that observe participatory processes over time are needed. Such research could explore how perceptions of legitimacy and value alignment develop during and after participation, when the real effects of street renovations become apparent. Another relevant area of research would be to compare different participatory tools. While this study touched on formats such as Straatlabs, Stadsgesprekken and workshops, further research could investigate the influence of specific tools on stakeholder engagement and conflict resolution. Understanding which methods work best for which types of stakeholders or conflicts would enable participation to be tailored more effectively.

There is also value in scaling up the research. A larger, potentially quantitative study could test how generalisable the nine identified conditions are in different cities, regions or cultural contexts. This would help to determine whether the same enablers apply in more diverse settings or whether they need to be adjusted. Additionally, future work can examine the power dynamics within participation processes. It is important to better understand who sets the terms of engagement, how agendas are framed and why certain perspectives gain more influence than others.

Lastly, more detailed attention could be given to value systems and unintended consequences. Exploring how different types of values, such as intrinsic versus instrumental, shape conflict could clarify how conflicts arise and how they can be addressed. Similarly, investigating the unintended outcomes of parking reform, such as overspill parking, behavioural shifts or business relocation, would highlight the broader consequences of these interventions and the role that participation can play in anticipating them. Future research could also explore how actor roles influence the perception of fairness and legitimacy, using more systematically coded stakeholder typologies.

6.1.6 Contribution to the body of knowledge

This study makes three key contributions to the academic understanding of participation in contested urban transitions. First, it introduces a typology of stakeholder conflicts specific to the removal of curbside parking. By identifying spatial, temporal, equity and stakeholder conflicts, it shows how resistance is shaped by overlapping and sometimes conflicting value regimes. This typology gives urban planners and researchers a structured way to identify and interpret value conflicts in urban regeneration projects.

Secondly, it provides a framework of nine enabling conditions for conflict-sensitive participation, derived inductively from the case studies. These conditions include both procedural elements (e.g. clarity of scope, operational design) and normative dimensions (e.g. trust, recognition). This framework provides a practical tool for designing participatory processes that are better equipped to manage stakeholder conflict, not just logistically, but relationally.

Third, the research reframes participation not as a tool for consensus or persuasion, but as a space for value negotiation. By looking at the plurality of values through the lens of paradox theory, participation becomes a way of acknowledging and engaging with disagreement in a meaningful way, rather than resolving conflict. This thesis enriches the theoretical lens through which participation is studied, particularly in the context of urban mobility and street design transformations. Together, these contributions strengthen the link between participatory theory and its application in politically charged, value-diverse urban environments.

6.2 Reflection

This reflection looks back on the process, methods and choices made during the graduation research phase and tries to give an honest account of what worked, what didn't and what was learned along the way. It also includes how feedback was processed, how theory and practice interacted and how the final phase (P5) of the thesis will be approached. The reflection relates directly to the MBE track and the broader MSc AUBS programme by addressing the societal, practical and academic value of the research.

6.2.1 process and approach

From the start, the research aimed to explore how participatory practices can help manage conflict during curbside parking removal. This topic was chosen due to a personal interest in the transitions of public spaces that I had observed around me, primarily in Amsterdam. The shift towards car-low and people-centred urban centres captured my attention and motivated me to contribute meaningfully to addressing the accompanying issues. The qualitative case study approach combined with semi-structured interviews proved appropriate, effective and enjoyable. This approach enabled in-depth engagement with the perspectives of different stakeholders while remaining close to the lived experiences of participation.

A particularly valuable methodological insight was the decision to treat interviews as the primary source of grounded insight and to analyse them inductively, as recommended by my mentor Angela. Although coding and thematic structuring in Atlas.ti proved to be an agonising process, it offered the necessary clarity and structure. Ultimately, it was the use of comments and memoing that led to the most refined conclusions. This informal layer of interpretation allowed the research to be more responsive and reflective than rigid coding schemes would have permitted.

However, not all aspects of the plan worked out as intended. For example, two important actors, STBY (the executing party of the participation in Rijnbuurt-Oost) and Gijs Holla centrum(centre) manager, were unable to participate as they did not have time. Another case had to be discarded, despite having made significant progress in its analysis, when the municipality decided to take the parking subject out of the participation. The most important decisions regarding the parking issue had already been decided on by the city council and therefore they felt it wasn't meaningful to include it in the process, a decision completely in line with this study's recommendations, but a frustrating setback nonetheless.

On top of that, one of the senior interviewees in the Leiden case revealed mid-interview that they had not really participated in meaningful participation other than filling out the survey. They had apparently missed that notion in my request. Although I chose not to include this interview in my final analysis, it was a pleasant conversation nonetheless that contributed to my overall understanding of the case. Due to

capacity constraints, the interview sample was limited to six participants, two per case. This meant that a more extensive range of voices could not be included. Nevertheless, the selection was diverse in terms of role and experience and care was taken to balance perspectives.

6.2.2 Method reflection

One of my most striking personal learning moments was my misinterpretation of Arnstein's (1969) Ladder of Participation. Early in the project, I referred to the ladder as a guiding framework, seeing it as a useful model to evaluate degrees of citizen influence. However, while analysing the cases, I found myself applying the very logic of manipulation that I was critiquing: I viewed participation that didn't lead to consensus as a failure rather than as an opportunity for negotiation. I assumed that the actors' goal was to secure residents' support for their parking policies, albeit as a sort of propaganda campaign.

This led me to realise that even when we study participation critically, we are not immune to internalising existing constructs, biases and tendencies. In practice, the goal is not usually full citizen control, but rather mutual recognition and negotiated legitimacy. This shift, from evaluating participation in terms of its 'level' to understanding it as a dynamic, value-driven process, deeply shaped how I interpreted the findings and helped me move away from binary thinking.

6.2.3 Neutrality and researcher's role

Another source of tension emerged during the interviews. Often, it proved to require more restraint to remain neutral as an interviewer than anticipated. At many times, you see two parties with great distance from each other clearly misunderstanding each other's position. You feel tempted to bridge that gap and bring them closer together, but intervening like this can also be interpreted as bias. This is why I consciously chose to remain neutral at all times; after all, these were interviews, not debates. While this limited the potential for direct impact, it preserved the integrity of the research setting. Through critical yet non-leading questions, I tried to gather the necessary insights while sometimes nudging reflection on the part of the interviewee.

6.2.4 Dealing with feedback

Feedback from my mentors throughout the graduation process played a major role in shaping the research. Early discussions pushed me to move away from framing participation as a tool for persuasion. Instead, I was encouraged to see it as a means of expressing conflict, rather than resolving it. This change in perspective had a significant impact on the research's structure and directly led to the development of the nine participatory conditions identified in the findings. Also on other fronts the feedback I got was often leading in my approach and I tried to incorporate it as much as possible. Of course, there were moments when I was slightly stubborn, but I think these were few and not very fundamental.

6.2.5 Academic and societal value

From an academic perspective, this research contributes to a more nuanced understanding of how participation functions in contested urban transitions. It addresses gaps in the literature by providing an empirical set of conditions that enable conflict management and by reinterpreting participation as a means

of negotiating values. In terms of societal impact, the project promotes more inclusive and responsive urban development, particularly in dense urban environments such as the Randstad, which can serve as the ultimate testing ground for policies aimed at reducing car travel.

Ethical considerations were addressed by ensuring confidentiality, neutrality and transparency throughout the research process, as set out in the informed consent forms. Participants were informed about my background and the scope and goals of the study and their input was treated with respect throughout.

6.2.6 Transferability and scope

While the cases are Dutch and context-specific, the typology of conflicts and the participation conditions identified are broadly applicable to other urban settings facing similar dilemmas. That said, the research does not aim to offer universal solutions. Instead, it provides a flexible framework for cities and planners to adapt based on their own political and cultural situations.

6.2.7 Looking Ahead

In the final phase of this graduation project, the focus will be on tightening the thesis text and finalising the visual materials, such as diagrams and tables. There may also be an opportunity to develop a practitioner-oriented summary of the findings in the form of a blog post. The research will be extensively reviewed front to back to refine the structure, remove redundancies, make sections more lean and eliminate content that has become less relevant during the course of the research. The accompanying visuals will be reviewed and improved to capture key information, conclusions and the core message in the most effective and comprehensive way possible. Additionally, more 'meta' sections will be added, such as a foreword and an acknowledgements section. Lastly, the entire layout will be redesigned in InDesign to fit the house style and increase readability.

6.2.8 Personal Reflection Questions

1. To what extent can researchers stay neutral while studying participation and when does neutrality become a missed opportunity for dialogue?

2. How can participatory processes be designed to recognize value conflicts, without falling into the trap of trying to “solve” them?

7 - References

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8 - Appendices

Appendix 1 - Blog post (executive summary)

Appendix 2 - Informed Consent

Appendix 3 - Interview protocol A - Organisers

Appendix 4 - Interview Protocol B - Participants

Appendix 5 - Data Management Plan (DMP)

Appendix 6 - Code list

Appendix 7 - Quotation manager

Appendix 8 - HREC application

Appendix 9 - Code-document table - coding frequencies per case

Appendix 10 - Code-document table - coding frequencies per actor

Shared streets, shared power: rethinking participation in the age of parking removal

By Sven Mulder – TU Delft, Management in the Built Environment
Graduation Thesis Executive Blog | May 2025

As Dutch cities transition toward “autoluw”, streets where people, bikes and green space take precedence over parked cars, a quiet resistance is growing louder.

Municipalities and developers are removing curbside parking to create more livable, climate-resilient neighborhoods. But in many places, residents and business owners aren’t celebrating, they’re pushing back. What looks like spatial progress to some feels like a threat to others. Why?

Because parking isn’t just a technical matter. It’s a political one, an emotional one, a cultural one. And in this political space, participation is often failing to live up to its promise.

In my graduation thesis, I investigated this tension. Not just whether participation helps, but how and when it actually works and when it doesn’t. Drawing from in-depth case studies in Leiden, Rotterdam and Amsterdam, plus six interviews with residents, local business owners and organizers, my findings suggest a shift in how we think about citizen involvement. Participation cannot make everyone agree, but it can help us disagree better.

Why parking is a hot topic

The removal of on-street parking is a key element of the low-car city agenda. It’s backed by evidence: curb parking encourages car use, worsens safety, reduces green space, and contributes to traffic congestion. And yet, the backlash remains strong.

Why? Because the curb is not a neutral space. It’s deeply contested:

> *"The curb is the new urban frontier, and parking may no longer be the most productive use of this space" - Angela Wu*

Across the cases I studied, four types of conflict consistently emerged:

1. **Spatial conflict**: Who gets to use the street? Drivers? Cyclists? Children? Removing parking forces a reallocation of public space and with it, visibility and power.

2. **Temporal conflict**: Short-term disruption vs. long-term gain. Residents often support change in principle but reject the speed or rollout of interventions.

3. **Equity conflict**: Who carries the burden? Low-mobility groups, elderly residents, small retailers? These actors often feel left behind.

4. **Stakeholder conflict**: Municipalities, developers, residents and local business owners all prioritize different goals. The friction lies not in misunderstanding, but in competing yet legitimate values.

An urban planner from Leiden captured this tension well:

> *“If you ask people: ‘What do you want in your street?’, they say: more air, more greenery. But if you then say: ‘Do you think it's OK if we take away parking spaces to make that possible?’, then resistance arises.” (1:115)*

Take Rijnbuurt-Oost in Amsterdam. Residents welcomed more greenery and playgrounds, but worried about parking loss near care homes. In Zwaanshalskwartier, Rotterdam, shopkeepers feared losing customers due to delivery issues and reduced accessibility. In Leiden, the street dialogues were more spontaneous and open, but left some groups underrepresented.

These aren’t outliers. They represent a systemic challenge: how do we balance livability and accessibility in cities where every square meter is up for debate?

Participation: A tool for listening — not just agreeing

The common answer is: participation. But participation often gets deployed too late, or too shallowly. It’s used to inform, not involve. Or worse, to validate decisions already made. When this happens, participation becomes a performance that many call ‘tokenism’.

As one local business owner put it:

> *“If you are asked for input and you come up with ideas... and you see completely different things.... Then you're like, ‘Why are you asking me for input?’” (5:35)*

But there’s a better way. My thesis reframes participation not as a method for building consensus, but as a platform for managing conflict. If you make sure you think about the fact that people won't always agree, rather than just assuming they will, participatory processes can create legitimacy, even in controversy.

What makes participation actually work?

From the cases and interviews, I identified nine key conditions that allow participation to function as a mechanism of trust-building and conflict management:

- **Trust**: It's not given, it's built through responsiveness, transparency, and continuity.
- **Communication**: Clear, honest and early, not just marketing or damage control.
- **Meaningfulness**: Influence must be real; people know when their input matters and when it doesn't.
- **Scope**: Be clear what's open to change and what isn't. Ambiguity increases frustration.
- **Feedback**: Show how input shaped the outcome. Silence signals irrelevance.
- **Representativity**: Don't just hear the loudest voices. Include those affected most, especially opposition and vulnerable groups.
- **Recognition**: Even when input isn't used, it must be acknowledged and respected.
- **Operationality**: Accessibility, timing and format all matter. A streetlab at the wrong hour excludes the very people it's meant to engage.
- **Accountability**: Who decides? Who follows up? Power must be visible and answerable.

In every case where participation was seen as successful, multiple of these conditions were clearly present. Where processes failed, their absence was just as clear, especially communication, representativity and feedback.

As one project leader admitted:

> *"We all still have a world to win regarding feedback. Often it goes like this: 'Hey, thanks for your input!' [door closes]. And then you don't hear anything for six months." (2:75)*

Case insights in action

In Amsterdam's Rijnbuurt-Oost, streetlabs allowed 53 residents to co-create designs. Still, questions lingered over how input was used, especially from older residents and caregivers. In

In Rotterdam's Zwaanshalskwartier, participation was deeply embedded from the start through workshops, street dialogues and feedback moments. Participants praised the interactive tools and co-creative focus, though some shopkeepers still questioned whether their logistical needs were fully addressed Leiden's inner city offered the most diverse modes of input; city conversations, one-on-ones and temporary street stands, which helped reach the so-called 'silent majority', but follow-up was inconsistent.

These contrasts underline the thesis's core argument: participation isn't about the method, it's about the mechanics of legitimacy.

Designing fairer streets requires designing fairer dialogues

So, what's often missing in urban planning isn't consensus, it's structured disagreement. Participation is most powerful when it offers a stage for this.

One organizer captured this ethos perfectly:

> *"You may disagree with each other. But facilitating the conversation and allowing people to have that conversation - that's actually very valuable." (QID 2:68)*

If we're serious about reclaiming public space, we need to be just as serious about how we share the power to shape it.

The transition to low-car cities is not just a design challenge. It's a governance challenge. Removing parking may improve streets, but it also reveals who feels excluded from the conversation. That's where participation comes in: **not to eliminate disagreement, but to make space for it**.

Urban change will always create winners and losers. The job of participation is not to mask this, it's to negotiate it openly.

In summary

Urban transitions are never just technical. They are social, emotional, and political. The story of curb parking removal isn't just about mobility, it's about power, values and the future of public space.

If we want greener cities, we'll need more than new rules. We'll need new rituals of decision-making. That starts with participation, not as a checkbox, but as a stage where urban futures are negotiated.

Delft University of Technology
HUMAN RESEARCH ETHICS
INFORMED CONSENT FORM

U wordt uitgenodigd om deel te nemen aan een onderzoek genaamd 'A study into the Role of Participatory Practices in Managing Public Perspectives on Curb Parking Removal'. Dit onderzoek wordt uitgevoerd door Sven Mulder van de TU Delft en Kickstad B.V.

Het doel van dit proefschrift is onderzoeken in hoeverre participatieve praktijken de conflicterende perspectieven van belanghebbenden bij het verwijderen van (langs)parkeerplaatsen kunnen managen en zal ongeveer 30-45 minuten in beslag nemen. De data zal gebruikt worden voor het onderbouwen van bevindingen in het proefschrift en zal na afloop gepubliceerd worden in de repository van de TU Delft. U wordt gevraagd om vragen te beantwoorden over de participatieve processen omtrent het verwijderen van parkeerplekken op locatie X.

Zoals bij elke online activiteit is het risico van een databreuk aanwezig. Wij doen ons best om uw antwoorden vertrouwelijk te houden. We minimaliseren de risico's door geen persoonlijke data op te slaan of te verwerken in de resultaten. Informatie betreffende uw relatie met het project zal niet direct worden gelinkt aan uitspraken. Laatstgenoemde informatie zal worden opgeslagen volgens een door de TU Delft goedgekeurd Data Management Plan.

Uw deelname aan dit onderzoek is volledig vrijwillig, en u kunt zich elk moment terugtrekken zonder reden op te geven. U bent vrij om vragen niet te beantwoorden. Uw persoons- en contactgegevens zullen na dit interview verwijderd worden.

Uitvoerend onderzoeker:
Sven Mulder

Verantwoordelijk onderzoeker:
Yawei Chen

PLEASE TICK THE APPROPRIATE BOXES	Yes	No
A: GENERAL AGREEMENT – RESEARCH GOALS, PARTICPANT TASKS AND VOLUNTARY PARTICIPATION		
1. Ik heb de informatie over het onderzoek gedateerd 12-04-2025 gelezen en begrepen, of deze is aan mij voorgelezen. Ik heb de mogelijkheid gehad om vragen te stellen over het onderzoek en mijn vragen zijn naar tevredenheid beantwoord.	☐	☐
2. Ik doe vrijwillig mee aan dit onderzoek, en ik begrijp dat ik kan weigeren vragen te beantwoorden en mij op elk moment kan terugtrekken uit de studie, zonder een reden op te hoeven geven.	☐	☐
3. Ik begrijp dat mijn deelname aan het onderzoek de volgende punten betekent dat; – Dit interview wordt opgenomen (audio), – Het audiobestand wordt opgeslagen op een TU Delft server (OneDrive), – Het audiobestand zal worden getranscribeerd naar tekst, waarna de audio opname zal worden vernietigd.	☐	☐
4. Ik begrijp dat het interview ongeveer 30 tot 45 minuten in beslagen kan nemen.		
B: POTENTIAL RISKS OF PARTICIPATING (INCLUDING DATA PROTECTION)		
5. Ik begrijp dat mijn deelname betekent dat er persoonlijke identificeerbare informatie en onderzoeksdata worden verzameld, met het risico dat ik hieruit geïdentificeerd kan worden.	☐	☐
6. Ik begrijp dat binnen de Algemene verordening gegevensbescherming (AVG) een deel van deze persoonlijk identificeerbare onderzoeksdata als gevoelig wordt beschouwd, namelijk uw functie en relatie tot het project.	☐	☐
7. Ik begrijp dat de volgende stappen worden ondernomen om het risico van een databreuk te minimaliseren en dat mijn identiteit op de volgende manieren wordt beschermd in het geval van een databreuk; – Anonimisering van de deelnemers, – Transcriberen van audiofragmenten, – Aggregatie van de data, – Veilige opslag van de data, – Gelimiteerde toegang tot de data.	☐	☐
8. Ik begrijp dat de persoonlijke informatie die over mij verzameld wordt en mij kan identificeren, zoals naam, woonplaats e.d., **niet** gedeeld worden buiten het studieteam.	☐	☐
9. Ik begrijp dat de persoonlijke data die over mij verzameld wordt, vernietigd wordt direct na het transcriberen van het audiobestand (Streeftijd 2 werkdagen na het afnemen van dit interview).	☐	☐

PLEASE TICK THE APPROPRIATE BOXES	Yes	No
C: RESEARCH PUBLICATION, DISSEMINATION AND APPLICATION		
10. Ik begrijp dat na het onderzoek de geanonimiseerde informatie gebruikt zal worden voor; – Het onderbouwen van de bevindingen in dit afstudeeronderzoek, – Het opnemen van (geanonimiseerde) citaten in dit afstudeeronderzoek.	☐	☐
11. Ik geef toestemming om mijn antwoorden, ideeën of andere bijdrages anoniem te quoten in resulterende producten.	☐	☐
12. Ik geef toestemming om mijn functie/relatie tot het project weer te geven voor quotes in resulterende producten.	☐	☐
D: (LONGTERM) DATA STORAGE, ACCESS AND REUSE		
13. Ik geef toestemming om de geanonimiseerde data, zijnde uw antwoorden in dit interview, te archiveren in de TU Delft Repository opdat deze gebruikt kunnen worden voor toekomstig onderzoek en onderwijs.	☐	☐
14. Ik begrijp dat de toegang tot deze repository beperkt is tot werknemers en studenten van de TU Delft.	☐	☐

Handtekeningen

_____ _____ _____

Naam deelnemer Handtekening Datum

Ik, **de onderzoeker**, verklaar dat ik de informatie en het instemmingsformulier correct aan de potentiële deelnemer heb voorgelezen en, naar het beste van mijn vermogen, heb verzekerd dat de deelnemer begrijpt waar hij/zij vrijwillig mee instemt.

_____ _____ _____

Naam onderzoeker Handtekening Datum

Contactgegevens van de onderzoeker voor verdere informatie:

Sven Mulder

+316 55 75 29 11

S.B.Mulder-1@student.tudelft.nl

A: Interview Protocol for Organizers of Participatory Practices

Introduction:

Explaining the research objectives: The study focuses on understanding how participatory practices address stakeholder interests and conflicts related to curb parking removal. This research seeks to analyze the effectiveness of these practices in the context of the growing trend toward cities with fewer cars, where rethinking parking plays a crucial role.

Introducing the interviewer: My name is Sven Mulder, I am a student researcher interested in the effectiveness of participatory practices in urban renewal projects and conflict management related to the elimination of on-street parking. The purpose of this interview is to gather your experience and perspective as an organizer of these practices to better understand these processes.

Establishing the scope: During this interview, we will discuss the planning and implementation of participatory practices in this project, the main conflicting interests that arose in relation to the elimination of parking, how these conflicts were attempted to be addressed, the evaluation of the effectiveness of the practices used and the lessons learned for the future.

[INFORMED CONSENT FORM HAND-OUT]

PART A1: Planning and Implementation of Participatory Practices:

What was your role in this urban landscape renewal project? (SQ 2)

Answer:

Could you describe the participatory methods used in this project? *For example, were workshops, surveys, public forums or some other techniques conducted?* (SQ 2)

Answer:

Could you describe how you informed participants about this project and the opportunity to participate in it? (SQ 1 & 2)

Answer:

Who took the initiative to implement this participatory process and what were the main reasons behind this decision? (SQ 2)

Answer:

What objectives were expected to be achieved by implementing these participatory practices? (SQ 2 & 3)

Answer:

How were different stakeholder groups identified and selected to participate in this process? (SQ 2)

Answer:

FOLLOW-UP: and was the diversity of their potential values and interests taken into account? (SQ 1 & 2)

Answer:

Could you describe some of the challenges you faced in designing and implementing these practices? (SQ 1, 2 & 3)

Answer:

What measures were taken to ensure transparency and open communication with all stakeholders throughout the process? (SQ 2)

Answer:

<u>PART A2: Stakeholder values:</u>

Considering this urban renewal project and the reduction of on-street parking, what do you consider to be the most valuable aspects of the street or public space in this area? (SQ 1)

Answer:

From your perspective, what specific value (*utility*) did on-street parking have in this area before its removal? *For what types of people or activities do you think it was most valuable?* (SQ 1)

Answer:

How do you think the elimination of on-street parking might have affected the values you mentioned? *What values do you think were strengthened or diminished by this elimination?* (SQ 1)

Answer:

Based on your experience, how do you think proper alignment of values among different stakeholders could be achieved in similar future projects? (SQ 1 & 3)

Answer:

Based on your experience with this project, do you think 'public values *(perspectives)*' were taken into account? (SQ 1 & 3)

Answer:

FOLLOW-UP: How would you define 'public values (perspectives)' in the context of urban renewal and parking management? (SQ 1)

Answer:

<u>PART A3: Addressing Conflicting Interests:</u>

Considering the different stakeholders involved *(residents, business owners, authorities, etc.)*, do you think there were different or even conflicting values (*interests*) regarding curb parking removal? *What might these values be?* (SQ 1)

Answer:

FOLLOW-UP: How did you attempt to address these conflicting interests through participatory practices?

(SQ 2 & 3)

Answer:

Could you identify any specific moments in the participatory process where you perceived a significant value conflict among stakeholders ? (SQ 1 & 2)

Answer:

FOLLOW-UP: What strategies did you use to manage disagreements and build consensus?

(SQ 1, 2 & 3)

Answer:

How did you incorporate resident input into the project goals and decision-making?

(SQ 2 & 3)

Answer:

<u>PART A4: Evaluation and Outcomes:</u>

How did you evaluate the effectiveness of the participatory practices? (SQ 2 & 3)

Answer:

FOLLOW-UP: Beyond tangible results like the elimination of parking, Were there specific indicators used to measure the success of the participatory process? (SQ 2 & 3)

Answer:

In your opinion, to what extent did these practices contribute to managing conflicting interests? (SQ 3)

Answer:

PART A5: Suggestions for Improvement:

What lessons did you learn from this project that could improve future participatory practices? (SQ 3)

Answer:

What improvements or alternatives do you suggest for balancing parking needs and streetscape renewal goals? (SQ 3)

Answer:

How do you think participatory practices can be improved to better address stakeholder concerns? (SQ 3)

Answer:

Closing:

I sincerely appreciate your time and the valuable insights you have shared with me.

Do you have any other questions or comments you would like to add?

I reiterate that all the information you have provided to me will remain confidential and anonymous in the final investigation report.

B: Interview Protocol for Participants in Participatory Practices

Introduction:

Explaining the research objectives: The study focuses on understanding how participatory practices address stakeholder values and conflicts related to curb parking removal. This research seeks to analyze the experiences and effectiveness of these practices in the context of the growing trend toward cities with fewer cars, where rethinking parking plays a crucial role.

Introducing the interviewer: My name is Sven Mulder, I am a student researcher interested in understanding the effectiveness of participatory practices in urban renewal projects and conflict management related to the reduction of on-street parking. The purpose of this interview is to learn about your experience as a participant in these practices and how you felt your interests and values were addressed.

Establishing the scope: During this interview, we will address your experience with the participatory activities in this project, your main values and perspectives regarding the elimination of parking, whether you felt these were adequately addressed, your opinion on the effectiveness of the participation, and your suggestions for improving future processes. We will also explore your values related to public space and parking.

[INFORMED CONSENT FORM HAND-OUT]

PART B1: Experience with Participatory Practices:

What is your connection to the streetscape renewal project (*e.g., resident on which street, owner of what type of business*)? (SQ 1 & 2)

Answer:

Could you describe how you were informed about this project and the opportunity to participate in it? (SQ 1 & 2)

Answer:

What types of participatory activities did you participate in? *For example, did you attend workshops, answer surveys, participate in public forums, or some other form?* (SQ 2)

Answer:

How would you describe your overall experience with these participatory practices? *What aspects did you find most positive or negative?* (SQ 3)

Answer:

PART B2: Values and conflicts:

What do you consider to be the most valuable aspects of your street or public space in general? (SQ 1)

Answer:

What value (*utility*) did on-street parking have in this area before its removal? *For what types of people or activities do you think it was most valuable?* (SQ 1)

Answer:

How do you think the elimination of on-street parking might have affected the values you mentioned? (SQ 1)

Answer:

FOLLOW-UP: What were your main concerns regarding curb parking removal? (SQ 1)

Answer:

Do you think there are different or even contradictory stakeholder values (interests) regarding curb parking removal? *What would some of these values be?* (SQ 1)

Answer:

FOLLOW-UP: Could you identify any specific moments during the participatory process where you felt there was a significant value conflict among stakeholders ? *(SQ 1 & 2)*

Answer:

PART B3: Effect of participation:

Regarding the participatory practices used, did you feel that your own values and priorities were taken into account? *How was this reflected in the process?* (SQ 1, 2 & 3)

Answer:

Do you think 'public values (perspectives)' were taken into account? (SQ 1 & 3)

Answer:

In your opinion, to what extent were participatory practices effective in addressing the different interests of stakeholders? (SQ 3)

Answer:

Do you believe that the project outcomes reflect the needs and preferences of the community regarding parking? (SQ 3)

Answer:

How has the removal of curb parking affected you personally and/or your business? Could you describe some of the impacts? (SQ 1 & 3)

Answer:

PART B4: Suggestions for Improvement:

What improvements or alternatives do you suggest for balancing parking needs and urban renewal goals? (SQ 3)

Answer:

FOLLOW-UP: How do you think proper alignment of stakeholder values could be achieved in similar future projects? (SQ 1 & 3)

Answer:

How do you think participatory practices could be improved to better address stakeholder concerns? (SQ 3)

Answer:

Closing:

I sincerely appreciate your time and the valuable insights you have shared with me.

Do you have any other questions or comments you would like to add?

I reiterate that all the information you have provided to me will remain confidential and anonymous in the final investigation report.

Plan Overview

A Data Management Plan created using DMPonline

Title: Msc Research Thesis

Creator: Sven Mulder

Principal Investigator: Sven Mulder

Data Manager: Sven Mulder

Project Administrator: Sven Mulder

Affiliation: Delft University of Technology

Template: TU Delft Data Management Plan template (2025)

Project abstract:

This P2 report evaluates the challenges and potential solutions to parking management and participatory practices in urban planning, with a particular emphasis on understanding the public perceptions of removing curb parking and car-free city policies. Through a critical study of the existing literature, the report shows the negative consequences of on-street parking on traffic flow, safety and urban livability, as well as discussing contentiousness and barriers to parking reform. The importance of participatory practices in managing these obstacles is carefully examined. This also includes insights into their potential to incentivise inclusive governance and sustainable development. The report also addresses research gaps, such as a lack of academic studies on public opinion towards parking removal. As well as the limitations of present participatory practices in actually accomplishing resident influence on urban development. It goes on to propose a research approach combining case studies and qualitative interviews to study stakeholders' perceptions, experiences and attitudes towards parking removal initiatives.

Key Message: The literature review highlights the importance of addressing challenges with curb parking and promoting inclusive participatory practices in urban planning to achieve sustainable, safe and livable cities.

Keywords: Public perspectives, parking management, urban planning, on-street parking, car-free city policies, participatory practices, stakeholder engagement, public opinion, traffic flow, urban livability, resident perceptions, sustainable development

ID: 168081

Start date: 20-02-2024

End date: 27-06-2025

Last modified: 01-05-2025

Msc Research Thesis

0. Adminstrative questions

1. Provide the name of the data management support staff consulted during the preparation of this plan and the date of consultation. Please also mention if you consulted any other support staff.

Yawei Chen
Angela Greco

2. Is TU Delft the lead institution for this project?

- Yes, leading the collaboration – please provide details of the type of collaboration and the involved parties below

I am doing a graduation internship at Kickstad B.V. (details can be found in the internship contract).

I. Data/code description and collection or re-use

3. Provide a general description of the types of data/code you will be working with, including any re-used data/code.

Type of data/code	**File format(s)**	**How will data/code be collected/generated?** *For re-used data/code: what are the sources and terms of use?*	**Purpose of processing**	**Storage location**	**Who will have access to the data/code?**
Qualitative interview data	PDF	Transcript	To collect the necessary quantitative data	TU Delft OneDrive	Research team
Recording of interview	MP3	Laptop (Teams)	To create a transcript of the interview	TU Delft OneDrive	Research team
Informed consent forms	PDF	Informed consent forms signed digitally.	To obtain and document informed consent.	TU Delft OneDrive	Research team

II. Storage and backup during the research process

4. How much data/code storage will you require during the project lifetime?

- < 250 GB

5. Where will the data/code be stored and backed-up during the project lifetime? (Select all that apply.)

- TU Delft OneDrive

III. Data/code documentation

6. What documentation will accompany data/code? (Select all that apply.)

- Data – Methodology of data collection

IV. Legal and ethical requirements, code of conducts

7. Does your research involve human subjects or third-party datasets collected from human participants?

If you are working with a human subject(s), you will need to obtain the HREC approval for your research project.

- Yes – please provide details in the additional information box below

The research involves organisers and participants of participatory practices spread out over three cases; Leiden, Zwaanshalskwartier (Rotterdam) and Rijnbuurt-Oost (Amsterdam). Additional information can be found in the HREC checklist/application.

8. Will you work with personal data? (This is information about an identified or identifiable natural person, either for research or project administration purposes.)

- Yes

Their relation to the case is being documented. This can be whether they are inhabitant of the case-area, organiser of the particapatory practice, a local business owner or otherwise related to the case.

9. Will you work with any other types of confidential or classified data or code as listed below? (Select all that apply and provide additional details below.)

If you are not sure which option to select, ask your Faculty Data Steward for advice.

- Yes, confidential data received from commercial, or other external partners

The names and contact details of particpants of the participatory practices

10. How will ownership of the data and intellectual property rights to the data be managed?

For projects involving commercially-sensitive research or research involving third parties, seek advice of your Faculty Contract Manager when answering this question.

Ownership of the data and intellectual property rights to the data will be managed according to standard TU Delft master thesis procedures. Additionally, the intellectual property rights are framed by a graduation agreement between Delft University of Technology, myself and Kickstad B.V.

11. Which personal data or data from human participants do you work with? (Select all that apply.)

- Names as contact details for administrative purposes
- Proof of consent (such as signed consent materials which contain name and signature)
- Audio recordings
- Special categories of personal data (specify which): race, ethnicity, criminal offence data, political opinion, union membership, religious or philosophical beliefs, sex life and/or sexual orientation, health data, biometric or genetic data – please provide details in the additional information box below
- Telephone number, email addresses and/or other addresses as contact details for administrative purposes
- Names and/or geolocation information as part of research data

12. Please list the categories of data subjects and their geographical location.

Interview participants are residents in urban areas in the Netherlands, specifically in Leiden, Zwaanshalskwartier (Rotterdam) and Rijnbuurt-Oost (Amsterdam), as well as organisers of participatory practices or people that have otherwise contributed to these processes. In all cases they are from the same city as the case they have worked on.

13. Will you be receiving personal data from or transferring personal data to third parties (groups of individuals or organisations)?

- Yes – please provide details about the data and third party(ies) below

The data will be shared with and exchanged between me and the company providing the graduation internship

14. Which countries will you be receiving personal data from or transferring personal data to? (Select all that apply.)

- Netherlands

15. What advice did the Privacy team give regarding data transfer? Record below their advice, the data transfer mechanism used, and any agreed security measures.

N/A

16. What are the legal grounds for personal data processing?

- Informed consent

17. Please describe the informed consent procedure you will follow below.

The researcher will inform the potential participants about the goals and procedures of the research project. The researcher will also inform them about the personal data that are being processed and for what purpose. This information will be provided to the potential participants verbally in addition to a digital version of the Informed Consent form. The form will be discussed together with the participant and all participants will be asked for their consent for taking part in the study and for data processing by signing the digital informed consent form before the start of the interview/experiment.

18. Where will you store the physical/digital signed consent forms or other types of proof of consent (such as recording of verbal consent)?

On my laptop, specifically on the TU Delft OneDrive environment

19. Does the processing of the personal data result in a high risk to the data subjects? (Select all that apply.)

If the processing of the personal data results in a high risk to the data subjects, it is required to perform a Data Protection Impact Assessment (DPIA). In order to determine if there is a high risk for the data subjects, please check if any of the options below that are applicable to the processing of the personal data in your research project.

If any category applies, please provide additional information in the box below. Likewise, if you collect other type of potentially sensitive data, or if you have any additional comments, include these in the box below.

If one or more options listed below apply, your project might need a DPIA. Please get in touch with the Privacy team (privacy-tud@tudelft.nl) to get advice as to whether DPIA is necessary.

- None of the above apply

23. What will happen with the personal data used in the research after the end of the research project?

- Anonymised or aggregated data will be shared with others

24. For how long will personal research data (including pseudonymised data) be stored?

- Personal data will be deleted at the end of the research project

25. How will your study participants be asked for their consent for data sharing?

- In the informed consent form: participants are informed that their personal data will be anonymised and that the anonymised dataset is shared publicly

V. Data sharing and long term preservation

27. Apart from personal data mentioned in question 23, will any other data be publicly shared?

Please provide a list of data/code you are going to share under 'Additional Information'.

- All other non-personal data/code produced in the project

29. How will you share research data/code, including those mentioned in question 23?

- All anonymised or aggregated data, and/or all other non-personal data/code will be uploaded to 4TU.ResearchData with public access

30. How much of your data/code will be shared in a research data repository?

- < 100 GB

31. When will the data/code be shared?

- At the end of the research project

32. Under what licence(s) will the data/code be released?

- CC0

VI. Data management responsibilities and resources

33. If you leave TU Delft (or are unavailable), who is going to be responsible for the data/code resulting from this project?

My supervisor Yawei Chen

34. What resources (for example financial and time) will be dedicated to data management and ensuring that data will be FAIR (Findable, Accessible, Interoperable, Re-usable)?

Standaard TU Delft resources concerning master graduates

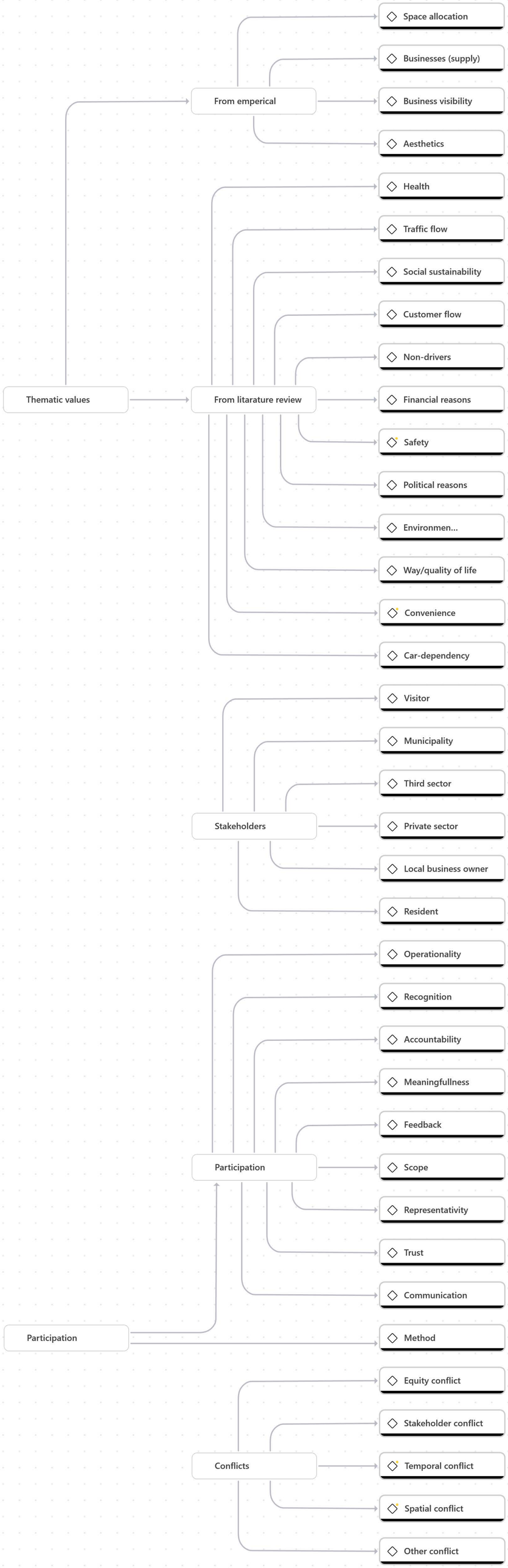
Planned Research Outputs

Master Thesis - "A study into the Role of Participatory Practices in Understanding Public Perspectives on Curb Parking Removal"

The literature review highlights the importance of addressing challenges with curb parking and promoting inclusive participatory practices in urban planning to achieve sustainable, safe and livable cities.

Planned research output details

Title	DOI	Type	Release date	Access level	Repository(ies)	File size	License	Metadata standard(s)	May contain sensitive data?	May contain PII?
A study into the Role of Participatory Practices i ...		Master Thesis	2025-06-27	Open	None specified		Creative Commons Zero v1.0 Universal	None specified	Yes	No


Thematic values
From emperical
Space allocation
Businesses (supply)
Business visibility
Aesthetics
From litarature review
Health
Traffic flow
Social sustainability
Customer flow
Non-drivers
Financial reasons
Safety
Political reasons
Environmen...
Way/quality of life
Convenience
Car-dependency
Stakeholders
Visitor
Municipality
Third sector
Private sector
Local business owner
Resident
Participation
Operationality
Recognition
Accountability
Meaningfullness
Feedback
Scope
Representativity
Trust
Communication
Participation
Method
Conflicts
Equity conflict
Stakeholder conflict
Temporal conflict
Spatial conflict
Other conflict

ID	Quotation Content	Codes	Reference
1:1	interviews	Method	1 - 1
1:2	interne als externe gesprekken. Intern hebben we veel gesprekken gevoerd over wie de belanghebbenden zijn bij het hele project. Wie zouden we erbij moeten betrekken? Onder andere zijn we met de centrummanager in gesprek gegaan, omdat hij de belangen van de ondernemers vertegenwoordigt. Met hen hebben we ook uitgezocht hoe die participatie eruit zou kunnen zien. Dat is vervolgens vormgegeven door Kickstad. Het proces bestond onder andere uit vrij open gesprekken met de verschillende belanghebbenden. Eén-op-één eigenlijk, of in ieder geval vanuit Leiden met twee personen, en vanuit de belanghebbende ondernemers meestal ook één of twee personen.	Method	1 - 1
1:3	centrummanager	Third sector	1 - 1
1:4	ondernemers	Local business owner	1 - 1
1:5	Kickstad	Private sector	1 - 1
1:7	op verschillende plekken in de binnenstad stands hebben neergezet. Daar zijn we met projectteamleden gaan staan, met een aantal maquettes, om mensen te bevragen. Of mensen die spontaan iets wilden zeggen, konden daar hun zegje doen over wat zij vonden van een autoluwe binnenstad — of wat zij graag wilden met het centrum, los van autoluwheid ook.	Method	2 - 2
1:8	We hebben inderdaad ook webinars georganiseerd, volgens mij meerdere, om een breder publiek te bereiken.	Method	2 - 2
1:9	Voor raadsleden — ik weet niet precies of je dat onder participatie wil scharen — hebben we een rondwandeling gedaan door de stad. Op die manier konden we hen vertellen over de opzet en de doelen van de agenda, en ook technische vragen beantwoorden die ze eventueel hadden.	Method Municipality	2 - 2
1:10	We hebben ook, samen met Gijs Holla, de centrummanager, een excursie georganiseerd voor ondernemers uit de binnenstad. Dat was naar Delft, waar ze al wat verder waren met het invoeren van een autoluwe binnenstad met kentekencamera's.	Local business owner Method	2 - 2
1:13	Leiden	Municipality	1 - 1
1:14	ondernemers uit Leiden	Local business owner	2 - 2
1:15	we hebben ook gebruikgemaakt van enquêtes.	Method	2 - 2
1:16	Tegelijkertijd liep er ook een traject — de Agenda Leiden Duurzaam Bereikbaar — of die was net afgerond. Daar was ook een flink participatieproces aan voorafgegaan, dus we hebben ook gebruikgemaakt van de uitkomsten van dat traject, omdat het over hetzelfde thema ging, maar dan voor de hele stad.	Method	2 - 2
1:17	burgerpanel	Third sector	3 - 3
1:18	initiatiefnemer van de agenda. Dat is uiteindelijk gewoon de gemeente. De coalitie	Municipality	3 - 3
1:19	de verantwoordelijke wethouder.	Municipality	3 - 3
1:20	Wel was ik de opdrachtgever voor het participatietraject	Private sector	3 - 3
1:21	In eerste instantie ging het vooral over hoe we minder verkeersbewegingen in het centrum kunnen krijgen. En of we daartoe een aantal straten eenrichtingsverkeer konden maken of afsluiten.	Traffic flow	3 - 4
1:22	Zeker in de binnenstad. Maar voor zo'n historische stad stonden er wel heel veel auto's geparkeerd in de binnenstad, ook op hele mooie monumentale pleinen.	Aesthetics	4 - 4
1:23	Dus er wordt behoorlijk wat ruimte opgeslokt door geparkeerde auto's.	Space allocation	4 - 4

1:24	Verkeer is uiteindelijk maar een middel. Het gaat om de doelen die je wil bereiken.		4 - 4
1:25	Dus: wil je het groener hebben?	Environmental sustainability	4 - 4
1:26	Moet er meer ruimte komen voor fietsverkeer?	Non-drivers	4 - 4
1:27	Moeten de stoepen breder?	Car-dependency	4 - 4
1:28	de luchtkwaliteit beter?	Health	4 - 4
1:29	Moet de leefbaarheid omhoog	Way/quality of life	4 - 4
1:30	Vanaf dat moment zijn we vooral gaan bouwen aan de vraag: wat is eigenlijk het doel van dit project? Autoluw is maar een middel — wat is het doel? Wat is onze visie op de binnenstad van Leiden?	Scope	4 - 4
1:31	We zijn toen gaan werken met een ‘kansenkaart’ — zo noemden we dat	Method	4 - 4
1:32	waarbij we intern in kaart brachten waar we behoefte zien	Scope	4 - 4
1:33	vergroening	Environmental sustainability	4 - 4
1:34	bredere voetpaden	Non-drivers	4 - 4
1:35	betere fietspaden	Non-drivers	4 - 4
1:36	meer verkeersveiligheid.	Safety	4 - 4
1:37	Ook cultuurhistorisch belangrijke punten, zoals het Rapenburg. Dat is een hele belangrijke straat waar bewoners al lang iets mee willen — dat het meer allure krijgt.	Social sustainability	4 - 4
1:38	Van dat soort punten hebben we verschillende kaartlagen gemaakt en die over elkaar heen gelegd, zodat je kon zien waar de meeste urgentie ligt om de stad te verbeteren. Vervolgens zijn we gaan nadenken over welke middelen we kunnen inzetten.	Method	4 - 4
1:39	Dat gaat deels over rijdend verkeer, maar vaak veel meer over hoe we ruimte kunnen maken door parkeerplaatsen te verwijderen	Space allocation	4 - 4
1:40	en daar bijvoorbeeld een terras neer te zetten	Financial reasons	4 - 4
1:41	want dat was ook een van de wensen vanuit ondernemers.	Local business owner	4 - 4
1:42	Of om er groen aan te leggen.	Environmental sustainability	4 - 4
1:43	centrummanager gesproken, Gijs Holla	Third sector	4 - 4
1:44	ondernemers en winkeliers	Local business owner	4 - 4
1:45	Er zijn ook een aantal vaste wijken, buurtorganisaties. Ik weet niet precies hoe die in Leiden heten, maar we zorgen er altijd voor dat we alle wijken meenemen.	Third sector	4 - 4
1:46	bewoners	Resident	4 - 4
1:47	wijkteams	Third sector	4 - 4
1:48	oudere bewoners	Resident	5 - 5
1:49	studentenvereniging	Third sector	5 - 5
1:50	Dat hebben we onder andere gedaan via interviews,	Method	5 - 5
1:51	Vanuit verkeer zijn er ook altijd veel partijen bekend, zoals de nood- en hulpdiensten,	Third sector	5 - 5
1:52	de vervoersautoriteit	Third sector	5 - 5
1:53	de Fietsersbond,	Third sector	5 - 5
1:54	de Wandelbond	Third sector	5 - 5

1:55	Het moeilijkste is om de mensen te bereiken die de ‘zwijgende meerderheid’ vormen. Die doen meestal niet mee aan dit soort processen.		5 - 5
1:56	Daarvoor is de enquête dan wel goed.	Method	5 - 5
1:57	En ook het gesprek dat we in de stad gevoerd hebben.	Method	5 - 5
1:58	Met de enquête kan je dat enigszins doen, want die is via een goed burgerpanel opgezet zodat er een goede mix is van verschillende belangen.	Representativity	5 - 5
1:59	Niet alle wijkteams waren vertegenwoordigd, dus sommige wijken zijn toch niet goed betrokken. Dat maakt het moeilijk om daar mensen te vinden.	Representativity	5 - 5
1:60	Maar als je met de buurt gaat nadenken over hoe je zou willen leven in de straat,	Way/quality of life	6 - 6
1:61	wat je voor je kinderen zou willen	Social sustainability	6 - 6
1:62	Dan willen mensen schone lucht	Health	6 - 6
1:63	groen	Environmental sustainability	6 - 6
1:64	speelruimte voor kinderen...	Space allocation	6 - 6
1:65	maar het wordt moeilijker als je het hebt over concrete veranderingen zoals het moeten lopen naar je auto of minder parkeerplekken.	Convenience	6 - 6
1:66	zowel bestuurlijk als richting de stad. We hebben vrij snel in het proces het college en de raad meegenomen	Municipality	6 - 6
1:67	In één-op-ééngesprekken legden we ook het proces uit: hoe werkt zo’n agenda die we schrijven? Wanneer komt die bij het bestuur? Wanneer kun je inspreken bij de gemeenteraad?	Scope	6 - 6
1:68	Daarnaast komt er ook een heel programma waarin die doelen worden uitgewerkt, en waarbij de gemeente per straat weer teruggaat naar de bewoners om over specifieke onderwerpen in gesprek te gaan.	Communication	6 - 6
1:69	Daarvoor gebruikten we de stadskrant, de interviews, en de standaardpublicaties van college en raad. En soms wordt er ook gebeld met mensen. Als het echt spannend wordt, gaan we de wijk in. Dan krijgen bewoners een brief in de bus — dat gebeurt bij grote herinrichtingen. Maar voor de hele binnenstad is dat meestal te duur. Als het om specifieke straten gaat, worden bewoners wel direct benaderd.	Method	6 - 6
1:70	Maar ja, er zullen altijd mensen zijn die het niet meekrijgen — dat is nu eenmaal zo.	Communication	6 - 6
1:71	Parkeren is geen doel op zich.		7 - 7
1:72	In feite is het een beetje vreemd dat de openbare ruimte gebruikt wordt voor privéstalling. Als iedereen een schuurtje voor de deur zou zetten, zou dat net zo veel ruimte innemen — maar dat vinden we gek.	Equity conflict Space allocation	7 - 7
1:73	Een auto voor de deur zetten vinden we dan weer heel normaal.	Way/quality of life	7 - 7
1:74	en dat er geen plek is voor groen.	Environmental sustainability	7 - 7
1:75	Met name als je naar toegankelijkheid kijkt: als je in een rolstoel zit of met een kinderwagen loopt	Non-drivers	7 - 7
1:76	kun je in sommige straten eigenlijk niet veilig langs.	Safety	7 - 7
1:77	Daarom zou je die ruimte liever inzetten voor andere functies.	Space allocation	7 - 7
1:78	Vanuit de ondernemers was er ook de wens om ruimte te hebben voor een uitstalling of een terras.	Financial reasons	7 - 7
1:79	er is gewoon sprake van een verkeerde balans in zo'n binnenstad.		7 - 7

1:80	En sowieso is de binnenstad van Leiden goed bereikbaar. Niet voor iedereen natuurlijk – sommige mensen hebben gewoon een auto nodig.	Car-dependency	7 - 7
1:81	Daardoor komt er ruimte vrij voor andere functies.	Space allocation	7 - 7
1:82	Voor bevoorrading is het essentieel dat bussen en vrachtwagens ergens kunnen komen.	Businesses (supply)	8 - 8
1:84	Ook voor mensen die minder goed ter been zijn is het belangrijk dat zij bij een deur kunnen komen. Dat is zelfs wettelijk vastgelegd.	Car-dependency	8 - 8
1:85	En ook bewoners zelf: sommige mensen hebben hun auto echt nodig voor hun werk – bijvoorbeeld mensen met een loodgietersbusje of mensen in de zorg die nachtdiensten draaien.	Car-dependency	8 - 8
1:86	Zodat het totaal aantal auto’s vermindert, en je ruimte overhoudt voor andere functies.	Space allocation	8 - 8
1:87	Er zit dus wel een gemeenschappelijk belang in.	Social sustainability	8 - 8
1:88	Alle steden groeien, dus als autobezit en -gebruik even hard blijven meegroeien, staat straks alles vast.	Traffic flow	8 - 8
1:89	Dat maakt het voor bewoners prettiger: ze vinden makkelijker een parkeerplek, er is minder drukte,	Convenience	8 - 8
1:90	en waarschijnlijk gaat de doorstroming ook beter.	Traffic flow	8 - 8
1:91	We hebben sterk benadrukt dat het voor die partijen belangrijk is dat ze nog kunnen bevoorraden of bij een woning kunnen komen. Dat waren ook de voorwaarden die bijvoorbeeld ondernemers stelden – en dat is logisch. De stad moet gewoon bevoorraad blijven. Soms kost dat wat meer moeite, of kan het niet op elk tijdstip – met venstertijden bijvoorbeeld.	Businesses (supply) Stakeholder conflict	8 - 9
1:92	Het is wel zo dat sommige bewoners zich niet vertegenwoordigd voelen door die wijkteams.	Representativity	4 - 4
1:93	Dan zie je het effect: dat er heel veel ruimte wordt ingenomen door auto's, en dat er geen plek is voor groen.	Spatial conflict	7 - 7
1:94	Met name als je naar toegankelijkheid kijkt: als je in een rolstoel zit of met een kinderwagen loopt, kun je in sommige straten eigenlijk niet veilig langs. Dat is wel problematisch. Leiden is ook echt een fietsstad, dus daar zie je dat fietsen allemaal op de stoep staan, waardoor voetgangers er weer niet langs kunnen.	Equity conflict	7 - 7
1:95	Met vrachtwagens is er altijd discussie: die wil je eigenlijk niet in zo’n drukke stad. In Amsterdam heb je ook de kades die een probleem vormen. Tegelijkertijd vervoeren vrachtwagens zoveel, dat je anders een enorme hoeveelheid kleine busjes nodig hebt om het te vervangen. Dat is een dilemma.	Stakeholder conflict	8 - 8
1:96	Ook voor mensen die minder goed ter been zijn is het belangrijk dat zij bij een deur kunnen komen. Dat is zelfs wettelijk vastgelegd. En ook bewoners zelf: sommige mensen hebben hun auto echt nodig voor hun werk – bijvoorbeeld mensen met een loodgietersbusje of mensen in de zorg die nachtdiensten draaien. Voor hen is het lastig als je geen parkeerplek voor de deur hebt. Dus het is de kunst om mensen die het echt nodig hebben nog wel toegang te geven tot een auto – misschien niet direct voor de deur, maar wel dichtbij. Zodat het totaal aantal auto’s vermindert, en je ruimte overhoudt voor andere functies.	Equity conflict	8 - 8
1:97	Dus ook voor mensen die echt afhankelijk zijn van de auto is het belangrijk dat niet iedereen er één heeft. Er zit dus wel een gemeenschappelijk belang in.	Equity conflict	8 - 8
1:98	En soms leidt dat tot discussie. Als er bijvoorbeeld een straat wordt afgesloten – ook al stond dat al in de agenda – dan is het voor veel mensen alsnog een verrassing of pakt het anders uit dan verwacht. Dan heb je opnieuw een gesprek over hoe je dat moet vormgeven.	Communication Temporal conflict	9 - 9
1:99	Want dan en dan heb ik nog deze evenementen, dan moet er nog een grote trailer komen, dus dat kan dan echt niet.”	Businesses (supply)	9 - 9

1:100	mensen, bijvoorbeeld van de Pieterskerk	Third sector	9 - 9
1:101	“Elke donderdagmiddag moeten we wel open zijn.”	Customer flow	9 - 9
1:102	Zulke dingen konden ze heel goed meegeven, en dat konden wij meewegen in het proces. Dus die één-op-één gesprekken waren daarin inderdaad heel belangrijk, om echt te doorvoelen wat de problemen zijn waar mensen tegenaan lopen, en hoe je daar op een algemene manier mee om kunt gaan.	Method Recognition	9 - 9
1:103	Die evenementen waren essentieel om de Pieterskerk financieel draaiende te houden. Als die evenementen zouden wegvallen, zouden ze failliet gaan.	Financial reasons	9 - 9
1:104	Als gemeente kun je dan niet zomaar de boel afsluiten, waardoor die evenementen niet meer kunnen plaatsvinden, want dan gaat de hele organisatie eraan.	Stakeholder conflict	9 - 9
1:105	En als zij dat dan terugzien in de agenda, kunnen ze ook in een brief aan de gemeenteraad aangeven: “Wij zijn akkoord met deze agenda, onder de voorwaarde dat met deze maatregelen rekening wordt gehouden.”	Accountability	9 - 9
1:106	En volgens mij ging het ook om het soort publiek dat werd uitgenodigd — mensen in nette kleding, die vaak met de auto kwamen. Dan werd er een rode loper uitgelegd, dat soort situaties. Dus je kon van deze mensen niet verwachten dat ze op de fiets of met het OV zouden komen. Die kwamen voor een gala, en als dat niet meer kan, dan hebben ze echt een probleem.	Equity conflict	10 - 10
1:107	verkeersveiligheid	Safety	10 - 10
1:108	parkeerdruk in de buurt	Traffic flow	10 - 10
1:109	Uiteindelijk wordt die agenda vastgesteld door het college en aangeboden aan de gemeenteraad. De gemeenteraad stelt hem dan definitief vast, na de inspraak	Accountability	11 - 11
1:110	Dus eerst geeft het college het stuk vrij voor inspraak en dan kunnen mensen daarop reageren. Vervolgens gaat het met een nota van beantwoording naar de gemeenteraad. Daarin kunnen ze teruglezen wat mensen ervan vonden, wat de kritieke punten waren, wat het college eventueel heeft gewijzigd naar aanleiding van de inspraak, of wat juist niet is overgenomen. Daarna wordt het besproken in de raadscommissie, waar mensen nog kunnen inspreken.	Scope	11 - 11
1:111	Het vervolg daarvan — en dat stond ook al aangekondigd in de agenda — is dat er een programma gestart wordt om de komende jaren de doelen en maatregelen uit die agenda uit te voeren. Daar is ook budget aan gekoppeld. De gemeenteraad stelt dan ook echt een budget beschikbaar om hiermee aan de slag te gaan.	Meaningfullness Municipality	11 - 11
1:112	is dat je contact blijft houden, dat je blijft terugkoppelen: waar staan we, wat gaan we doen, welke buurt is aan de beurt, hoe gaat het vervolgproces eruitzien?	Feedback	12 - 12
1:113	bewoners worden geïnformeerd	Communication	12 - 12
1:114	Als een bestuurder iets wil — bijvoorbeeld een bereikbare, leefbare binnenstad — en daarbij hoort ook dat er minder auto’s zijn, dan is het in Leiden of Amsterdam relatief makkelijk om daar draagvlak voor te vinden. Dat komt door de bewoners en ook de politieke partijen die daar zitten.	Political reasons	12 - 12
1:115	Als je mensen vraagt: “Wat wil je in je straat?”, dan zeggen ze: meer lucht, meer groen, et cetera. Maar als je vervolgens vraagt: “Vind je het goed als we parkeerplekken weghalen om dat mogelijk te maken?”, dan ontstaat er verzet. Dat is heel dubbel.	Spatial conflict	12 - 12
1:116	Over de toekomst praten is makkelijk, maar als het concreet wordt, wordt het moeilijk.	Temporal conflict	12 - 12
1:117	Dan zou ik eerlijk gezegd bijna zeggen: ik weet het niet.		12 - 12
1:118	En wat zijn de knoppen waaraan we kunnen draaien? Helaas zijn dat er niet zo veel.		13 - 13

1:119	We kunnen niet overal ondergrondse garages bouwen of een metro aanleggen — daar is geen geld voor.	Other conflict	13 - 13
1:120	Niet top-down een programma opleggen, maar verdiepen in wat er speelt. Aansluiten bij wat er al gebeurt.	Accountability	13 - 13
1:121	En kijken hoe je dat kunt versterken, hoe je binnen zo'n buurtje draagvlak kunt krijgen. Ik geloof dat dat werkt: stukje bij beetje, met elkaar het gesprek aangaan. Als we een andere uitstraling voor de wijk willen, moet er stap voor stap iets veranderen.	Meaningfullness	13 - 13
1:122	En dat moeten we allemaal samen doen — dat kan niet afhangen van een paar individuen.	Accountability	13 - 13
1:123	Nee, de auto is voor mij veel te belangrijk	Way/quality of life	13 - 13
1:124	Groene ruimte	Environmental sustainability	13 - 13
1:125	speeltuinen,	Space allocation	13 - 13
1:126	betere lucht.	Health	13 - 13
1:127	Maar uiteindelijk is het ook belangrijk dat mensen zelf een switch maken: meer lopen, fietsen, OV, deelauto's.	Accountability	13 - 13
1:128	We moeten met z'n allen denk ik wel accepteren: als je midden in een stad komt wonen, dat het gewoon niet kan dat iedereen twee of drie auto's heeft. Het kan wel, maar dan moet je accepteren dat de leefkwaliteit op een gegeven moment heel erg laag is. Het is één van de twee.	Spatial conflict	13 - 14
1:129	Nou ja, uiteindelijk heb je ook gewoon politiek draagvlak nodig voor deze maatregelen. Dus ook de buurt moet wel achter de maatregel staan dat je niet meer voor elke woning drie vergunningen gaat uitgeven. Als zij daar niet achter staan, dan gaat de politiek er ook niet achter staan.	Political reasons	14 - 14
1:130	arbeidsmigranten	Resident	14 - 14
1:131	En als iedereen gewoon zijn auto wil behouden en die voor de deur wil parkeren, ja, dan wordt het lastiger	Convenience	14 - 14
1:132	Maar goed, in de huidige situatie betekent dat dat als daar parkeerplaatsen verdwijnen, de parkeerdruk in de straat ernaast weer hoger wordt. Dus dan heb je daar weer een probleem. Dus uiteindelijk moet die hele buurt wel willen dat we naar iets anders toe gaan.	Temporal conflict	14 - 14
2:1	Kickstad, en ik ben projectleider	Private sector	1 - 1
2:2	Maar we hebben ook gebruikgemaakt van spontane ontmoeting.	Method	1 - 1
2:3	We zijn straatgesprekken gaan houden.	Method	1 - 1
2:4	zowel van mensen die er wonen	Resident	2 - 2
2:5	een wisseling van ondernemers	Local business owner	2 - 2
2:6	de mensen die daar komen	Visitor	2 - 2
2:7	Daarnaast hebben we een digitale enquête van een tiental vragen verstuurd.	Method	2 - 2
2:8	Dat waren bewoners — deels buurtbewoners,	Resident	2 - 2
2:9	Daarvan is, als ik me niet vergis, zo'n 60 tot 70% huurder	Resident	2 - 2
2:10	woningcorporatie Havensteder	Third sector	2 - 2
2:11	gemeente vanuit Wijk- maar ook Stadsbeheer, Verkeer en Stadsontwikkeling.	Municipality	2 - 2
2:12	En [de afdeling] Economie, vanuit [het programma] Vitale Kerngebieden, is dat een afdeling.	Municipality	2 - 2
2:13	En dan heb je nog de wijkraad — dat zijn dan de professionele partijen	Third sector	2 - 2
2:14	wijknetwerker	Third sector	2 - 2

2:15	kwartiermaker vanuit de ondernemersvereniging	Third sector	3 - 3
2:16	maatschappelijke organisaties	Third sector	3 - 3
2:17	We willen de mensen laten zien — aan de hand van hun eigen zorgen, wensen en dromen — hoe het gebied er over tien jaar uit kan zien.” En naast dat toekomstbeeld laten zien; wat moet je daar morgen al voor doen? Wat kunnen we nú al doen om die toekomst dichterbij te brengen?	Temporal conflict	3 - 3
2:18	Om op die manier ook een soort eigenaarschap in het gebied te creëren.	Accountability	3 - 3
2:19	creatieve ondernemers, mensen die heel veel zeggen en willen, maar in die zin nog weinig zelf doen.	Local business owner	3 - 3
2:20	we hebben op ieder moment weer nieuwe gezichten gezien, en die herhaling van momenten helpt echt.	Operationality	3 - 3
2:21	evenement over stadsontwikkeling, ga eens met de organisatie praten	Municipality	4 - 4
2:22	wij als adviesbureau	Private sector	4 - 4
2:23	er is bijvoorbeeld gekeken naar zogeheten snelle winsten – “quick wins” — dus: wat kun je morgen zelf al doen?	Accountability	4 - 4
2:24	dus echt door die middelen. En dat is ook echt onze algemene aanpak: we proberen het altijd zo divers mogelijk te houden.	Operationality	5 - 5
2:25	als je het gesprek wilt verbreden en echt specifiek over de context wilt hebben waar je voor bent, dan moet je gaan variëren. Je kunt dan niet alleen op die ene avond leunen. Het leuke is dat we daar ook ruimte voor nemen voor een iteratief proces.	Operationality	5 - 5
2:26	sessie met ondernemers	Local business owner	5 - 5
2:27	Als we tijdens het proces op ideeën komen, dan passen we die toe.	Feedback	5 - 5
2:28	Maar ook dat het beeld van de ondernemers zo dusdanig wordt meegenomen, dat je daardoor in conflict komt met de wensen van bewoners, de bezoekers van het gebied en de ondernemers.	Local business owner Resident Stakeholder conflict Visitor	5 - 5
2:29	Een voorbeeld is: het ligt aan het water, en aan het water is eigenlijk een hele mooie mogelijkheid om een brede promenade te maken. Met een mooie kade, met een mooie vlonder. Maar daar staan auto’s. Die staan allemaal zij aan zij geparkeerd.	Aesthetics Spatial conflict	5 - 5
2:30	De bewoners zeggen: “Haal die auto’s naar de gebouwkant. Dan kan je fileparkeren, dan heb je én minder parkeerplekken — wordt minder interessant om daar te parkeren — en je houdt daarmee een supergrote brede opening voor een mooie promenade. Met groen, met bankjes, enzovoort.” Ondernemers zeggen dan: “Ja, hallo, als die auto’s naar de gebouwkant komen, dan staan ze opeens voor mijn winkel. En dan komt niemand meer binnen, want niemand weet dat ik daar zit.”	Business visibility Environmental sustainability Space allocation Stakeholder conflict	6 - 6
2:31	En zelfs tussen die ondernemers is het heel conflicterend. De één roept: “Van mij mag dit de 9 Straatjes van Amsterdam worden,” en de ander zegt: “Nee joh, ik vind het heerlijk zo, lekker knus en dorps en gezellig.”	Local business owner Other conflict	6 - 6
2:32	Zelfde met parkeren. Iedereen is het erover eens dat de auto het probleem is in de straat, maar de één zegt: “Er moet meer ruimte komen voor die auto,” en de ander zegt: “Doe maar weg.”	Spatial conflict	6 - 6
2:33	Nou, we hebben er nu voor gezorgd dat alle informatie die binnenkomt, dat we die ook weer teruggeven op een volgend moment. Dus dat betekent dat — ja — als het op dit moment niet wenselijk of mogelijk is dat ze dan de informatie even niet mee krijgen op dit moment maar op een volgend moment. Elke keer dat er een nieuw moment is, laten we zien wat er is gehoord. Dus middels een presentatie, met quotes, met uitslagen van de enquête. We maken ook foto’s van de mensen die we spreken. En dat komt allemaal uiteindelijk terug en in het document zit dat ook allemaal verwerkt.	Feedback	7 - 7

2:34	We hebben bijvoorbeeld tijdens straatgesprekken gewerkt met gesprekskaarten. Die kaarten zijn, of door mensen zelf ingevuld, of door ons — na afloop van het gesprek. En die hebben we allemaal ingevoerd en gedigitaliseerd.	Method	7 - 7
2:35	Te smalle straten… om zowel een winkelgebied van te maken – dus met een fijne stoep,	Non-drivers	7 - 7
2:36	ruimte voor uitstalling.	Financial reasons	7 - 7
2:37	En daarmee zorg je ook dat er meer ruimte komt voor de openbare ruimte, in plaats van voor de auto. En dan is er ook het potentieel om te gaan vergroenen. Want er is zóveel steen.	Space allocation	8 - 8
2:38	En als je dan óók nog parkeren erbij wil... dan is het gewoon te krap. Te klein. Wat ook weer heel veel sfeer geeft, maar... de auto is daarin eigenlijk een mismatch.	Spatial conflict	8 - 8
2:39	“De sfeer, de gezelligheid, het dorpse binnen Rotterdam.”	Social sustainability	8 - 8
2:40	We zijn in het proces ook verschoven. Waar we eerst dachten: “Oké, we hebben twee scenario’s: enerzijds is het eenrichtingsverkeer, anderzijds autoluw.” Zijn we veel meer gaan praten vanuit: “Wat brengt het? Wat is de mogelijkheid in dit gebied?” En dan pas: “Wat zijn de consequenties die je hebt en wat zijn de beslissingen die je moet maken om daar te komen?” In plaats van: “Ja,het spijt me, maar we hebben de auto eruit getekend.” Want dan ga je het meteen over de auto hebben. En we willen het juist eigenlijk níet over die auto hebben. We willen laten zien wat de waarde van het gebied is.	Scope	8 - 8
2:41	En dan heb je mensen die alleen even willen stoppen. Die “stop & go”-bezoekers. Daar proberen ze ook al rekening mee te houden in de programmering van de ondernemers. Dus aan de kade heb je een bredere weg, en daar zitten dan de “stop & go”-winkels. Zoals de bloemist of een wijnhandel — een koffietentje waar je even kan afhalen.	Convenience	9 - 9
2:42	En ja, je hebt natuurlijk — omdat je met bewoners én ondernemers zit — te maken met laden-en-lossen voor de ondernemers en postbezorging voor bewoners.	Businesses (supply)	9 - 9
2:43	En daarnaast heb je óók de grote aanwezigheid van fietsers.	Non-drivers	9 - 9
2:44	Maar het zit hem dus vooral in: je stapt je deur uit en je hoeft niet meteen te checken of je tegen blik aanloopt. Of dat je niet bijna omver wordt gereden.	Safety	9 - 9
2:45	Dat je als fietser gewoon ergens kunt fietsen en kunt gaan en staan waar je wil.	Non-drivers	9 - 9
2:46	Want ofwel staan er stilstaande auto's die de boel blokkeren,	Traffic flow	9 - 9
2:47	Om extra groen aan te leggen,	Environmental sustainability	9 - 9
2:48	om extra terrassen aan te leggen	Financial reasons	9 - 9
2:49	voor een openbare ruimte die aantrekkelijker is.	Aesthetics	9 - 9
2:51	Ik denk... ja, we benoemen ze allemaal, dus alles wat we horen leggen we terug of benoemen we. En we tekenen het ook uit in het ontwerp.	Recognition	10 - 10
2:52	Ja, zeker. Ondernemers op plekken waar de auto het winkelaanzicht blokkeert. Dat zie je op andere plekken juist wél gebeuren. Niet aan de Rotte — daar is dat niet het geval — maar het zou daar een mogelijke interventie kunnen zijn. Dus er zijn winkels waar auto's het zicht op de winkels blokkeren. En toch zijn er winkeliers die zeggen: “Deze parkeerplekken zijn voor mij goud waard. Ik heb parkeerplekken nodig hier voor m’n deur, anders komen mensen niet – anders ben ik mijn klandizie kwijt.”	Business visibility Customer flow Local business owner Stakeholder conflict	10 - 11

2:53	Ja en dat is dus juist de mix; er zijn wat grotere winkels met een breder zoekgebied — en juist winkels die veel meer op duurzaamheid gericht zijn. En bij die laatste groep zie je meteen dat hun klanten zich ook anders gedragen. Dus... stel dat ze één keer een groot meubelstuk nodig hebben — een grote plant of iets dergelijks — dan huren ze een deelauto of komen ze met een bakfiets. Dat is anders dan bij winkels met een groter zoekgebied waar klant dus eigenlijk altijd met de auto komt.	Convenience Environmental sustainability Visitor	11 - 11
2:54	want ook híj wil vergroening. Ook hij wil dat het anders wordt en dat de sfeer verbetert. Maar hij heeft wel parkeren nodig	Customer flow Environmental sustainability Local business owner Social sustainability Spatial conflict	11 - 11
2:55	Laat dingen zien.	Communication	12 - 12
2:56	Luister écht naar wat er speelt.	Meaningfullness	12 - 12
2:57	En laat het dan ook terugkomen en herkenbaar zijn.	Feedback	12 - 12
2:58	Want ik snap het als je als ondernemer zegt: “Iedereen komt bij mij met de auto” – en dat het dan heel eng voelt als je dan de auto uit de straat haalt.	Customer flow	12 - 12
2:59	Maar er zijn talloze onderzoeken die aantonen dat je omzet juist omhoog gaat in een autoluwe winkelstraat.	Financial reasons	12 - 12
2:60	Alleen… neem ze daar in mee. Dat moeten die ondernemers zélf tegen elkaar zeggen. Dat moeten wij niet als gast er overheen gaan rollen.	Accountability	12 - 12
2:61	Dat varieerde van plantenpotten tot geveltuinen,	Environmental sustainability	13 - 13
2:62	fietsnietjes, en route-signing met stickers op bestaande palen.	Non-drivers	13 - 13
2:63	Er zijn 3D-visualisaties van gemaakt en toen hebben we dat teruggelegd bij de aanwezigen op een bijeenkomst. Iedereen mocht toen stickeren: “Wat is voor jou het belangrijkst? Wat is de belangrijkste snelle winst? Wat moet als eerst gerealiseerd worden?” En op die manier konden we heel concreet terugleggen; hiermee gaan we aan de slag, want vanuit de buurt wordt dit als belangrijkste snelle winst ervaren.	Feedback	13 - 13
2:64	Ik denk dat we dan over het algemeen er eigenlijk altijd voor zorgen dat we na elk moment samen zitten met de betrokken partijen. Dus als kickstart gaan we dan zitten met – in dit geval – de ontwerper.: “Wat vonden jullie ervan? Wat ging goed? en dan hoe kwam dat? Wat kan beter? en wat is daarvoor nodig?”	Feedback	13 - 13
2:65	Omdat je dan niet gebonden zit aan een strakke werkvorm waarbij je telkens moet terugkeren naar de oorspronkelijke briefing. Nu mocht het echt overal over gaan, dus kon je ook dóórvragen. Je komt dan veel meer bij de vraag achter de vraag achter de vraag. Waarom zegt iemand wat hij zegt? Wat is er ooit gebeurd waardoor iemand die ervaring heeft? Dat bedoel ik met ‘rijker’. Dat je echt merkt en snapt waarom deze persoon een opmerking heeft.	Meaningfullness Recognition	14 - 14
2:66	In dit project hebben we nu de eindpresentatie gehad, en ik denk dat 95% van de mensen en bezoekers positief reageerde en herkenning vond in de stukken.	Feedback	14 - 14
2:67	Door die tegenstrijdige belangen zichtbaar te maken, en door mensen de gelegenheid te geven om met elkaar in gesprek te gaan.		15 - 15
2:68	Daarmee speelt het ook veel meer. Je mag tegenstrijdigheden hebben. Je mag het oneens zijn met elkaar. Maar het gesprek faciliteren en mensen de kans geven om dat gesprek te voeren — dat is eigenlijk heel waardevol Je overbrugt conflicten indirect, zonder zelf als een soort mediator in het midden te staan.		16 - 16
2:69	Ik denk dat we vooral hebben geleerd om eerder vanuit de ondernemersvereniging te horen: wat speelt hier, wat is hier, en wat zijn de belangrijke spelers?	Scope	16 - 16

2:70	op het moment dat je echt goede concrete alternatieven kan aanbieden, hoeft het gesprek helemaal niet over parkeren aan.		17 - 17
2:71	ik merk dat vanuit participatie de enige echte tegemoetkoming die je kunt bieden aan een participant, is luisteren — en borgen.	Meaningfullness Recognition	17 - 17
2:72	ontwikkelaar	Private sector	18 - 18
2:73	Dus de enige tegemoetkoming die wij echt kunnen bieden, is om dat verhaal zo scherp mogelijk neer te zetten en zo goed mogelijk op te schrijven.	Communication	18 - 18
2:74	En dan hoor je ook vaak van mensen: "Participatie is kul, want er wordt toch niks mee gedaan." En deels is dat waar. Dus ja, het kan zo zijn dat iemand zegt: "Ik wil niet dat er hoger dan 10 bouwlagen gebouwd wordt," en het worden er vervolgens toch 15. Dan wordt er op dat moment niks met jouw mening gedaan.	Trust	18 - 18
2:75	Wat je dan wel kunt doen, is zo goed mogelijk terugkoppelen en hen meenemen in de beslissingen die gemaakt worden. En ik denk dat we daar met z’n allen nog een wereld te winnen hebben. Dus de terugkoppelingen en de beredeneringen achter beslissingen diegemaakt worden — want vaak gaat het zo: "Hé, dankjewel voor je input!" [deur dicht], en dan hoor je een half jaar niks. Of erger nog: je hoort een half jaar niks, en daarna komt men terug met: "Oh trouwens, we hebben nog iets van je nodig.” Er moet een wederkerigheid in zitten, in die zin ben je te gast in een buurt, een wijk, een gebied — in een stad. Dus weet dat op het moment dat je gaat participeren, ga dan het open gesprek aan over wat je hoort. Maar neem mensen dan ook achteraf mee in wat er met die input is gedaan.	Feedback	18 - 18
2:76	en ik denk dat het proces altijd breder moet zijn dan het formele doel waarmee je komt. Dus in dit geval ging het om een algemeen ontwerp, maar we hebben zelf gezegd; wij willen ook laten zien wat je dan met snelle winsten al kunt doen, om energie te creëren, om mensen met elkaar te verbinden.	Scope	18 - 18
2:77	Je wilt gewoon het idee geven dat men betrokken is en dat de buurt samen met hen is gemaakt. Dus, het aloude voorbeeld: Je woont aan een plein en je hebt mogen meedenken over dat plein, zorgt ervoor dat je veel trotser bent als je bezoek krijgt en iemand zegt: "Hé, wat een leuk plein!" Dan is het jouw plein, in plaats van dat je op een dag thuiskomt, er staat ineens een bulldozer en er worden installaties geplaatst — zonder dat jij iets wist. Het leukste is als jij een idee ziet dat jij met de overbuurvrouw bedacht hebt, en dat dat daadwerkelijk wordt uitgevoerd.	Accountability	19 - 19
2:78	Dus je hebt die drie niveaus: Of je bent geïnformeerd, of je hebt mogen meedenken en je hebt daadwerkelijk kunnen meebeslissen of uitvoeren.		19 - 19
2:79	Wij hebben nu bijvoorbeeld op allerlei plekken in het gebied bij ondernemers binnen gezeten — een koffietentje, een kunstgalerie, een bar... Neem verschillende aspecten van de wijk mee. Maar ook om een veel groter iets: Ga bijvoorbeeld naar de lokale bakker en vraag: "Wij doen straatgesprekken in de ochtend, kunnen we een croissantje meenemen voor de mensen die we spreken?" Zorg dat zichtbaar is dat je in de buurt aanwezig bent, dat je de buurt gebruikt. Dat je daar veel meer naar kijkt, wat zit daar en gebruik die dingen in plaats van dat je met een of andere fancy bakker uit een ander deel van de stad aankomt, waar de naam super bekend van is maar waar de algemene persoon die je spreekt nooit een brood zou halen. Dat zorgt voor afstand.	Operationality Trust	19 - 20
2:80	Dat is eigenlijk het het belangrijkste, kijk vaak zit je - over het algemeen in de huidige maatschappij is er relatief wat wantrouwen en, wil je dat ombouwen naar vertrouwen en daarbij is verwachtingen scheppen ongelooflijk belangrijk.	Trust	20 - 20

2:82	Dus verwachting scheppen door middel van goede en goede en heldere communicatie. En dat doe je dus door wat wij over het algemeen adviseren altijd in B1 taal te communiceren,	Communication	20 - 20
2:83	Dus dat is allereerst belangrijk. Daarnaast moet je gewoon het doel van je bijeenkomst. En wat kan iemand verwachten? Als jij zegt: “Graag u mee in dit en dit en dit - Er is een algemene presentatie waarin we informatie willen laten zien.” Hè, dan is het dus duidelijk - Ah, ik word geïnformeerd. Maar op het moment dat het is; “kom gezellig langs". Ja, en dan? Geen idee. En op het moment dat het dan is met; “Oh, maar, kan ik ergens op reageren? - Nee.” Dat is enerzijds dus fysiek, geen mogelijkheden om met post-its of met stift, om met kleurtjes wat dan ook te doen.	Scope	21 - 21
2:84	Anderzijds zorg dus dat je altijd met genoeg mensen op zo'n bijeenkomst bent. Want zeg jij ; “We gaan graag met u het gesprek aan”, en je staat er met z'n tweeën, terwijl de hele wijk is uitgenodigd. Dat lukt niet, dat werkt niet en dat zorgt alleen maar weer voor wantrouwen. Want mensen gaan daar over speculeren, men gaat denken; “Ja, ja, jullie zijn met zo weinig, zodat we het gesprek überhaupt niet aan kunnen gaan." Dus het zit hem op meerdere vlakken dat je echt heel duidelijk moet zijn over - wat hebben wij te bieden en waar zit die wederkerigheid?	Meaningfullness Trust	21 - 21
2:85	Ja en daarin altijd één vast duidelijk contactpunt. Heb een algemeen e-mailadres en zorg dan ook dat die mails gelezen worden en dat je daar op kan reageren. En op het moment dat je door hebt hé Er zijn een aantal mensen die echt aan het pushen zijn, die echt wantrouwend zijn, ga daarmee dus het een op een gesprek aan, zorg altijd dat je er in tussentijd met Mensen in gesprek kan gaan over bepaalde ideeën, perspectieven.	Communication	21 - 21
2:86	Ligt eraan wat er nog te participeren valt. Dus wat wij altijd in het proces doen, is dat wij starten met de vraag; wat zijn de kaders waarover geparticipeerd kan worden en waarover niet? Dus bijvoorbeeld in een ander project in Rotterdam wordt gezegd, je mag tot 65m hoog bouwen. Dan mag je dus tot 65m bouwen, betekent dat je daar niet over gaat participeren. Een ontwikkelaar maakt daar gebruik van, die gaat dat participeren en dat mag, want dat heeft het beleid zo gezegd. Maar hoe gaat het gebouw eruit zien of wat wordt er met de groenvoorziening gedaan? Wat gaat er met de openbare ruimte gebeuren? In de plint is er ruimte voor commerciële ruimtes. Wat heeft de wijk aan voorzieningen nodig of wat mist er? Dat zijn dan thema's waar je over kan participeren,	Scope	21 - 22
2:87	wat wij vaak gebruiken als kader is het ‘aan, voor, met, door-principe’ van de ABCD methode - Asset Based Community Development. En dan is het eigenlijk vanuit ‘aan’; dat is het meest passieve. Dat is dus gewoon beleid aan de mensen in de buurt. Je maakt beleid ‘voor’ de mensen, dus je maakt vanuit top-down keuzes waarvan jij als beleidsmaker denkt; dit is goed voor de wijk, dit heeft de wijk nodig. Stel nou, je gaat in samenspraak ‘met’ de wijk kijken; wat heeft de wijk nodig en wat willen we met de wijk? En ‘door’ is; je faciliteert het maar je creëert ruimte voor de buurtbewoners om zelf aan de wijk te werken. En dat laten we eigenlijk altijd voortijdig aan onze opdrachtgever zien om vanuit daar dus [de vraag;] wat is het algemene participatieniveau? En dus, het zijn 4 kwadranten: De twee bovenste kwadranten; ‘aan’ en ‘voor’, is eigenlijk gewoon informeren. En ‘met’ en ‘door’, dat noem je eigenlijk pas participeren.		22 - 22
2:88	En dat werkte: er kwamen 10 tot 15 nieuwe gezichten opdagen — mensen die we anders misschien niet hadden bereikt.	Representativity	5 - 5
2:89	We hebben bijvoorbeeld een sessie met ondernemers verplaatst van een middag naar de ochtend. Iemand merkte op: “Onze winkels sluiten om 17.30 uur. Hoe fijn zou het zijn als je dan direct door kunt naar een bijeenkomst, in plaats van pas om 19.00 of 19.30 uur — dan zit je al met je kids of andere verplichtingen.” Toen kwam iemand met het idee: “Waarom geen ontbijtsessie?” Dus dat hebben we gedaan! We organiseerden een bijeenkomst in een koffietentje van 8.00 tot 10.00 uur ’s ochtends, waarna de ondernemers direct hun zaak konden openen.	Operationality	5 - 5
5:1	Zwaanslabs	Method	1 - 1

5:2	ondernemersbijeenkomst	Method	1 - 1
5:3	En fijn dat het ook in samenwerking was met mensen—niet alleen die hier ondernemen, maar ook de mensen die hier wonen. Die hebben ook de kans gehad, volgens mij, om erbij te zijn en input te geven.	Representativity	1 - 1
5:4	Want ja, ik denk dat de leefstijl best wel ver uit elkaar ligt met het grootste deel van de mensen die hier wonen. Niet iedereen kan hier ook kopen, omdat ze gewoon een kleine portemonnee hebben. Of gewoon een koffie drinken—dat zit soms niet in het budget.	Stakeholder conflict	1 - 1
5:5	Dat vind ik wel… Maar ja, aan de andere kant: onze potentiële klanten, onze doelgroep, die zit meer in de wijken hieromheen. En dat zijn toch wel mensen met een iets hoger—ja, minimum. Denk ik.	Stakeholder conflict	2 - 2
5:6	met kleine kinderen is het hier gewoon niet fijn winkelen. Het verkeer raast er echt als een idioot doorheen	Safety	2 - 2
5:7	de stoepen zijn te smal	Non-drivers	2 - 2
5:8	met kleine kinderen is het hier gewoon niet fijn winkelen. Het verkeer raast er echt als een idioot doorheen, de stoepen zijn te smal.	Spatial conflict	2 - 2
5:9	Dus ja, in dat opzicht zou je ook best mensen die hier niet wonen, maar wel naartoe komen om te winkelen, kunnen vragen wat zij voor verbeteringen zouden willen zien. Wat zou het voor hen fijner maken om hier naartoe te komen?	Representativity	3 - 3
5:11	zolang iedereen maar gewoon een even groot aandeel heeft in het leveren van input, en zolang iedereen maar het gevoel heeft dat ze gehoord worden—want daar gaat het uiteindelijk om,	Meaningfullness Representativity	3 - 3
5:12	met het gevaar natuurlijk: hoe meer mensen er participeren, hoe meer meningen, hoe meer… ja, maar ja, dat is ook wel—het zijn democratische processen.		3 - 3
5:13	wij horen natuurlijk—wij kunnen ook wel namens de doelgroep iets vertellen, omdat wij het gewoon horen van mensen die hier binnenkomen. Maar nog beter is natuurlijk om ze te vragen van: joh, hoe ervaar jij het winkelen in dit gebied?	Representativity	3 - 3
5:14	als wij onze klanten willen houden, dan moet het niet zo zijn dat ze op een gegeven moment hier niet meer komen omdat het met kleine kinderen niet fijn is om hier te winkelen.	Convenience Safety Way/quality of life	3 - 3
5:15	Ik zag mijn fietsenstalling op het Noordplein terug bijvoorbeeld. En ik hoorde een andere collega uit de straat zeggen van: “Oh, dat was mijn idee! Oh, dat zit er nu in.”	Feedback Recognition	3 - 3
5:16	ik denk dat we gewoon toe moeten naar minder auto’s in de straat. Ik kom iedere dag op de fiets, tenzij ik heel veel spullen heb, dan met de auto. Of in ieder geval: minder hard rijden, minder op de stoepen parkeren.	Spatial conflict Stakeholder conflict	4 - 4
5:17	“Ik heb altijd die bestelbus van die tapijtenwinkel [voor de deur].” En mijn overbuurvrouw ziet ook vaak bestelbusjes gewoon half op de stoep geparkeerd. Dus ja, je winkel is gewoon niet… niet meer zichtbaar.	Business visibility	4 - 4
5:18	ik weet niet of er ook echt een parkeerprobleem is, in de zin van: ik kan nooit een plekje vinden.	Convenience	4 - 4
5:19	Maar het zou gewoon heel fijn zijn als het parkeren misschien ondergronds kan, of in ieder geval op een centrale, onzichtbare plek zou kunnen.	Business visibility	4 - 4
5:20	voor bewoners is het natuurlijk fijn dat ze dichtbij huis kunnen parkeren.	Convenience	4 - 4
5:21	ik heb eigenlijk nog nooit van bezoekers teruggekregen van: “Oh, ik kan geen parkeerplek vinden.” Ik heb het idee dat bezoekers met name gewoon met de fiets, het OV, of wandelend hier naartoe komen	Non-drivers	4 - 4
5:22	voor de bewoners denk ik frustratie, want ja, ik bedoel, iedereen wil z’n auto voor de deur.	Convenience	4 - 4

5:23	mensen die slecht ter been zijn, of weet je, je weet het gewoon niet. Niet iedereen is daar al aan toe, denk ik, om te zeggen: “Dan loop ik wel 50 meter.”	Car-dependency Way/quality of life	5 - 5
5:24	ik weet dat er nu ook in het centrum al wel die torens die gebouwd worden—daar is vaak al echt met een minimale parkeergelegenheid, omdat ze gewoon mensen willen stimuleren: je zet je auto aan de rand van de stad, bij wijze van hè, en je komt gewoon met een shuttle of met het OV naar je woning toe. Maar ja, dat is voor het gros van de mensen gewoon zo van: “Ik wil m’n auto voor de deur.”	Way/quality of life	5 - 5
5:25	In beide scenario’s zitten nog steeds parkeerplaatsen, dus op zich is dat denk ik prima voor iedereen. Hebben ze wel echt gekeken naar de wensen van iedereen.	Feedback Recognition	5 - 5
5:26	er is ook een scenario met volgens mij één centrale plek voor alle bestelbusjes	Businesses (supply)	5 - 6
5:27	hebben ze er toch weer voor gekozen om de auto's wél aan de stoepkant neer te zetten. Zodat ze die kade gewoon echt helemaal mooi kunnen maken.	Aesthetics	6 - 6
5:28	aan de kadekant—daar zijn nu de parkeerplaatsen aan de waterkant, en niet aan de kant van de winkels. En omdat natuurlijk ook dat hele nieuwe plan voor die Rotte dan is gemaakt, hebben ze er toch weer voor gekozen om de auto's wél aan de stoepkant neer te zetten. Zodat ze die kade gewoon echt helemaal mooi kunnen maken. Dus daar zullen veel ondernemers niet blij mee zijn.	Stakeholder conflict	6 - 6
5:29	Ik had in ieder geval wel echt het gevoel dat iedereen gehoord werd, ook ik. Alles werd opgeschreven.	Recognition	6 - 6
5:30	Er komen veel mensen van buiten de stad om hem te bezoeken.	Customer flow Visitor	7 - 7
5:31	Uiteindelijk maak je als ontwerper iets voor de gebruiker. Je moet de gebruiker erbij betrekken, want als je dat niet doet, maak je iets vanuit je eigen visie. Natuurlijk kun je je tot op zekere hoogte verdiepen in de gebruiker, of onderzoeken wie is de gebruiker, maar je kunt als ontwerper nooit iets maken zonder samenwerking met de gebruiker.	Representativity	7 - 7
5:32	zowel de bewoners als de ondernemers erbij betrekken in de verschillende stappen in het proces.	Representativity	8 - 8
5:33	En de terugkoppeling was gewoon heel goed.	Feedback	8 - 8
5:34	Maar als je mensen meeneemt, en uiteindelijk ook goed kan uitleggen — of mensen begrijpen dat waarschijnlijk al gedurende het proces — waarom bepaalde dingen niet kunnen, dan is het ook goed.	Scope	8 - 8
5:35	Maar ja, weet je, als jij gevraagd wordt om input en je komt met ideeën, en er zit niks tussen die stap en de presentatie van een plan, en je ziet dan hele andere dingen... Dan heb je zoiets van: “Waarom vraag je me dan om input?”	Communication	8 - 8
5:36	Ook je vertrekpunt helder maken, zo van: “Waarom doen we dit? Waarom starten we dit traject?” Het idee is: dit is het doel. Dan weten mensen al van: “Ah ja, oké, dit is het doel.” Dan krijg je als het goed is al wat gerichte input.	Scope	8 - 8
5:37	er zijn zeker wel een aantal dingen die — en dat ben ik niet alleen hoor — maar die meerdere mensen hebben genoemd, die ik terug heb gezien.	Feedback	9 - 9
5:38	zij zei dus bijvoorbeeld van: “Ja, het zal mij benieuwen. We hebben natuurlijk al eerder dit soort dingen gedaan.”	Trust	9 - 10
5:39	voor ondernemers die hier al heel lang zitten, en die al een keer eerder door zo’n proces zijn gegaan en daar nooit enig resultaat van hebben gezien.	Trust	11 - 11
5:40	Kleine dingen waar je ook gewoon zelf mee aan de slag kan, zodat je toch het gevoel hebt dat het niet alleen een ver weg toekomstplan is.	Meaningfullness	11 - 11

5:41	Wat ik ook heel goed eraan vind, is dat je ook een stukje teruggeeft aan de mensen zelf — dat je ze op een subtiele manier wijst op hun eigen verantwoordelijkheid.	Accountability	11 - 11
5:42	BIS, via de ondernemersvereniging.	Third sector	1 - 1
5:43	mensen—niet alleen die hier ondernemen	Local business owner	1 - 1
5:44	maar ook de mensen die hier wonen.	Resident	1 - 1
5:45	studenten of mensen met het allerlaagste inkomen	Resident	2 - 2
5:46	Dus meer het middensegment, maar ook de creatieve mensen. Jonge gezinnen. Ik heb ook een aantal vaste klanten die eerst gewoon een stelletje waren en nu met een baby binnenkomen,	Visitor	2 - 2
5:47	mensen die hier binnenkomen.	Visitor	3 - 3
5:48	Voor de bezoekers.	Visitor	4 - 4
5:49	bewoners	Resident	4 - 4
5:50	ondernemer	Local business owner	4 - 4
5:51	Stel, je zou op het Noordplein onder de grond een parkeergarage maken—ja, ik kan me niet voorstellen dat dat een probleem is als je dan hier woont. Maar ja, mensen die slecht ter been zijn, of weet je, je weet het gewoon niet. Niet iedereen is daar al aan toe, denk ik, om te zeggen: “Dan loop ik wel 50 meter.”	Equity conflict	5 - 5
5:52	veel ondernemers	Local business owner	6 - 6
5:53	Ik denk dat wij als ondernemers allemaal wel een beetje hetzelfde willen.	Local business owner	7 - 7
6:1	omgevingsmanager binnen het projectteam.	Municipality	1 - 1
6:2	buurtbewoners	Resident	1 - 1
6:3	lokale ondernemers.	Local business owner	1 - 1
6:5	Onbeperkt Zuid.	Third sector	1 - 1
6:6	Wat is de samenstelling van de wijk? En toen dachten we: als we tijdens de participatie zien dat een bepaalde groep niet vertegenwoordigd is, dan gaan we op zoek naar mensen van buiten de wijk die wél die input kunnen leveren.	Representativity	2 - 2
6:7	cocreatie	Method	2 - 2
6:8	mensen die afhankelijk zijn van een rollator of rolstoel.	Resident	2 - 2
6:9	extra sessie doen. Dat is dan ook niet meer echt cocreatie, maar meer dat je een schetsontwerp erbij pakt en met iemand gaat zitten van: goh, wat valt jullie op? Wat zien jullie? En daar is ook input uitgekomen.	Method	2 - 2
6:10	de straatlabs.	Method	2 - 2
6:11	Wat we gedaan hebben, is dat we ná de straatlabs hebben gekeken: zijn alle groepen waarvan we denken dat ze extra aandacht nodig hebben vertegenwoordigd geweest? Dat bleek op basis van leeftijd en sociaal-economische achtergrond wel zo te zijn — we hebben natuurlijk niet letterlijk gevraagd: “Wat verdient u?” of “Wat zijn uw kosten?” — Maar we zagen: jong en oud, man en vrouw waren vertegenwoordigd.	Representativity	2 - 2
6:12	Toen hebben we gezegd: dan gaan we met die groep gewoon nog een interview doen. Dat hebben we dus na afloop gedaan.	Method	2 - 2
6:13	Maar ik weet in ieder geval dat ik bij een later participatieplan voor een andere buurt echt heb gezegd: dit zijn groepen die extra aandacht verdienen. Toen heb ik dat bestuurlijk laten vaststellen: deze groepen willen we echt vertegenwoordigd zien in het participatieproces. En als je dan ziet dat dat tijdens de methodes die we bedacht hebben niet gebeurt, dan ga je na afloop nog een interview houden.	Representativity	3 - 3

6:14	Maar ik weet dat er ook nog een soort evaluatie moet komen voor het stedelijk participatieteam.	Feedback	3 - 3
6:15	Kijk, wat we gedaan hebben: we hebben die straatlabs gedaan. Maar vóór die straatlabs hebben we vorig jaar juni ook twee keer op straat gestaan, toen we een eerste informatiebrief hadden verspreid. Toen zijn we daar met een partytentje en schetsontwerpen gaan staan en hebben we gesprekken gevoerd met bewoners — gewoon laagdrempelig, in de eigen wijk. Die straatlabs waren echt een gestructureerde manier van cocreatie, gebaseerd op thema's. Die eerdere bijeenkomsten op straat — met koffie, of een keer met ijs — dat was wat informeler.	Method Operationality	3 - 4
6:16	De belangen die er zijn in een buurt — en jij hebt het wat vaker over waarden, ik iets vaker over belangen, maar er zit flinke overlap in — die moeten gewoon bekend zijn. Op het moment dat je je ontwerp maakt en verder uitwerkt. Dus in die zin was dat ook de doelstelling: dat het bij de ontwerpers, en ook bij het bestuur dat uiteindelijk het ontwerp vaststelt, bekend is wat er speelt in de buurt.	Recognition	4 - 4
6:17	De gemeente Amsterdam	Municipality	4 - 4
6:18	Standby	Private sector	7 - 7
6:20	Wat wij gedaan hebben, is dat we — volgens mij zowel de bewoners als de ondernemers — een brief hebben gebracht bij het eerste moment. Dus toen we een ijsje gingen eten in de buurt, koffie gingen drinken... Toen hebben we die brief niet laten verspreiden door een bezorgdienst, maar zelf gedaan met het projectteam. Dan ga je gewoon overal langs met de brief, en als je bij ondernemers bent — die zijn overdag vaak op de zaak — dan loop je naar binnen, stel je je even voor, en vertel je over het project.	Method Operationality	5 - 5
6:21	hoe het zit met distributie, laden en lossen, en de logistiek.	Businesses (supply)	5 - 5
6:22	Op die manier krijg je een beter beeld van de ondernemers. Dan ken je ook de namen en gezichten.	Meaningfullness	5 - 5
6:23	informatiebijeenkomst	Method	5 - 5
6:24	winkelstraatmanagement.	Third sector	5 - 5
6:25	We willen dat de winkels goed bereikbaar blijven met de auto."	Customer flow	6 - 6
6:27	Ik denk dat het wel meeviel. We hebben wel even nagedacht over waar je grotere bijeenkomsten kunt houden. In de Rijnbuurt-Oost zelf is niet echt een geschikte locatie. Het Huis van de Buurt is niet zo groot. Het stadsdeelkantoor… dan sta je al snel op afstand van de mensen. Dan is het meer: "Kom maar langs bij ons op kantoor." Daarom hebben we gekozen voor het Amstel Boathouse voor de grotere informatiebijeenkomsten. Dat is een prettige, gastvrije plek.	Operationality Trust	6 - 6
6:28	Verder niet veel obstakels. Wel in de timing en volgordelijkheid: hoe combineer je besluitvorming en ontwerp met participatie?	Operationality	6 - 6
6:29	Zij noemen dat straatlabs – dat is voor hen een soort merknaam. Elk bureau heeft z'n eigen termen.	Method	8 - 8
6:30	En ik heb toen ook aan de ontwerper, Simon, gevraagd: "Wat jij nog aanpast in het ontwerp op basis van de opbrengsten van de straatlabs, maak dat inzichtelijk." Nou, ik had het fijn gevonden als dat ook in de vorm van een boekje was gebeurd – dat is niet helemaal gebeurd. Maar we hebben wel tijdens de presentatie die we later gehouden hebben in het Amstel Boathouse aangegeven: dit waren de opbrengsten van de straatlabs, en op deze punten hebben we er ook echt iets mee gedaan. We hebben eigenlijk geen punt waarvan we zeggen: daar hebben we niks mee gedaan.	Feedback	8 - 8

6:31	daar hadden we ook niet echt de behoefte om iets mee te rapporteren. Maar bij die straatlabs hadden we wel echt afgebakende thema's: hier willen we het over hebben.	Scope	8 - 8
6:32	Natuurlijk hebben we ook wel van tevoren duidelijk aangegeven waar je wel en niet over kunt meepraten. Daarmee voorkom je ook dat je opbrengsten krijgt waarvan je achteraf zegt: daar konden we uiteindelijk niks mee. Want als je van tevoren al hebt gezegd "Als we er niks mee kunnen, dan maakt het ook geen deel uit van de materie", dan is dat helder. Sven Mulder – 25:27 Precies, ja. En ja, dat is denk ik ook belangrijk om dat inderdaad van tevoren... Groot, Hans – 25:33 ... helder te communiceren. Ja, het gaat over transparantie. Wij hebben van tevoren ook altijd helder gehad: we gaan het niet hebben over het aantal parkeerplekken dat we gaan opheffen. En dan merk je dat andere mensen zoiets hebben van: ja, dan is het geen echte inspraak. Het is ook helemaal geen inspraak trouwens – het is participatie. Het is ook co-creatie.	Scope	8 - 9
6:34	We zien alleen maar mogelijkheden om het aantal parkeerplaatsen in stand te houden als dat ten koste gaat van bestaand groen, van bestaande bomen die niet gekapt hoeven te worden, of van de rolstoeltoegankelijkheid. Nou, dat zijn zaken waar wij als gemeente niets mee kunnen. Wij willen gewoon dat de stoepen rolstoeltoegankelijk blijven, dat we geen gezonde bomen kappen, en dat het groen niet vermindert.	Spatial conflict	9 - 9
6:35	Dan doe je ook voorstellen. Want sommige mensen zeggen: ja, mij wordt de mond gesnoerd. Of: wat heb ik aan deze participatie als ik niet met een voorstel kan komen waarin uiteindelijk méér parkeerplekken komen? Wij hebben gewoon van tevoren heel duidelijk gezegd: luister, we hebben goed gekeken naar dit ontwerp.	Communication	9 - 9
6:36	Dat geldt ook voor de hoeveelheid parkeerplekken die zouden verdwijnen. We hebben eigenlijk tot aan het moment van de straatlabs nooit over een exact aantal gesproken. Het was ons best wel een beetje duidelijk hoor, over hoeveel plekken het zou gaan. Maar ja, weet je – in een schetsontwerp wil je geen aantallen noemen. En dan denk je achteraf: hadden we daar misschien eerder al helder over moeten zijn? Ik vind van niet. We zijn helder geworden op het moment dat we zeker wisten waar het over ging. Daar is volgens mij ook geen goed of fout in, zolang je maar niet doelbewust informatie achterhoudt. Op het moment dat je zegt: "We noemen het cijfer nog maar even niet, want anders ontstaat er onrust," dan ben je in mijn ogen fout bezig. Maar als je zegt: "We vertellen het nog even niet, want we weten het zelf nog niet zeker," dan is dat gewoon een keuze – om passende zaken te delen op het moment dat we weten waar we voor staan.	Communication	9 - 10
6:37	We hebben nooit dingen achtergehouden om het er makkelijker doorheen te krijgen – totaal niet. Alleen, ja, zoals ik zeg: we hadden daar misschien wel wat duidelijker in kunnen zijn. Maar het heeft voor mij niet een invloed gehad op de uitkomst of zo.	Communication	10 - 10
6:38	Nou, een ontwerper heeft daar vaak een sterkere mening over, maar er was wel waardering voor de uitstraling van die stroken gebouwen – en dat je die stroken ook voortzet in het straatbeeld. Dat was echt iets waarvan de ontwerpers zeiden: dat willen we behouden. In relatie tot parkeren is het dan ook zo dat je niet zegt: "We proppen hier en daar nog even een plekje ertussen," bijvoorbeeld op een plek waar toevallig geen bomen staan.	Aesthetics	11 - 11
6:39	Ik kan zelf wel zeggen hoe belangrijk ik het vind dat de stoepen toegankelijk zijn voor mensen met een mobiliteitsbeperking – maar de wet is daar ook duidelijk in.	Non-drivers	11 - 11
6:40	Ik kan zeggen hoe belangrijk verkeersveiligheid is – maar dat staat ook in de wet.	Safety	11 - 11
6:41	een stad waarin het fijn is om op te groeien, met ruimte voor ontmoeting, recreatie en sport – dat hebben we wel geprobeerd te vertalen in het ontwerp.	Health Space allocation	11 - 11

6:42	Ik ben van mening dat je de koers die je als stad bestuurlijk en politiek hebt vastgesteld, ook moet vertalen naar beheer en onderhoud. Dat gebeurt naar mijn mening niet vaak genoeg. Je ziet dat het wel gebeurt bij gebiedsontwikkeling of herinrichting – dan wordt er goed nagedacht, gewikt en gewogen. Maar als je een stad echt toekomstbestendig wilt inrichten, dan kom je er niet met alleen herinrichtingen en dat soort projecten	Political reasons	11 - 12
6:43	En op het moment dat je zegt van: we hebben enerzijds zaken waarvan we echt weten dat ze op ons afkomen — vaker heftige piekbuien, vaker droogteperiodes, vaker hitte.	Environmental sustainability	12 - 12
6:44	Wil je een stad zijn voor iedereen, of alleen voor mensen die geslaagd zijn in het leven?	Equity conflict	12 - 12
6:45	In de Vechtstraat heb je echt een probleem met waterberging.	Environmental sustainability	13 - 13
6:46	En in de andere straten gaat het eigenlijk over de implementatie van landelijke wet- en regelgeving voor rolstoeltoegankelijkheid en verkeersveiligheid, waardoor parkeren aan twee kanten niet meer mogelijk is.	Equity conflict Non-drivers Safety	13 - 13
6:47	Dan kun je die weg nog net zo breed aanleggen als nu, of je zegt: als we hem toch opnieuw aanleggen, dan winnen we ruimte — laten we die dan groen maken.	Environmental sustainability	13 - 13
6:48	Ik kan op heel veel manieren uitleggen: het is voor verkeersveiligheid, het is voor klimaatadaptatie. En toch zeggen ze: "Dit is autootje pesten. Het maakt deel uit van Amsterdams beleid om 10.000 parkeerplaatsen op te heffen."	Trust	14 - 14
6:49	Je hebt ook bezoek, bezoek van mantelzorgers.	Visitor	14 - 14
6:50	En dan heb je ook nog de verkeersveiligheid. Maar ondanks dat — de mensen die zich het hardst verzet hebben tegen het parkeren, en dat blijven doen — dat mag, en dat snap ik ook. Ik kan op heel veel manieren uitleggen: het is voor verkeersveiligheid, het is voor klimaatadaptatie. En toch zeggen ze: "Dit is autootje pesten. Het maakt deel uit van Amsterdams beleid om 10.000 parkeerplaatsen op te heffen." Terwijl — eigenlijk — in de hele Rivierenbuurt, dus veel groter dan alleen de Rijnstraat, worden er nauwelijks parkeerplaatsen opgeheven. Niet omdat dat zo mooi is, of zo groen — niet als onderdeel van het autoluwe beleid. De gemeente wil minder auto's in de stad, maar die plekken zijn hier vooral nodig om te voldoen aan normen voor verkeersveiligheid en waterbalans.	Stakeholder conflict	14 - 14
6:51	Vooral: "Waar moet ik de auto neerzetten als ik thuiskom?" Mensen waren eigenlijk niet bezig met: waar moet ik ’s ochtends naartoe lopen, maar juist: is er nog plek als ik thuiskom?	Convenience	15 - 15
6:52	Sommige mensen zeiden ook: "Ik moet snel op mijn werk kunnen zijn." Dus werk werd ook genoemd. En: "Hoe moet dat met een gezin?" — met kinderen, uitwedstrijden, boodschappen… En dan mensen die niet goed ter been zijn, dus autoafhankelijk. Bejaarden, mantelzorg, werd zeker genoemd.	Car-dependency	15 - 15
6:53	ik heb die auto nodig voor m’n werk, of het past bij mijn levensstijl	Way/quality of life	15 - 15
6:54	Dat wordt toch wel als een soort recht gezien. Ja, ik vind dat zelf eigenlijk ook wel. Als ik ergens woon, dan kijk ik ook of ik nog een beetje uit de voeten kan.	Way/quality of life	16 - 16
6:56	En dan zie je dat mensen geneigd zijn om ruimte in te nemen voor die mobiliteit. In Amsterdam zie je dat de straten sinds de jaren 50 en 60 – met de emancipatie en het individualisme – helemaal vol zijn komen te staan met auto’s en fietsen. Dus niet alleen auto's, hè, alles moest wijken voor mobiliteit. En daar komen we nu wel een beetje van terug.	Spatial conflict	16 - 16

6:57	En je ziet nu toch wel een beweging naar de straat als verblijfsruimte. Mensen denken misschien: wat maakt mijn auto nou uit? Maar als je bijna geen plek meer hebt om te spelen, recreëren of te hangen... Sven Mulder – 47:53 Ja. Hans Groot – 48:01 Dan zie je ook dat die behoefte aan openbare ruimte als verblijfsplek verandert. In de jaren 50 zag je geen fietsen op de stoep en ook geen mensen barbecueën in het park	Spatial conflict	17 - 17
6:58	De autobezitter is in Amsterdam in de meeste wijken gewoon een minderheid.		18 - 18
6:59	En dat belang is zó onverenigbaar... daar kun je amper participatie op straatniveau op loslaten. Dan kom je al snel uit bij werktafels, beraadtafels, maatschappelijk debat, dat soort zaken.	Method	18 - 18
6:60	Want als je dat echt op straatniveau aan bewoners overlaat, dan zegt de ene: parkeren is belangrijk, en de ander: weg met al die auto's. En voor je het weet, ligt iedereen rollend over straat.	Stakeholder conflict	18 - 18
6:61	Waar je vooral voor moet waken, zijn de extremen. Dus zeg maar de 5% die zegt: alles moet wijken voor de auto, want zonder auto's geen economie, en zonder economie geen geld voor leuke dingen. Sven Mulder – 53:09 Ja. Hans Groot – 53:09 Aan de andere kant: als je zo graag auto wil rijden, dan heb je eigenlijk niks te zoeken in de stad, hè? Dus dat gaat wel mensen uitsorteren. Je filtert een beetje, want die mensen worden het toch nooit met elkaar eens.	Representativity	19 - 19
6:62	zorgen dat we een fijn en prettig leefklimaat hebben. Maar ik vind eigenlijk dat de overheid zich nu al met veel te veel dingen bemoeit. Echt hoor, dat is echt geen grap. Dat is echt iets waarvan ik denk: kijk... Sven Mulder – 53:48 Nee. Hans Groot – 54:12 Je ziet dat de overheid compleet is doorgeslagen. De overheid moet gewoon veiligheid bieden voor mensen. Vanuit die veiligheid kun je ook zeggen: vanuit die gedachte is het belangrijk dat mensen zich kunnen ontplooien, dat er goed onderwijs is, dat kinderen van ouders die het zwaar hebben ook nog steeds naar school kunnen.	Social sustainability	19 - 19
6:63	Die belangen maken enorm veel uit voor het welslagen van een project. Je moet mensen meekrijgen. En daar hoort ook echt bij dat mensen weten van elkaars belangen en waarden. Alleen op die manier kom je eruit.	Recognition	20 - 20
6:64	Dan zag je dat er mensen waren die juist heel blij waren met de veranderingen in de leefomgeving, tegenover mensen die zeiden: "Ik heb een gezin, dus ik heb een auto nodig voor uitwedstrijden en zwemles." En anderen zeiden: "Ik heb een gezin, dus de auto moet eruit, want mijn kinderen moeten veilig op straat kunnen spelen."	Car-dependency Safety Space allocation Stakeholder conflict	22 - 22
6:65	En dat moet je ook wel voorkomen: dat het een splijtzwam wordt in de buurt. Je wilt niet dat mensen echt tegenover elkaar komen te staan. Zeker die mensen die opkomen voor de parkeervergunninghouders — je moet het maar durven, in Amsterdam. Je bent sowieso al een minderheid als autobezitter, laat staan als autobezitter die zegt: "Kan het een tandje minder met het groen? Ik wil hier nog steeds kunnen parkeren.	Convenience Environmental sustainability Spatial conflict	22 - 22
6:66	Het is belangrijk dat iemand die een impopulair standpunt vertegenwoordigt, uiteindelijk net zo fijn naar de supermarkt loopt en fijne gesprekken heeft met zijn buren, als iemand die anti-parkeermaatregelen is. Daar zit natuurlijk wel een taak in. Als je denkt dat het echt dreigt te ontsporen, dan is het belangrijk dat je zegt: "Jongens, vinden we elkaar allemaal nog wel een beetje leuk?"	Meaningfullness	22 - 22
6:67	En dan begrijp je wel dat als we zo doorgaan, we over 50 of 100 jaar geen leefbare planeet meer hebben. Dat is waar. Maar iemand die niet weet of zijn koelkast volgende week gevuld is, of hij over een maand werk heeft, of zijn kinderen straks kunnen studeren...	Temporal conflict	21 - 21

6:68	Beslissingen moeten, in theorie, zoveel mogelijk gemaakt worden door het college van burgemeester en wethouders. De uiteindelijke richting wordt gegeven door de gemeenteraad, die zet de koers uit en controleert ook.	Municipality	23 - 23
6:69	hij of zij heel goed weet wat er speelt in zo'n buurt. Op het moment dat een wethouder een beslissing neemt, bijvoorbeeld over 100 parkeerplekken, moet hij of zij weten van: “Oké, dat doe ik, ik weet dat ik daar een groep mee scha, want daar is mee gesproken en ik heb hier een rapportage liggen.” En dan, alles afwegende, staat die wethouder nog steeds achter de keuze. Of misschien zegt hij of zij: “Nu ik dit weet, ga ik terug naar de mensen die moeten rekenen en tekenen en verzin iets anders.”	Meaningfullness	23 - 23
6:70	In Nederland, en niet alleen in Nederland, maar in heel Europa, is er een enorme focus op de landelijke politiek. En ja, landelijke politiek zoals onderwijs, zorg, migratie, het zal allemaal wel... Maar op lokaal niveau en op Europees niveau, twee enorm belangrijke niveaus, gaat het gesprek er niet over. Niemand weet wat er deze week op de agenda staat in Brussel, en niemand weet wat er deze week op de agenda staat in Amsterdam. Dat maakt de participatie wel een beetje zwak. Sven Mulder (1:07:11): Nee, nee. Groot, Hans (1:07:25): Ik zorg er dus voor, vanuit mijn overtuiging en omdat het gewoon mijn werk is, dat bestuurders weten wat er speelt in een wijk, zodat zij dat mee kunnen nemen in hun besluitvorming.	Meaningfullness	24 - 24
6:71	kinderen	Resident	24 - 24
6:72	lokale politiek	Municipality	24 - 24
6:74	“Nou, weet je, dat hebben we nu beter meegenomen, zonder dat het van tevoren een onderwerp was.” Sven Mulder (1:09:52): Ja. Groot, Hans (1:09:53): Dat is gewoon pure winst. Het gaat om de participatie zelf, dat is wat telt. Als je het goed hebt gedaan, moet je echt het idee hebben dat de verschillende belangen en verhalen die er in de wijk spelen, goed in beeld zijn gebracht.	Recognition	25 - 25
6:75	En dat die input op een goede manier is teruggekoppeld. Dan is het voor mij geslaagd.	Feedback	25 - 25
6:76	hoeveel procent groen is erbij gekomen, hoeveel procent is veranderd, hoeveel mensen heb je gesproken	Representativity	26 - 26
6:77	Ja, het probleem met die KPI’s op Europees niveau is dat ze eigenlijk helemaal niets zeggen. Want nergens staat bijvoorbeeld: hoeveel impact het heeft gehad, dat is natuurlijk de essentie.	Meaningfullness	26 - 26
6:78	Ja, weet je hoeveel procent van de bevolking je betrokken moet hebben in een participatietraject? Als je natuurlijk enorm veel conflicterende belangen hebt in een enorm diverse wijk, moet je veel meer mensen gesproken hebben dan wanneer je weinig conflicten hebt en een homogene samenstelling, weet je?	Representativity	26 - 26
6:79	Iedereen zegt dan: "Nou, het is gewoon goed gedaan." En ik denk dat het belangrijk is om transparant en open te zijn. De keuzes die je maakt moeten uitlegbaar zijn.	Communication	27 - 27
6:80	Nee, kijk, ik denk dat mensen die hun zin niet krijgen, maar die wensen niet gehonoreerd worden... Wat belangrijk is, is dat ze wel weten dat ze serieus genomen zijn. Dat ze niet het gevoel hebben dat ze maar wat geroepen hebben en wij onze schouders ophalen. Dat is wel belangrijk.	Recognition	27 - 27
6:81	Gewoon in ieder geval je best blijven doen, ook voor de mensen met andere ideeën. Niet denken: "Ja, ik weet toch al hoe het loopt, dus laat maar zitten."	Meaningfullness	28 - 28

6:82	Ja, je merkt het wel dat je gewaardeerd wordt. En tegelijkertijd, ik weet ook wel dat er mensen zijn in deze wijk, maar ook in andere wijken, die wantrouwen hebben richting de overheid, misschien door eerdere ervaringen of door de achtergrond die ze hebben. Die denken: "Een ambtenaar kan nooit iets goeds doen, de overheid is tegen de burger." Sven Mulder (1:17:33): Ja, dat zal ik niet in de scope opnemen. Groot, Hans (1:17:38): Nee, soms kun je daar wel iets mee uithalen. Er was bijvoorbeeld een winkelier die totaal geen vertrouwen had in de overheid. Hij had al vaak gebeld, gemaild, en er werd nooit iets mee gedaan. Toen ik hem een keer sprak, zei ik: "Ik ga ervoor zorgen dat dit opgelost wordt." Vervolgens werd het probleem wel snel opgelost. En als ik die persoon weer tegenkom, zeg ik niet letterlijk: "Zie je, je moet wel vertrouwen hebben in de overheid," maar wel: "We hebben dat probleem opgelost, we zijn betrouwbaar."	Trust	28 - 28
6:83	Ja, het oordeel is uiteindelijk aan de bewoners en onderzoekers. Misschien maak je me straks met je onderzoek wel met de grond gelijk, maar dan leer ik er ook weer van.	Feedback	29 - 29
6:84	Hoe ontsluit je die informatie op het moment dat je denkt van hé, die groep is nu niet vertegenwoordigd in de populatie waar je de co-creatie mee doet	Representativity	29 - 29
6:85	Want uiteindelijk zeiden mensen van: we willen meer huisvuilinzameling, hebben ze gekregen. Mensen zeiden ook van: goh, slimme dingen, hè? Van de plekken waar de fiets parkeerde, plekken zijn heel erg ingegeven van een bepaald stramien op straat, terwijl helemaal niet gekeken is van, goh, wat is daar nou eigenlijk de voordeur en waar zijn nou eigenlijk de ramen en vensters? Hou daar beter rekening mee. Dat allemaal winst, allemaal meegenomen. Het ontwerp is echt wel verbeterd.	Recognition	30 - 30
6:86	a, en in het vervolg van de co-creatie is het ook dat ik het ook heel erg fijn zou vinden als straks die straten, als één van hen, worden opgeleverd, dat mensen ook echt samen die openbare ruimte gaan invullen.	Accountability	31 - 31
6:87	Ook al willen kijken van, goh, maar als daar behoefte aan is, hoe kun je dan, ja, wat er ontstaat tijdens zo'n participatietraject, hoe kun je dat vasthouden? Hoe kun je dat sociale kapitaal onderhouden? En ja, weet je, je ziet in Amsterdam dat, volgens mij als je kijkt naar deze wijk, valt het nog wel mee, maar dat er enorm veel mensen ook eenzaam zijn in Amsterdam.	Social sustainability	31 - 31
6:88	Singles, nou niet alleen daarom, ook andere redenen, taalachterstand of niet mee kunnen komen. Omdat de stad ook wel vrij duur is om in te leven, en dan dat je maar binnen blijft zitten, omdat ja, als je naar buiten gaat, dan kost alles geld. Dus ja, dat zou ook weer interessant zijn van hoe ga je daarmee om? Hoe hou je dat vast? Maar laten we maar eens beginnen met gewoon te zeggen van: goh. Sven Mulder 1:26:59 Ja, ja. Yes, ja, ja. Groot, Hans 1:27:16 Bij beheer en onderhoud. Op het moment dat er echt wat verandert, zul je ook iets moeten doen met participatie.	Equity conflict	31 - 32
6:89	Ik denk dat we nog veel meer gebruik kunnen maken van online tools die dus deels ook nog niet eens bestaan, hè?	Method	32 - 32
6:90	Daar zit denk ik wel winst. Kijk, de meerwaarde van wat ik nu doe, is dat mensen echt samenkomen en dan ook het gesprek aangaan en dat genereert ook heel veel legitimiteit en nieuwe inzichten.	Meaningfullness	33 - 33
6:91	Als je gewoon lekker achter je computer zit, kun je lekker pielen, en als je dan zegt van: hé, ik zit nu op mijn dashboard, zet ik gewoon de straat parkeren helemaal open, dan zie je gelijk de schuif van fietsparkeren en groen naar beneden gaan.	Recognition	33 - 33
6:92	Die modellen moeten natuurlijk ook gebouwd worden, maar daar is nog wel winst te behalen. Aan de andere kant is het wel duur om te bouwen en om dat in te richten. Dus ja, ik hoop dat er ooit iemand komt die die tools gaat ontwikkelen.	Operationality	33 - 33
6:93	de participatieve waarde-evaluatie.	Method	33 - 33

6:94	ontwerpers	Municipality	4 - 4
6:95	ik vind "voorzichtig" ook niet helemaal het goede woord. Maar wel dat je je er heel bewust van bent. Dat je zorgvuldig wilt omgaan met je woorden.		10 - 10
6:96	En dan heb je nog bezorgdiensten, waarbij ik me afvraag: gaan die wel in een parkeervak staan, of zetten die gewoon de auto op de knipperlichten? Taxi’s die mensen brengen en halen natuurlijk	Traffic flow	14 - 14
6:97	Het werd vooral genoemd door anderen: "Vergeet die groep niet."	Representativity	15 - 15
6:98	En je ziet ook plekken met enorme concentraties aan fietsparkeren, dat de behoefte daaraan toeneemt.	Non-drivers	17 - 17
6:99	Ook dat barbecueën – wat niks met mobiliteit te maken heeft – laat zien dat er een nieuwe behoefte is aan een andere manier van omgaan met openbare ruimte. Vooral jonge mensen spreken af in het park, chillen daar, hangen daar. Ik deed dat ook in de jaren 90, maar het is nu veel meer dan toen. En zo moet je als stad steeds nadenken: waar liggen de behoeftes, en hoe gaan we daarmee om?	Space allocation	17 - 17
7:1	Ik ben een bewoner.	Resident	1 - 1
7:2	Het straatlab was inderdaad fysiek, gewoon op straat hier.	Method	1 - 1
7:3	later hadden we ook weer een officieel evenement in een soort buurthuis, waarin ze meer informatie wilden delen over de uiteindelijke ontwerpkeuze.	Method	2 - 2
7:4	Ze waren benieuwd naar... nou ja, wat voor kleur bestrating je bijvoorbeeld wil, of waar je de vuilnisbakken wil hebben – dat soort dingen.	Meaningfullness	2 - 2
7:5	maar dat hele participatiegebeuren is soms ook gewoon één grote grap.	Trust	2 - 2
7:6	dan werd tijdens die sessie heel duidelijk gezegd – en dat waren we eigenlijk allemaal boos over – “nee, daar gaan we het niet over hebben.”	Communication	2 - 2
7:7	“Waar willen jullie de vuilnisbakken hebben?” En dan kon je iets zeggen over wat voor houtsnippers je in één van die tuintjes wilde hebben. Nou, echt dingen waarvan je denkt: dat maakt echt geen zak uit. Ja, spielerij. Participatie voor de bühne. “Waar wil je de prullenbakken hebben staan?” Ja, dat soort dingen. Dus niks over wat echt belangrijk was.	Meaningfullness	2 - 3
7:8	je kunt op straat parkeren en je bent zo op de A2 – je zit zo op de snelweg – terwijl je ook binnen tien minuten met de fiets in de Pijp bent.	Convenience	3 - 3
7:9	Maar ik heb een beroep waarbij ik bijna om de dag in de auto zit. Ik kom bij klanten, bij ziekenhuizen waar je heel slecht met het OV kunt komen. Dan duurt een reis soms drie uur, terwijl het met de auto drie kwartier is – dat soort extreme verschillen. Dus ik ben afhankelijk van mijn auto.	Car-dependency	4 - 4
7:10	Ten eerste: de waarde van het huis kan omlaag gaan. Er zijn ook wijken in de Rivierenbuurt die pas over twintig jaar vernieuwd worden. Mensen wonen hier gemiddeld zeven jaar en gaan daarna misschien naar een dorp. Ik schaar mezelf onder die groep. Dan zou het kunnen zijn dat iemand denkt: “Die straat is hartstikke mooi straks, Rijnbuurt-Oost is helemaal gerenoveerd, maar ik kan er niet parkeren, dus ik ga liever een blok verderop zitten.” Want daar kun je nog wel enigszins in de straat parkeren. Dus waardevermindering is één.	Financial reasons	4 - 4
7:11	twee: comfort. Straks moet ik rondjes gaan rijden en in andere wijken parkeren. Dan moet ik soms wel een kwartier lopen. Ik ben jong en ik kan het wel aan, maar het wordt wel heel irritant.	Convenience	4 - 4
7:12	De gemeente	Municipality	4 - 4
7:13	als je door de Eemstraat fietst, of de straat erachter, de Boterdiep, en je fietst tegen de richting in als fietser... en er staan auto's aan weerszijden geparkeerd... is het gewoon smal.	Safety	6 - 6

7:14	Oh, ik kan niet wachten tot die parkeerplekken worden weggehaald, dat er nog meer ruimte is om met de fiets te fietsen.	Non-drivers	6 - 6
7:15	Maar het is een politieke beslissing om die auto's gewoon weg te drukken.	Political reasons	6 - 6
7:16	meer groen	Environmental sustainability	6 - 6
7:17	als je die tuintjes die ze hebben iets smaller maakt, kan je prima aan beide kanten parkeren. En hebben fietsers ook de ruimte om makkelijker om die auto's heen te gaan. Dan is er gewoon meer ruimte.	Traffic flow	6 - 6
7:18	“Joh, prima, minder auto's, lekker rustig.”	Way/quality of life	6 - 6
7:19	er was bijvoorbeeld een dame die werkt in de nacht. Die is zuster, of verzorgende, in het ziekenhuis of een zorginstelling. En die komt in de avond vaak laat thuis, na een nachtdienst. Ja, die vindt het geen fijn idee om de auto straks te moeten parkeren op een parkeerplek bij het Mirandabad.	Car-dependency Equity conflict	6 - 6
7:20	Om veiligheidsredenen. En kijk, hier in de Rivierenbuurt... hetzelfde. Het is fijn, maar bij het De Mirandabad moet je door een tunneltje heen. Ik kom daar nooit 's nachts, want ja, wat moet ik daar? Maar ja, er schijnen nog weleens wat jongeren rond te hangen. En dan kan ik me voorstellen dat, als mijn vriendin daar zou moeten parkeren, dat zou ik niet fijn vinden. Kijk, ik overleef het wel, denk ik. Maar voor mijn vriendin zou ik dat minder chill vinden. Alhoewel, dat heb ik niet eens ingebracht. Het waren meer andere dames die ermee kwamen, dat ze het niet fijn vinden. Dus dat is één — dus 's nachts parkeren.	Safety	7 - 7
7:21	mijn bezoek	Visitor	7 - 7
7:22	“We erkennen het, maar we denken dat het wel mee gaat vallen.”	Recognition	8 - 8
7:23	dat kan niet vanwege de waterberging". Ja maar de waterbergingen is niet volgens mij - het is zeker in de toekomst moeten we allemaal wat doen met die klimaatproblemen die er aankomen,	Environmental sustainability Spatial conflict	8 - 8
7:24	het wordt erkend, maar het wordt ook een beetje gebagatelliseerd. Van: “Ja, maar volgens mij valt het wel mee. En je hebt toch nog deze optie of die optie?”	Recognition	9 - 9
7:25	we kunnen niet beloven dat je in je straat kan parkeren, maar wel in de wijk. En dan bedoel je: de Rijnbuurt-Oost of bedoel je de hele Rivierenbuurt?	Scope	9 - 9
7:26	Twee: wordt het serieus genomen? Wordt het erkend? Het wordt erkend, het wordt serieus genomen — alleen ze komen niet met een oplossing.	Meaningfullness	9 - 9
7:27	Dus toen we tegen de gemeente zeiden: “Kunnen jullie met een oplossing komen?”, zeiden ze: “Nee, want we denken dat er nog steeds genoeg plekken zijn in de Rivierenbuurt.” En, dat klopt. Alleen: waar? Dat weten ze niet.	Accountability Communication	10 - 10
7:28	Dat was geweldig. Ik kon nooit voor de deur, maar altijd ergens in die parkeergarage. Anderhalve minuut, twee minuten, dan ben je thuis. Helemaal prima. Want je hebt zekerheid: je komt aan en je kan altijd parkeren. Wat we nu krijgen is: rondjes rijden.	Convenience	10 - 10
7:29	Maar voor de korte termijn denk ik dat het wel wat doet met de waarde van mijn huis. Mensen denken dan: “Die huizen lijken toch allemaal op elkaar, en we zijn al blij dat we überhaupt iets konden kopen in Amsterdam.” Dus dan gaan ze misschien iets verderop wonen. Dat maakt het verschil niet.	Temporal conflict	5 - 5
7:30	Sommige mensen zijn het met ons eens — prima, dan gaan we een eigen appgroepje opbouwen. Hebben we netjes gedaan. Middel van briefjes in de bus. Die kwamen ook in die app. En ook daar kwamen zo nu en dan mensen van: “Oh, ik kan niet wachten tot die parkeerplekken worden weggehaald, dat er nog meer ruimte is om met de fiets te fietsen.”	Stakeholder conflict	5 - 6

7:31	Maar ja, er zijn ook zeker mensen die het wel een goed idee vinden. Die vinden het fijn dat er meer fietsnietjes komen, meer groen, minder auto's. Ja, als je geen auto hebt of gebruikt... ja, die vinden dat... die hoeven van hen het niet te zeggen. Nou, prima. Gepensioneerden die zeggen: “Joh, prima, minder auto's, lekker rustig.”	Stakeholder conflict	6 - 6
7:33	dat had gekund inderdaad, maar ja, dan moeten we groen opofferen	Spatial conflict	10 - 10
7:34	Maar ze willen gewoon niet van hun plan af. Ze willen dat niet toegeven. Sven Mulder 19:06 Ja. Timans, Thom 19:28 Ja, dat had gekund inderdaad, maar ja, dan moeten we groen opofferen. Ik zeg: ja, maar het is een politieke beslissing. Als we een andere partij aan de macht hadden gehad, dan hadden we dit probleem niet gehad. Maar dan hadden we misschien weer andere dingen niet goed geregeld. Dus het is een politieke beslissing en ze gooien het op het feit dat het niet anders kan. “Het moet zo,” zeggen ze dan. Maar dat is niet zo. Het had anders gekund, en dat irriteert. Ze hadden gewoon moeten zeggen: “Het is GroenLinks die nu aan de macht is, en wij bepalen dat we minder auto's in de stad willen.” Dat is beleid. Het heeft niks te maken met wat wel of niet kan. We willen het niet. Maar dat zeggen ze niet, want ik denk dat je dan juridisch in een moeilijk gebied komt. Ze zeggen gewoon: “Het kan niet anders,”	Political reasons Stakeholder conflict	10 - 11
7:35	rapporten doorsturen doet de gemeente niet. Al zitten wij vaak te mailen — ze zeggen dan dat ze die rapporten niet hebben. Het is gewoon een politieke beslissing: minder auto's.	Communication	11 - 11
7:36	Maar dat is niet zo. Het had anders gekund, en dat irriteert.	Trust	10 - 10
7:37	Ja. Dat we niet de volledige waarheid horen. Het zou fijn zijn als de gemeente zegt: “Thom, jammer, je hebt pech. Het is een politieke beslissing.” Ze hadden beide kanten kunnen belichten, maar wij als gemeentelijk bestuur van Amsterdam — met GroenLinks die tegen auto's is — kiezen ervoor. Maar je moet niet zeggen dat het komt door regenwater. Dat zeggen ze alleen om het af te zwakken, zodat mensen denken: “Nou ja, dat klinkt redelijk.” Dat heeft er vast een beetje mee te maken, maar het hoeft niet. Ze kwamen zelf met drie alternatieven, waarvan er twee parkeermogelijkheden aan beide kanten hadden. Dus wees gewoon transparant. Het is publiek geld, dus wees dan op z’n minst eerlijk. Alleen dat doen ze liever niet, want dat zorgt voor veel commotie. Dus ik snap dat ze het niet hebben gedaan. Strategisch is het denk ik dan dat ze daar niet eerlijk in zijn.	Communication Political reasons Trust	11 - 11
7:38	“Willen we nog geld investeren in autoparkeerplekken in de Rivierenbuurt?” Antwoord: nee.	Financial reasons	11 - 11
7:39	Maar dat doen ze door het heel voorzichtig minder aantrekkelijk te maken om een auto te hebben. Maar zeg dan gewoon hoe het ervoor staat. Zeg niet dat het niet kan vanwege regenwater.	Communication	11 - 11
7:40	Nou, als het over parkeerplekken gaat, klopt wat je zegt. Ze zijn geen meter naar ons toegekomen. Misschien willen ze wat meer lampen neerzetten bij het Mirandabad, maar in principe willen ze het niet oplossen.	Recognition	12 - 12
7:41	Participatie ging alleen maar over dingen die niet belangrijk zijn. Houtsnippers — dit is geen grap — letterlijk houtsnippers, en de plaatsing van de ondergrondse vuilnisemmers.	Meaningfullness	12 - 12
7:42	Nou, voor mij hè. Ik denk: voor mensen die geen auto hebben, was het wel betekenisvol. Als je geen auto hebt, dan vind je het wel leuk om mee te praten over waar de fietsnietjes komen en de vuilnisbakken. Laat ik daar eerlijk en transparant over zijn: als je geen auto hebt, dan is de participatie prima.		12 - 12
7:43	en ik weet natuurlijk niet wat de achterliggende belangen zijn die ze ons niet vertellen	Trust	12 - 12

7:44	Maar verwachtingsmanagement: er zijn drie opties. We gaan met experts kijken welke van die drie parkeeropties we kiezen, en ook waar de bomen komen, etc. Welke van de drie smaken we nemen... maar weet: over de parkeerplekken kun je niet onderhandelen.” Dat gaan ze natuurlijk nooit zeggen, want dan krijg je meteen weerstand. Maar het is wel de waarheid. Ik zou meteen verwachtingsmanagement doen: de participatieavond is gericht op het informeren, met een stukje overleg over waar de vuilnisbakken, fietsnietjes en welke soort houtsnippers komen. Dat zijn de onderdelen waarover we in gesprek gaan. De rest bepaalt de gemeente. En: “We hebben een parkeerontmoedigingsbeleid. Daardoor willen we minder auto's. Dat is een beleidskeuze vanuit GroenLinks of vanuit de politieke wind die er waait.” Als dat vanaf het begin duidelijk was geweest, had ik misschien niet eens die hele app opgericht of er zoveel moeite in gestoken. Aan de andere kant: het voelt goed om ergens voor te strijden, voor wat ik belangrijk vind — en blijkbaar ook veel mensen uit de buurt. Maar dan had ik gewoon vanaf het begin transparant willen zijn, met duidelijk verwachtingsmanagement. Niet de illusie wekken dat bewoners nog iets kunnen inspreken, als dat in feite niet zo is.	Scope	12 - 13
7:45	“We hebben een parkeerontmoedigingsbeleid. Daardoor willen we minder auto's. Dat is een beleidskeuze vanuit GroenLinks of vanuit de politieke wind die er waait.”	Political reasons	13 - 13
7:46	In de politiek wil men liever geen keuzes maken die te veel voor één groep zijn. Uiteindelijk behartigen politieke partijen de belangen van hun achterban. Ik denk dat ze dat ook heel goed doen. Want kijk, ik heb nu geen kinderen — misschien over een paar jaar wel — dan ben ik misschien hartstikke blij met meer groen en minder auto’s, zodat mijn kind niet wordt aangereden. En dat die 30 km/u in de stad voorkomt dat een kind van zijn fiets wordt gereden. Dus misschien ben ik dan heel blij met die veranderingen. Maar in mijn levensfase nu... wordt het qua mobiliteit niet beter. Mijn belangen zijn daarin niet meegenomen — of in elk geval die van de autobezitter, laat ik het breder trekken. Die worden niet behartigd. Terwijl die van mensen die geen auto hebben, wel.	Equity conflict Political reasons	14 - 14
7:47	minder auto’s, zodat mijn kind niet wordt aangereden. En dat die 30 km/u in de stad voorkomt dat een kind van zijn fiets wordt gereden.	Safety	14 - 14
7:48	meer groen	Environmental sustainability	14 - 14
7:49	Maar in mijn levensfase nu... wordt het qua mobiliteit niet beter. Mijn belangen zijn daarin niet meegenomen — of in elk geval die van de autobezitter, laat ik het breder trekken.	Car-dependency	14 - 14
7:51	doordat parkeren meer een probleem wordt, gaan we de parkeerinkomsten verlagen. De gemeente Amsterdam verdient volgens mij het meeste — nou ja, 20% van de inkomsten komt geloof ik uit parkeren. Vergunningen, parkeergelden... Het is echt een cash cow.	Financial reasons	14 - 14
7:52	Twee: ze kwamen zelf met deelvervoer, maar dat werkt niet voor mensen die een auto voor werk nodig hebben. Het werkt misschien als je eens per maand naar je ouders in een dorp wil of elke week, maar niet als je je auto elke dag nodig hebt.	Car-dependency	14 - 14
7:53	Maar het allerbelangrijkste blijft gewoon: het plan dat we hebben gemaakt — één van de drie plannen die jullie hebben gemaakt — dat had je ook uit kunnen voeren. Daarmee was het probleem opgelost. Het is niet iets dat uit mijn koker komt, maar uit jullie eigen proces. Je had gewoon kunnen kiezen: optie A, B of C. Jullie kozen A, terwijl optie C beide kanten tegemoetkwam. Dat was ook gewoon een optie.	Representativity	14 - 14
7:54	Mijn belangen zijn daarin niet meegenomen — of in elk geval die van de autobezitter, laat ik het breder trekken. Die worden niet behartigd. Terwijl die van mensen die geen auto hebben, wel.	Representativity	14 - 14
7:55	Ze hebben het wel gezegd, maar niet waarom. Het is niet de officiële reden.	Trust	14 - 14

7:56	de bijeenkomsten, de brieven die de gemeente heeft gestuurd, en dat grote billboard hier — dat heb je ook gezien. Daar hebben ze een straat gekozen waar aan beide kanten geparkeerd mag worden. Dus ik snap dat ze die straat hebben gekozen. Dat hebben ze eerlijk gezegd goed gedaan.	Operationality	15 - 15
7:58	Je moet mensen het idee geven dat ze inspraak hebben over dingen waar ze écht inspraak in hebben. Als ze dat niet hebben, noem het dan ook geen participatie. De gemeente moet dit doen omdat het vanuit het Rijk wordt gestimuleerd — we moeten dat vinkje halen. Dus organiseren ze die avonden zodat ze juridisch kunnen zeggen: we hebben het gedaan.	Meaningfullness	15 - 15
7:59	nhoudelijk wel: een brief, nog een brief, informatieavond, dat moet ook op verschillende momenten want niet iedereen kan er altijd zijn.	Operationality	15 - 15
7:60	Dus dat deden ze goed. Alleen de inhoud van de participatie — waar je over mag participeren — dat moet duidelijk zijn. Dat moet vooraf gemanaged worden.	Scope	15 - 15
7:61	Ik had ook goed contact met hem — hij reageerde op mails. Maar als je moeilijke vragen stelt, zoals: “Kun je de rapporten over waterproblemen toesturen?”, dan wordt het stil. Ze zeggen: we communiceren, maar je krijgt dan niets.	Communication	16 - 16
7:62	Maar de inhoud daarvan laat wat te wensen over. Dus ja — dat is een stukje transparantie.	Meaningfullness	16 - 16
7:63	je weet waarschijnlijk wel dat de wachttijd voor een parkeervergunning nu 13 maanden is in plaats van 3. Dat is ook een extra klap. Als ik m’n huis verkoop, wil niemand daar komen wonen met een benzineautootje — want die kan slecht parkeren én moet 13 maanden wachten op een vergunning. Wie wil z’n auto zo lang op een boerenweggetje parkeren tot het mag?	Financial reasons	17 - 17
7:64	Maar dat is gewoon framen.	Trust	17 - 17
7:65	de koper	Resident	17 - 17
7:66	Participatie heb ik trouwens ook moeten doen toen er een uitbouw hier in dit huis kwam – dan moet je ook je buren informeren. Dat is ook heel vaag. Je moet gewoon zeggen: “Ja, heb ik gedaan”, maar dat wordt niet gecontroleerd. Dus goed, dan gaan we een heel ander gebied in, maar dat hele participatiegebeuren is soms ook gewoon één grote grap. Ik heb het braaf gedaan omdat ik het netjes vond, maar het werd niet gecontroleerd.	Accountability	2 - 2
8:1	Ik ben bewoner van de binnenstad.	Resident	1 - 1
8:2	wijkvereniging	Third sector	1 - 1
8:3	ik denk dat iedereen die interesse had zich kon aanmelden.	Representativity	1 - 1
8:4	Praatsessies.	Method	2 - 2
8:5	Maar wat daarmee gebeurt, hoor je eigenlijk niet of nauwelijks terug. Er zijn wel wat rapporten gemaakt volgens mij, dus dat kun je dan nalezen. Dan kun je zien of een deel van je input daarin is verwerkt. Maar in hoeverre dat dan verder wordt meegenomen... ja, dat weet ik eigenlijk niet.	Feedback	3 - 3
8:6	Dus positief is dat je input kan leveren, maar je weet niet altijd wat ermee gebeurt of of het überhaupt serieus genomen wordt	Meaningfullness	3 - 3
8:7	Ja, dat is het. Volgens mij is er uiteindelijk wel een verslag van gemaakt, waarin je dan een stuk van je commentaar kan herkennen.	Recognition	3 - 3
8:8	Maar ja, wat daar dan uiteindelijk weer mee gebeurd is... ik heb geen idee.	Feedback	3 - 3
8:9	daar worden beslissingen genomen waar ik als bewoner niet echt blij van word. Zoals het continu afsluiten van straten, en dat je drie kilometer moet omrijden om van de ene kant van de straat naar de andere kant te komen. Ja, dat is voor mij niet handig,	Convenience	3 - 3
8:10	en het is ook niet echt goed voor het milieu.	Environmental sustainability	3 - 3

8:11	Waarom zulke dingen toch besloten worden...	Trust	3 - 3
8:12	toeristen	Visitor	4 - 4
8:13	als bewoner zit je er niet altijd op te wachten dat je weer een nieuwe vergunning moet aanvragen, of dat je ergens niet kunt parkeren.	Convenience	4 - 4
8:14	Het is dus ook wel verwerkt in het verslag. Maar daarna hoor je dus niks meer.	Feedback	4 - 4
8:15	Vijftien jaar geleden hebben we gekeken: waar willen we wonen? Toen stond dit huis te koop, en één van de dingen die ik daar heel nadrukkelijk in de overweging heb meegenomen, was: kan ik daar parkeren? Toen hadden we nog geen kinderen, maar we waren wel van plan. En ja, met kleine kinderen is een auto voor de deur gewoon heel makkelijk. En dat was toen hier ook geen probleem. Dus dat heeft een vrij grote rol gespeeld bij de beslissing om dit huis te kopen en hier te gaan wonen.	Car-dependency Way/quality of life	5 - 5
8:16	Gemak en mobiliteit, en ja... Ja, dus zeker met kinderen hè, als je ergens naartoe moet... ja, dan is een auto toch wel heel handig.	Convenience	5 - 5
8:17	toen we hier kwamen wonen was parkeren geen enkel probleem, er was voldoende plek. Maar continu zijn er dingen die dan weer wat plekken weghalen: ondergrondse vuilcontainers, een terras dat wordt uitgebreid van een van de restaurantjes hier, corona... alle bruggen staan nu vol met terrasjes. Maar ook weer uitbreiding van terrassen naar parkeerplekken. Nou, de laatste trend is dan dat parkeerplekken worden veranderd in elektrische oplaadpalen.	Space allocation Spatial conflict	5 - 5
8:18	de laatste trend is dan dat parkeerplekken worden veranderd in elektrische oplaadpalen.	Environmental sustainability	5 - 5
8:19	Je krijgt nu nog maar één vergunning per huishouden", en vroeger kon je er twee krijgen. Maar eigenlijk... ja, voor mij in elk geval, was er geen probleem, en wordt er een probleem gecreëerd door die veranderingen.	Way/quality of life	5 - 5
8:20	Zoals het continu afsluiten van straten, en dat je drie kilometer moet omrijden om van de ene kant van de straat naar de andere kant te komen. Ja, dat is voor mij niet handig, en het is ook niet echt goed voor het milieu.	Temporal conflict	3 - 3
8:21	veel daarvan waren ook al voor dat hele autoluw-programma. Een aantal is van... nou ja, die tijd van die ondergrondse containers, dat liep al.	Space allocation	6 - 6
8:22	Maar dat was niet echt onderdeel van die autoluwer binnenstad. Dat speelde daarna pas. En bijvoorbeeld het vervangen van parkeerplekken door elektrische oplaadpunten is ook niet echt onderdeel van het autoluw-beleid. Dus dat wordt dan ook niet meegenomen in dat participatieproject.	Scope	6 - 6
8:23	volgens mij is parkeren gewoon een verdienmodel voor de gemeente geworden.	Financial reasons Municipality	7 - 7
8:26	Ja, heel dubieus.	Trust	7 - 7
8:27	het was een vrij open sessie.	Method	8 - 8
8:28	Want ja, natuurlijk zijn er mensen die liever geen parkeerplekken hebben en alles willen veranderen in een park. En dat is ook mooi als het zo is. Als ik ervoor kies om ergens te gaan wonen, dan... Dit is een beetje het hele veranderverhaal: je kiest ergens voor.	Stakeholder conflict	8 - 8

8:29	Mensen die zeggen: "Ik heb een huis gekocht met een straat waarin geparkeerd kan worden", en dat moet dan opeens worden veranderd in groen... Ja, dat zijn natuurlijk mensen die daar dan niet voor gekozen zouden hebben om daar te gaan wonen. Kijk, je weet uiteindelijk waar je voor kiest als je iets koopt. Ja, dat is dan door de gemeente veranderd. En die veranderingen zijn natuurlijk niet altijd gunstig. Je wist hoe het was toen je het kocht — maar niet wat er eventueel nog veranderd gaat worden, wat impact heeft op je woongenot.	Way/quality of life	8 - 8
8:30	Ja, ik denk dat... nou ja, daar werd over gesproken. Er zijn dingen opgeschreven, op papier gezet. Maar ja, wat ik zeg: wat er uiteindelijk daadwerkelijk mee gebeurd is... geen idee.	Feedback	9 - 9
8:31	informatiesessie geweest in het gemeentehuis	Method	10 - 10
8:33	"Ja, leuk, die autoluwe binnenstad, maar wij willen gewoon dat we met de auto bij ons huis kunnen komen. Dat bezoekers met de auto bij ons huis kunnen komen. En dat we ook in de buurt kunnen parkeren."	Car-dependency Visitor	10 - 10
8:34	Maar ja, Leiden lijkt zich toch heel erg op het toerisme te richten. Terwijl je in veel andere steden ziet dat ze inmiddels doorhebben van: "Misschien worden we een beetje te veel platgelopen door toeristen." Maar Leiden heeft dat volgens mij nog niet. Die zijn nog heel erg georiënteerd op het faciliteren van toeristen — versus bewoners, volgens mij.	Political reasons Resident Stakeholder conflict Visitor	10 - 10
8:35	Relatief minimaal, voor mijn gevoel.	Meaningfullness	10 - 10
8:36	Wat voor mij ook wel belangrijk is — en ik weet niet of de gemeente daar rekening mee houdt: Je wil ook een beetje diversiteit binnen je binnenstad. Je wil niet een binnenstad waar alleen maar studenten en bejaarden wonen die dan geen auto hebben. Je wil ook mensen met families. En die zijn al heel lang naar de buitenwijken verdreven. Ze kwamen weer een beetje terug, maar door dit soort ontwikkelingen... Denk ik: als ik nu weer een beslissing zou moeten nemen, en ik zou weten dat Leiden binnenstad autoluw wordt, dan zou ik waarschijnlijk niet komen.	Equity conflict	12 - 12
8:38	Als je op zondag om acht uur in het zwembad moet zijn voor de zwemles, ja... dan pak ik toch even de auto. Ik heb geen zin om eerst een half uur de kids in de bakfiets te doen en dan te gaan fietsen.	Car-dependency	13 - 13
8:39	Ja, want als je echt een volledig autoluwe of autovrije binnenstad hebt, dan krijg je een bepaald type mensen die daar komen wonen: studenten en bejaarden, waarschijnlijk.	Social sustainability	13 - 13
8:40	Ik weet niet wat de motivaties zijn.	Communication	13 - 13
8:41	Ik weet ook niet of wat er dan gecommuniceerd wordt echt betrouwbaar is of niet. Wat ik zei: het milieu-argument doet het altijd goed. Maar ja, je laat me wel drie kilometer extra rijden om thuis te komen, omdat je dan een straat afsluit. Dus dat milieu-aspect geloof ik ook niet meer zo in. Hoe minder parkeerplekken, hoe meer mensen rondjes gaan rijden om toch nog dat ene plekje te vinden. Dus ja, ik weet niet of wat er gecommuniceerd wordt, echt betrouwbaar is of niet. Ze zullen niet communiceren: "Wij willen zoveel mogelijk toeristen naar Leiden trekken."	Trust	13 - 13
8:42	Zijn dat de bewoners? Zijn dat ondernemers? Is dat het gemeentebestuur? Zijn dat toeristen?	Local business owner Municipality Resident Visitor	15 - 15
8:43	Ja, hangt er vanaf wat voor ondernemer je bent. Kijk, als jij een restaurant hebt, dan wil je misschien heel graag dat die drie parkeerplekken voor je deur veranderen in een terrasje voor jouw restaurant. Dan zijn de belangen natuurlijk wel anders dan van de bewoner die daar graag z’n auto neerzet.	Convenience Financial reasons Spatial conflict Stakeholder conflict	15 - 15

8:44	Maar voor andere ondernemers hebben we hetzelfde belang. Die willen ook dat hun potentiële klanten makkelijk de binnenstad kunnen bereiken — dus ook bereikbaarheid van de binnenstad, en dat ze hun auto kwijt kunnen.	Customer flow	15 - 15
8:45	wat voor de een een verbetering is, is voor de ander een verslechtering.	Other conflict	16 - 16
8:46	Ja, esthetisch, historisch. Gezellig... dat is denk ik wel subjectief.	Aesthetics	4 - 4
8:47	Ja, nu meer... waarde pakken. En niet alleen een verslag, maar dan ook in de vervolgstappen. Toch proberen in gesprek te blijven, en dan heel goed aangeven waarom bepaalde beslissingen genomen zijn. Ook al zijn die voor mij als bewoner misschien minder gunstig, voor andere bewoners zijn ze prima en vinden ze het fantastisch. Maar sommige dingen zijn voor mij als bewoner echt... ja, geen verbetering. En dan is het fijn als ze kunnen uitleggen waarom.	Communication Feedback	16 - 16

Delft University of Technology
HUMAN RESEARCH ETHICS
CHECKLIST FOR HUMAN RESEARCH
(Version January 2022)

IMPORTANT NOTES ON PREPARING THIS CHECKLIST

1. An HREC application should be submitted for every research study that involves human participants (as Research Subjects) carried out by TU Delft researchers
2. Your HREC application should be submitted and approved **before** potential participants are approached to take part in your study
3. All submissions from Master's Students for their research thesis need approval from the relevant Responsible Researcher
4. The Responsible Researcher must indicate their approval of the completeness and quality of the submission by signing and dating this form OR by providing approval to the corresponding researcher via email (included as a PDF with the full HREC submission)
5. There are various aspects of human research compliance which fall outside of the remit of the HREC, but which must be in place to obtain HREC approval. These often require input from internal or external experts such as Faculty Data Stewards, Faculty HSE advisors, the TU Delft Privacy Team or external Medical research partners.
6. You can find detailed guidance on completing your HREC application here
7. Please note that incomplete submissions (whether in terms of documentation or the information provided therein) will be returned for completion **prior to any assessment**
8. If you have any feedback on any aspect of the HREC approval tools and/or process you can leave your comments here

I. Applicant Information

PROJECT TITLE:	**A study into the Role of Participatory Practices in Managing Public Perspectives on Curb Parking Removal**
Research period: *Over what period of time will this specific part of the research take place*	**2024 – 2025 (Interviews conducted in April & May)**
Faculty:	**Faculty of Architecture and the Built Environment**
Department:	**Management in the Build Environment**
Type of the research project: *(Bachelor's, Master's, DreamTeam, PhD, PostDoc, Senior Researcher, Organisational etc.)*	**Master's thesis**
Funder of research: *(EU, NWO, TUD, other – in which case please elaborate)*	**No funding**
Name of Corresponding Researcher: *(If different from the Responsible Researcher)*	**Sven Mulder**
E-mail Corresponding Researcher: *(If different from the Responsible Researcher)*	**S.B.Mulder-1@student.tudelft.nl**
Position of Corresponding Researcher: *(Masters, DreamTeam, PhD, PostDoc, Assistant/ Associate/ Full Professor)*	**Masters students**
Name of Responsible Researcher: ***Note:*** *all student work must have a named Responsible Researcher to approve, sign and submit this application*	**Yawei Chen**
E-mail of Responsible Researcher: *Please ensure that an institutional email address (**no Gmail, Yahoo, etc.**) is used for all project documentation/ communications including Informed Consent materials*	**Y.Chen@tudelft.nl**
Position of Responsible Researcher : *(PhD, PostDoc, Associate/ Assistant/ Full Professor)*	**Assistant professor**

II. Research Overview

NOTE: *You can find more guidance on completing this checklist here*

a) Please summarise your research very briefly (100-200 words)

What are you looking into, who is involved, how many participants there will be, how they will be recruited and what are they expected to do?

Add your text here – (please avoid jargon and abbrevations)
This thesis aims to research to what extent participatory practices can address the conflicting interests of stakeholders during curb parking removal. Through a graduation internship 3 cases are selected. At each case 2 organisers and 3 participants of the participatory practices are identified for qualitative interviews (6 organisers/9 participants total). The participants are identified during analysis of the case or during participation events. The interviews will last about 30-45 minutes.

b) **If your application is an additional project** related to an existing approved HREC submission, please provide a brief explanation including the existing relevant HREC submission number/s.

Add your text here – (please avoid jargon and abbrevations)
-

c) **If your application is a simple extension of, or amendment to,** an existing approved HREC submission, you can simply submit an HREC Amendment Form as a submission through LabServant.

III. Risk Assessment and Mitigation Plan

NOTE: *You can find more guidance on completing this checklist here*

Please complete the following table in full for all points to which your answer is "yes". Bear in mind that the vast majority of projects involving human participants as Research Subjects also involve the collection of **Personally Identifiable Information (PII)** and/or **Personally Identifiable Research Data (PIRD)** which may pose potential risks to participants as detailed in Section G: Data Processing and Privacy below.

To ensure alignment between your risk assessment, data management and what you agree with your Research Subjects you can use the last two columns in the table below to refer to specific points in your Data Management Plan (DMP) and Informed Consent Form (ICF) – **but this is not compulsory**.

It's worth noting that **you're much more likely to need to resubmit your application if you neglect to identify potential risks**, than if you identify a potential risk and demonstrate how you will mitigate it. If necessary, the HREC will always work with you and colleagues in the Privacy Team and Data Management Services to see how, if at all possible, your research can be conducted.

			If YES please complete the Risk Assessment and Mitigation Plan columns below.		*Please provide the relevant reference #*	
ISSUE	**Yes**	**No**	**RISK ASSESSMENT – what risks could arise?** *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	**MITIGATION PLAN – what mitigating steps will you take?** *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	**DMP**	**ICF**
A: Partners and collaboration						
1. Will the research be carried out in collaboration with additional organizational partners such as: • One or more collaborating research and/or commercial organizations • Either a research, or a work experience internship provider[1] [1] *If yes, please include the graduation agreement in this application*	**Yes**		**Since the company providing the research internship conducts participatory practices on a daily basis, the risk is minimal as they have great affinity with data protection , inclusion, participant safety and equity. I will not be collecting any sensitive data that is not already known to them.**	All collected data will be handled according to the DMP. The DMP will detail exactly how the collected data will be safely stored and not be shared with third parties. The ICF furthermore states that participants can at any time refuse to give any information they do not feel comfortable with sharing,	See attached DMP	See attached ICF
2. Is this research dependent on a Data Transfer or Processing Agreement with a collaborating partner or third party supplier? *If yes please provide a copy of the signed DTA/DPA*		**No**				
3. Has this research been approved by another (external) research ethics committee (e.g.: HREC and/or MREC/METC)? *If yes, please provide a copy of the approval (if possible) and summarise any key points in your Risk Management section below*		**No**				
B: Location						
4. Will the research take place in a country or countries, other than the Netherlands, within the EU?		**No**				

			If YES please complete the Risk Assessment and Mitigation Plan columns below.		*Please provide the relevant reference #*	
ISSUE	**Yes**	**No**	**RISK ASSESSMENT – what risks could arise?** *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	**MITIGATION PLAN – what mitigating steps will you take?** *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	**DMP**	**ICF**
5. Will the research take place in a country or countries outside the EU?		**No**				
6. Will the research take place in a place/region or of higher risk – including known dangerous locations (in any country) or locations with non-democratic regimes?		**No**				
C: Participants						
7. Will the study involve participants who **may** be vulnerable and possibly (legally) unable to give informed consent? (e.g., children below the legal age for giving consent, people with learning difficulties, people living in care or nursing homes,).		**No**				
8. Will the study involve participants who **may** be vulnerable under specific circumstances and in specific contexts, such as victims and witnesses of violence, including domestic violence; sex workers; members of minority groups, refugees, irregular migrants or dissidents?		**No**				
9. Are the participants, outside the context of the research, in a dependent or subordinate position to the investigator (such as own children, own students or employees of either TU Delft and/or a collaborating partner organisation)? *It is essential that you safeguard against possible adverse consequences of this situation (such as allowing a student's failure to participate to your satisfaction to affect your evaluation of their coursework).*		**No**				
10. Is there a high possibility of re-identification for your participants? (e.g., do they have a very specialist job of which there are only a small number in a given country, are they members of a small community, or employees from a partner company collaborating in the research? Or are they one of only a handful of (expert) participants in the study?	**Yes**		**The participants state their relation to the case (resident of a specific street/owner of a type of business). Although addresses and names of businesses will not be asked, the businessowner may be identified through the rarity of said business in the given area.**	Firstly the generalization of the types of businesses (e.g. retail, horeca, offices) should greatly obscure the identity of participants. Moreover, this data is not linked to the participants' answers, it is merely used to generalize findings and support the discussion. Lastly, the DMP will detail exactly how the collected data will be safely stored and not be shared with third parties. The ICF further states that the can at any time refuse to state information they do not want to disclose.	See attached DMP	See attached ICF
D: Recruiting Participants						
11. Will your participants be recruited through your own, professional, channels such as conference attendance lists, or through specific network/s such as self-help groups	**Yes**		**Participants will be recruited through the network of the internship provider (Kickstad B.V.), participants of participatory practices are contacted based on the recommendations of the organizers of said practices. In the case of Amsterdam, participants are recruited through my own network.**	A perceived pressure to participate due to existing relationship with Kickstad can be mitigated by emphasizing voluntary participation and right to withdraw at all times. Selection bias from relying on organizer recommendations can be mitigated by having multiple leads (~5+) and contacting them simultaneously so no bias can exist.		See attached ICF

			If YES please complete the Risk Assessment and Mitigation Plan columns below.		*Please provide the relevant reference #*	
ISSUE	**Yes**	**No**	**RISK ASSESSMENT – what risks could arise?** *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	**MITIGATION PLAN – what mitigating steps will you take?** *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	**DMP**	**ICF**
12. Will the participants be recruited or accessed in the longer term by a (legal or customary) gatekeeper? (e.g., an adult professional working with children; a community leader or family member who has this customary role – within or outside the EU; the data producer of a long-term cohort study)		**No**				
13. Will you be recruiting your participants through a crowd-sourcing service and/or involve a third party data-gathering service, such as a survey platform?		**No**				
14. Will you be offering any financial, or other, remuneration to participants, and might this induce or bias participation?		**No**				
E: Subject Matter *Research related to medical questions/health may require special attention. See also the website of the CCMO before contacting the HREC.*						
15. Will your research involve any of the following: • Medical research and/or clinical trials • Invasive sampling and/or medical imaging • Medical and *In Vitro Diagnostic Medical* Devices Research		**No**				
16. Will drugs, placebos, or other substances (e.g., drinks, foods, food or drink constituents, dietary supplements) be administered to the study participants? *If yes see here to determine whether medical ethical approval is required*		**No**				
17. Will blood or tissue samples be obtained from participants? *If yes see here to determine whether medical ethical approval is required*		**No**				
18. Does the study risk causing psychological stress or anxiety beyond that normally encountered by the participants in their life outside research?		**No**				
19. Will the study involve discussion of personal sensitive data which could put participants at increased legal, financial, reputational, security or other risk? (e.g., financial data, location data, data relating to children or other vulnerable groups) *Definitions of sensitive personal data, and special cases are provided on the TUD Privacy Team website.*		**No**				
20. Will the study involve disclosing commercially or professionally sensitive, or confidential information? (e.g., relating to decision-making processes or business strategies which might, for example, be of interest to competitors)		**No**				
21. Has your study been identified by the TU Delft Privacy Team as requiring a Data Processing Impact Assessment (DPIA)? *If yes please attach the advice/ approval from the Privacy Team to this application*		**No**				
22. Does your research investigate causes or areas of conflict?		**No**				

			If YES please complete the Risk Assessment and Mitigation Plan columns below.		*Please provide the relevant reference #*	
ISSUE	**Yes**	**No**	**RISK ASSESSMENT – what risks could arise?** *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	**MITIGATION PLAN – what mitigating steps will you take?** *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	**DMP**	**ICF**
If yes please confirm that your fieldwork has been discussed with the appropriate safety/security advisors and approved by your Department/Faculty.						
23. Does your research involve observing illegal activities or data processed or provided by authorities responsible for preventing, investigating, detecting or prosecuting criminal offences *If so please confirm that your work has been discussed with the appropriate legal advisors and approved by your Department/Faculty.*		**No**				
F: Research Methods						
24. Will it be necessary for participants to take part in the study without their knowledge and consent at the time? (e.g., covert observation of people in non-public places).		**No**				
25. Will the study involve actively deceiving the participants? (For example, will participants be deliberately falsely informed, will information be withheld from them or will they be misled in such a way that they are likely to object or show unease when debriefed about the study).		**No**				
26. Is pain or more than mild discomfort likely to result from the study? And/or could your research activity cause an accident involving (non-) participants?		**No**				
27. Will the experiment involve the use of devices that are not 'CE' certified? *Only, if 'yes': continue with the following questions:*		**No**				
• Was the device built in-house?						
• Was it inspected by a safety expert at TU Delft? *If yes, please provide a signed device report*						
• If it was not built in-house and not CE-certified, was it inspected by some other, qualified authority in safety and approved? *If yes, please provide records of the inspection*						
28. Will your research involve face-to-face encounters with your participants and if so how will you assess and address Covid considerations?	**Yes**		**Seeing as this checklist is from 2022 this might have been a relevant topic at the time but I trust this will not be of importance today.**	**If the participant does require any additional measures to be taken this will be handled in accordance with the participants' wishes. The participant can always refuse to take part in the interview or quit at any time.**		**See attached ICF**
29. Will your research involve **either:** a) "big data", combined datasets, new data-gathering or new data-merging techniques which might lead to re-identification of your participants **and/or** b) artificial intelligence or algorithm training where, for example biased datasets could lead to biased outcomes?		**No**				

			If YES please complete the Risk Assessment and Mitigation Plan columns below.		*Please provide the relevant reference #*	
ISSUE	**Yes**	**No**	**RISK ASSESSMENT – what risks could arise?** *Please ensure that you list ALL of the actual risks that could potentially arise – do not simply state whether you consider any such risks are important!*	**MITIGATION PLAN – what mitigating steps will you take?** *Please ensure that you summarise what actual mitigation measures you will take for each potential risk identified – do not simply state that you will e.g. comply with regulations.*	**DMP**	**ICF**
G: Data Processing and Privacy						
30. Will the research involve collecting, processing and/or storing any directly identifiable PII (Personally Identifiable Information) including name or email address that will be used for administrative purposes only? (e.g.: obtaining Informed Consent or disbursing remuneration)	**Yes**		**Names and contact information are stored on my personal device prior to contacting the participants.**	**The collection of names and contact details will always happen voluntarily, with consent and with knowledge (i.e. participants are asked to leave behind their contact information if they wish to be interviewed). Refer to the DMP for data management strategies. Contact information and names will not be part of the results and will be deleted after the interviews have been conducted.**	**See attached DMP**	**See attached ICF**
31. Will the research involve collecting, processing and/or storing any directly or indirectly identifiable PIRD (Personally Identifiable Research Data) including videos, pictures, IP address, gender, age etc and **what other Personal Research Data** (including personal or professional views) will you be collecting?	**Yes**		As stated before, the occupation and relation of the participants to the selected case will be documented to generalize findings.	Refer to issue C.10.	**See attached DMP**	**See attached ICF**
32. Will this research involve collecting data from the internet, social media and/or publicly available datasets which have been originally contributed by human participants		No				
33. Will your research findings be published in one or more forms in the public domain, as e.g., Master's thesis, journal publication, conference presentation or wider public dissemination?	**Yes**		The master's thesis will be available to students, teachers and researchers of the TU Delft.	Refer to issue C.10.	**See attached DMP**	**See attached ICF**
34. Will your research data be archived for re-use and/or teaching in an open, private or semi-open archive?	**Yes**		The master's thesis will be uploaded to the TU Delft repository	Refer to issue C.10.	**See attached DMP**	**See attached ICF**

H: More on Informed Consent and Data Management

NOTE: *You can find guidance and templates for preparing your Informed Consent materials) here*

Your research involves human participants as Research Subjects if you are recruiting them or actively involving or influencing, manipulating or directing them in any way in your research activities. This means you must seek informed consent and agree/ implement appropriate safeguards regardless of whether you are collecting any PIRD.

Where you are also collecting PIRD, and using Informed Consent as the legal basis for your research, you need to also make sure that your IC materials are clear on any related risks and the mitigating measures you will take – including through responsible data management.

Got a comment on this checklist or the HREC process? You can leave your comments here

IV. Signature/s

Please note that by signing this checklist list as the sole, or Responsible, researcher you are providing approval of the completeness and quality of the submission, as well as confirming alignment between GDPR, Data Management and Informed Consent requirements.

Name of Corresponding Researcher (if different from the Responsible Researcher) (print)

Signature of Corresponding Researcher: Sven Mulder

Date: 01/05/2025

Name of Responsible Researcher (print) Yawei Chen

Signature (or upload consent by mail) Responsible Researcher: Yawei Chen

Date: 01-05-2025

V. Completing your HREC application

Please use the following list to check that you have provided all relevant documentation

Required:

- **Always:** This completed HREC checklist
- **Always:** A data management plan (reviewed, where necessary, by a data-steward)
- **Usually:** A complete Informed Consent form (including Participant Information) and/or Opening Statement (for online consent)

Please also attach any of the following, if relevant to your research:

Document or approval	Contact/s
Full Research Ethics Application	After the assessment of your initial application **HREC will let you know if and when you need to submit additional information**
Signed, valid Device Report	Your Faculty HSE advisor
Ethics approval from an external Medical Committee	TU Delft Policy Advisor, Medical (Devices) Research
Ethics approval from an external Research Ethics Committee	Please append, if possible, with your submission
Approved Data Transfer or Data Processing Agreement	Your Faculty Data Steward and/or TU Delft Privacy Team
Approved Graduation Agreement	Your Master's thesis supervisor
Data Processing Impact Assessment (DPIA)	TU Delft Privacy Team
Other specific requirement	Please reference/explain in your checklist and append with your submission

	Leiden Gr=171; GS=2	Rijnbuurt-Oost Gr=156; GS=2	Zwaanshalskwartier Gr=139; GS=2	Totals
○ **Accountability** Gr=13	5	3	5	13
○ **Aesthetics** Gr=6	2	1	3	6
○ **Business visibility** Gr=4	0	0	4	4
○ **Businesses (supply)** Gr=6	3	1	2	6
○ **Car-dependency** Gr=14	7	6	1	14
○ **Communication** Gr=21	6	10	5	21
○ **Convenience** Gr=18	7	5	6	18
○ **Customer flow** Gr=7	2	1	4	7
○ **Environmental sustainability** Gr=20	8	7	5	20
○ **Equity conflict** Gr=12	6	5	1	12
○ **Feedback** Gr=21	6	4	11	21
○ **Financial reasons** Gr=12	5	4	3	12
○ **Health** Gr=4	3	1	0	4
○ **Local business owner** Gr=18	6	1	11	18
○ **Meaningfullness** Gr=23	4	13	6	23
○ **Method** Gr=37	18	13	6	37
○ **Municipality** Gr=17	8	6	3	17
○ **Non-drivers** Gr=14	4	4	6	14
○ **Operationality** Gr=12	0	7	5	12
○ **Other conflict** Gr=3	2	0	1	3
○ **Political reasons** Gr=9	3	6	0	9
○ **Private sector** Gr=6	2	1	3	6
○ **Recognition** Gr=17	2	9	6	17
○ **Representativity** Gr=21	4	10	7	21
○ **Resident** Gr=18	6	5	7	18
○ **Safety** Gr=12	3	6	3	12
○ **Scope** Gr=17	5	5	7	17
○ **Social sustainability** Gr=8	4	2	2	8

○ **Space allocation** Gr=15	10	3	2	15
○ **Spatial conflict** Gr=17	5	6	6	17
○ **Stakeholder conflict** Gr=19	6	6	7	19
○ **Temporal conflict** Gr=7	4	2	1	7
○ **Third sector** Gr=20	12	2	6	20
○ **Traffic flow** Gr=7	4	2	1	7
○ **Trust** Gr=18	3	9	6	18
○ **Visitor** Gr=13	4	2	7	13
○ **Way/quality of life** Gr=13	7	3	3	13
Totals	186	171	162	519

	Organisers Gr=308: GS=3	Participants Gr=158: GS=3	Totals
○ **Accountability** Gr=13	10	3	13
○ **Aesthetics** Gr=6	4	2	6
○ **Business visibility** Gr=4	2	2	4
○ **Businesses (supply)** Gr=6	5	1	6
○ **Car-dependency** Gr=14	6	8	14
○ **Communication** Gr=21	12	9	21
○ **Convenience** Gr=18	7	11	18
○ **Customer flow** Gr=7	5	2	7
○ **Environmental sustainability** Gr=20	15	5	20
○ **Equity conflict** Gr=12	8	4	12
○ **Feedback** Gr=21	12	9	21
○ **Financial reasons** Gr=12	6	6	12
○ **Health** Gr=4	4	0	4
○ **Local business owner** Gr=18	13	5	18
○ **Meaningfullness** Gr=23	13	10	23
○ **Method** Gr=37	30	7	37
○ **Municipality** Gr=17	14	3	17
○ **Non-drivers** Gr=14	11	3	14
○ **Operationality** Gr=12	10	2	12
○ **Other conflict** Gr=3	2	1	3
○ **Political reasons** Gr=9	3	6	9
○ **Private sector** Gr=6	6	0	6
○ **Recognition** Gr=17	10	7	17
○ **Representativity** Gr=21	12	9	21
○ **Resident** Gr=18	10	8	18

○ **Safety** Gr=12	7	5	12
○ **Scope** Gr=17	11	6	17
○ **Social sustainability** Gr=8	7	1	8
○ **Space allocation** Gr=15	13	2	15
○ **Spatial conflict** Gr=17	11	6	17
○ **Stakeholder conflict** Gr=19	9	10	19
○ **Temporal conflict** Gr=7	5	2	7
○ **Third sector** Gr=20	18	2	20
○ **Traffic flow** Gr=7	6	1	7
○ **Trust** Gr=18	7	11	18
○ **Visitor** Gr=13	4	9	13
○ **Way/quality of life** Gr=13	6	7	13
Totals	334	185	519