

MONITORING WHAT MATTERS TO THE CITY AND HER CITIZENS

Bridging the gap of urban monitoring frameworks and citizen's lived experiences

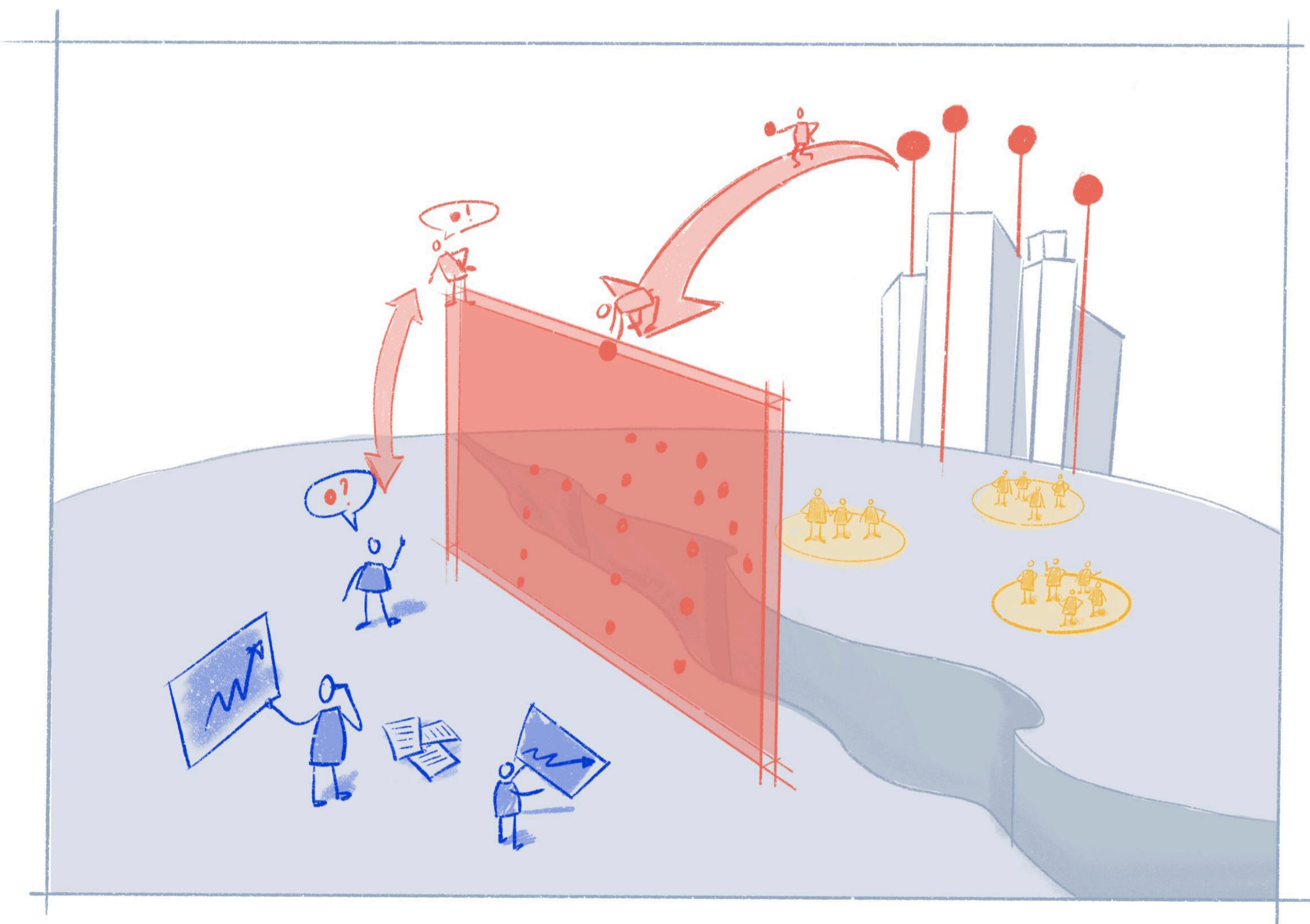
DATA GUIDES POLICY MAKERS

The digitization of society has provided cities with vast amounts of data, which they now use to guide and assess their policy objectives. However, several issues arise from the current approaches to data-driven decision-making.

Limitations of monitoring frameworks

- Monitoring frameworks offer a simplified, biased lens for analyzing cities, shaped by privileged experts.
- These frameworks reinforce dominant viewpoints, influencing policies and public perception.
- Current aggregated metrics often overlook outliers, masking local differences and issues.

These limitations lead to a gap between monitoring systems and the reality of lived experiences of citizens. With data-driven decision making being increasingly adopted by policymakers, it is imperative to investigate how these disparities can be minimized.



PROJECT AIM

... to explore how to effectively engage citizens with monitoring frameworks and incorporate their local knowledge into these systems

In doing so this thesis explored two main components:

- 1) how citizens can be effectively engaged with monitoring frameworks &
- 2) how their local knowledge can be incorporated in monitoring frameworks.

INSIGHTS

Local citizen knowledge can enhance monitoring frameworks by:

- **Identifying** missing indicators to align citizen perspectives with urban monitors
- **Connecting** existing indicators
- **Assigning** importance to indicators based on diverse citizen concerns

Including this knowledge can guide policymakers in policy decisionmaking, while taking into consideration the local context's needs. Thereby contributing to more responsive policymaking.

FINAL DESIGN

This thesis presents a guidebook designed for monitor developers, outlining a process for effective citizen engagement with monitoring frameworks. This guidebook offers actionable steps and guidelines to help AMS and other developers begin aligning urban monitoring systems with the lived experiences of citizens, ensuring that the aspects most important to the city and its residents are accurately monitored.

Monitoring What Matters to the City and Her Citizens

A guidebook for engaging citizens with monitoring frameworks to bridge monitoring frameworks and local perspectives of citizens

August 2024
Laura van der Linden
Developed on part of a graduation project at TU Delft for the MSc 'Strategic Product Design' in collaboration with the Amsterdam Institute for Advanced Metropolitan Solutions

GUIDELINES

Guidelines derived from literature, interviews and design interventions to support the monitor developing team in executing the steps of the process.

DO NOT...

Here it is emphasized where attention should be paid to prevent the team from doing something.

EXAMPLE

To illustrate the possibilities of the actions or outcome of the proposed step, examples are added.

Laura van der Linden
Monitoring What Matters to the City
and Her Citizens
8th of October, 2024
Strategic Product Design

Committee
Achilleas Psyllidis
Carissa Champlin
Arnout Sabbe
Company
AMS Institute

TU Delft