

Responsible Technologies in Public Spaces

Appendix

To Master Thesis
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Appendix 1: Interviews

1.1 Initial Interview questions

Municipality

Why was the Scancar introduced?
What does the Municipality value?
How do the municipalities decide which technology to invest in?
Who approves the project?
How long is the tender for?
Who raised the ethical concern around smart technologies perceived by citizens?

Technology

Who runs the Scancar? Why did they win the tender?
Who are the technology manufacturers?
Who are the technology developers?
Who troubleshoots the Scancar (look for bugs and maintenance)?
What data is collected by the Scancar? What is it used for? What's the interest of other departments on the data?
How is the route of the Scancar decided?
Who is exempted?
How does the algorithms of the Scancar work?
What happens to the data which is collected?
How are their algorithms trained?
How much is the fine for illegal parking?
When are people exempted from the fine and why/who? (loading, unloading, police, ambulance?)
Who has the database of registered vehicles on the streets?
What is the future vision of the scan car?
Who raises the ethical concern around smart technologies within municipalities?
Do they do something like Red teaming?
How many versions of the scancar have been made?
Where are the Scan cars parked?
When are the Scan cars idle?

1.2 Interview transcripts

Interview 1: Programme manager, AMS Institute

Date: 11th March

Introduction

- **Who are you?**

Interview 1, consultancy, last 2 years. Programme manager. Combining the economical drivers with ethical concerns. responsible digitalization.

- **What does the AMS Institute do?**

AMS Institute (Advanced Metropolitan Solutions). It was started 7 years ago in response to a tender from the Municipality of Amsterdam with the goal of having a novel scientific institute with a big emphasis on building solutions, using science, to solve problems of the city. It's a consortium with TU Delft, Wageningen University & Research, and the MIT. It has two main activities; a master's programme on urban management, data science, prototyping with a focus on working on actual challenges of the city. The second part is research and valorization which means they are building new innovation projects, finding a particular problem goal where you could apply novel technology for urban challenges, the goals should be relevant for the city and serve the public interest and they should always involve scientists.

A collaboration between practice and science, mainly because practice gets things done and this is also how you get funds. The city of Amsterdam is struggling with novel challenges and there's an interest in working together with people that have a better understanding and can come up with solutions.

- **What is the relationship between AMS and Municipality?**

It works in multiple dimensions, one is the city gives AMS Institute a large budget for projects and has a contract with AMS Institute (City audits AMS, performance and results meetings) therefore there's a big collaboration between both parties. Thijs feels more like a municipal worker.

Metaphor: you can imagine a bridge with two pillars, on one side you have the realm of science and on the other the realm of practice (actual problems of the city). In order to bring these two together, firstly scientists come first to them and then AMS approaches the CTO (intimate relationship) office and from there it goes to the right department.

The department involved in the ScanCar makes sure everyday traffic fines are being collected, he's not interested in innovation or research.

Municipality

- **Why was the Scancar introduced?**

The city has the responsibility to organize the available parking spaces (which are scarce). To solve this problem they created a cost structure, where they need to make sure citizens pay their parking tickets. This used to be done by individuals walking around the city (it was labor intensive way of working, it required many resources) but many times people used to get into a fight with the employees. They then decided to introduce cameras which could read license plates and make the paying system digital (2 years +- implemented), combining these two things made possible the use of scancars. This is the major use, you also have google maps cars, and they also are used to collect data about the city.

- **What does the Municipality value?**

-The amount of people who pay for tickets has gone up: now chances of being fined are higher thus citizens make sure to pay. There's a legal difference between parking in a legal park space (tax people for the use of space) or parking in an illegal place. When you park in a place that is not a parking space you have to pay a higher fee, during the first days of the system, it didn't check for that and police were responsible to check, but they assumed the system was doing this (this has been fixed).

-Enforcing costs have gone down: It's faster, you don't need that many employees. (12 cars, 8 people are processing the photos and checking the licence plates, they check whether the car is indeed parked on the parking spot, if it actually corresponds to what they can see, whether there are any special circumstances on the photo, they sometimes send someone to double check)

-The amount of conflicts with citizens has gone down: The employees didn't have the proper training to deal with citizens and conflicts.

- **How do the municipalities decide which technology to invest in?**

They tend to look at the business case and return of investment. Cost reduction with new technologies. Process: run a pilot, if it's successful then they implement it. Main interests: cost reduction and security (safety). Tendering process for private companies.

- **Who approves the project?**

The ministry of internal affairs. What cities are responsible for? Every department (security department, traffic department, etc) is responsible to tackle their own interests. CTO mainly works as a catalyst, but the project could also be initiated by the CTO.

- **How long is the tender for?**

4 or 5 years? Need confirmation.

- **Who raised the ethical concern around smart technologies perceived by citizens?**

Mint 36.. Legal structure around it.. Privacy GDPR, AVG, chief privacy officer, authority on personal data. 3 years ago there was a social movement about privacy concerns of digital technologies (fb, data), what are the side effects. The amsterdam economic board, launched a dialect they came up with a manifesto called TADA, included in the coalition agreement. Organise more ethical debates. People renting airbnbs, there's a department that looks out for people violating rules.. How exactly does TADA operate?

Cybersecurity domain.. Can someone break into our system?

Technology

- **Who runs the Scancar? Why did they win the tender?**

Egis parking services runs the tender (french company). 5 years back an organization called citation was responsible for this, it was a department within the city, but at some point the city wasn't interested in running the cars itself. Citation was sold to Egis PS. Citation was one of the first organisations in the world which had a very effective scancar system up and running.

- **Who are the technology manufacturers?**

Arvoo, they make the car and the software. Arvoo has the smart box and they fix it to an existing car not sure if they sell them or they lease it to Egis. Arvoo is the developer of the camera system

- **Who are the technology developers?**

Arvoo

- **Who troubleshoots the Scancar (look for bugs and maintenance)?**

Egis probably. Egis's employees drive the cars

- **What data is collected by the Scancar? What is it used for? What's the interest of other departments on the data?**

Visual information, photos with location, time. It's only used for detecting cars that didn't pay, cars parked illegally and for monitoring vehicles that have been stolen.

- **How is the route of the Scancar decided?**

The number of people who pay the parking fee is optimized. That is the goal. Depending on that the route is optimized. There are limits. Compliance with the rules First time.. If the car is still there after 48 hrs, they will put a clamp, if it's still there after 72 hrs then they tow it.

- **Who is exempted?**

Anyone with a permit. Don't have a complete list, ambulance, police vehicle, towing vehicles, mechanical/repair car, if your hood of the car is open then you are being exempted. Interesting

thing is if your car is standing there but your hood is not open yet then what. Funeral cars (hearses)
There is a contract between egis and the city

- **How does the algorithms of the Scancar work?**

They get an image, abstract the number plate and runs it through the NPR (National Parking Register) data base, it then checks if the user paid..

- **What happens to the data which is collected?**

Don't know, Probably the cars that have paid the data are removed.

- **How are their algorithms trained?**

Don't know. They begin from the historical data to optimise their algorithms. The algorithms are trained from certain observations where people don't pay their parking fee.

- **How much is the fine for illegal parking?**

Look up? 40 euros. There are also escalations. 24hrs, 48hrs clamp (more expensive), after that it gets towed(Even more expensive). If you park your car in an illegal place the case might be different. They would be probably removed more swiftly

- **When are people exempted from the fine and why/who? (loading, unloading, police, ambulance?)**

Mechanicals, tolls, ambulances, police cars, hearse. Egis and the municipality discuss who should be fined.

- **Who has the database of registered vehicles on the streets?**

rijksdienst voor het wegverkeer (RDW), nationaal register parkeerregistratie (NPR) national parking registry. RDW has the registry and NPR has the division in zones it has the information of which zone the parking fee has been paid. They manage smaller areas and register the parking offenses

- **What is the future vision of the scan car?**

Spotting big pieces of garbage, metadata, sends that info to the collecting garbage cars. Make sure people pay for public advertisement. High resolution map of everything that is in the city, lamps, trees, bins, signs. This map needs to be updated. Two technologies 3d cameras, depth abstraction technology. Lidars (radar). Do more research on what other use cases are there?

- **Who raises the ethical concern around smart technologies within municipalities?**

All discussions around what is right and whats wrong. Ultimately it is the city council who should decide. One particular part of ethics that we made a law around it is privacy it is the GDPR and in the Netherlands it is the AVG. And for AVG there is a separate part of the city which is responsible for that Chief privacy officer. Authority on personal data. Ethics is talked about everyday about what is right and wrong. Tada was made to facilitate the dialogue in innovation teams so that

they see what kind of systems should be made and not. autoriteit persoonsgegevens, commissie persoonsgegevens, amsterdam economic board, WAAG

- **Do they do something like Red teaming?**

They probably do especially for sensitive systems.

- **How many versions of the scancar have been made?**

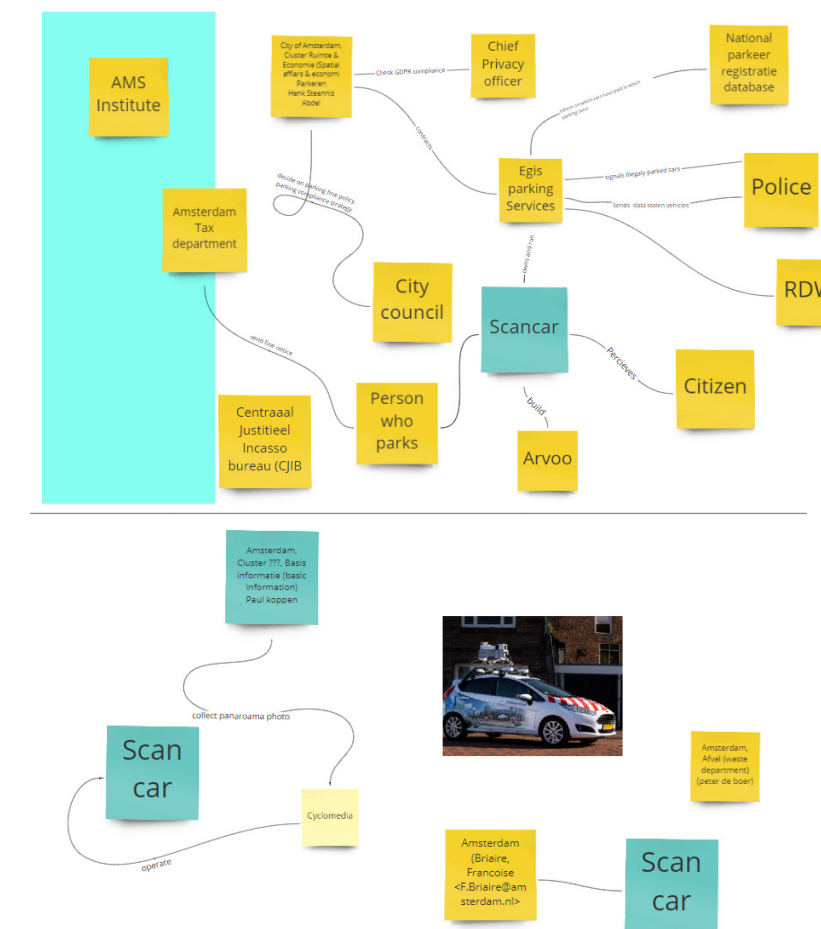
No idea

- **Where are the Scan cars parked?**

Egis Parking Services B.V., Nieuwpoortstraat, Amsterdam

- **When are the Scan cars idle?**

Doesn't know



Interview 2: Business development manager, Arvoo

Goal: Understand the technology and map the service

Date: March 19

Introduction

- What is your role at Arvoo?

Business Development Manager. Translating the needs of clients into technical features or

requirements. Feasibility studies in the company. Runs Arvoo Academy, which offers training on their products.

About the company

- Who are they

Founded by Abraham Rene Voorwinden, the company is named after him. Arvoo creates highly complex technologies for video analysis such as ANPR (automated number plate recognition). Want to deliver an 'ideal sensor', highly customized products. They primarily deliver a product but do not offer a service for it, they work with an integrator party like Egis. They don't go for volume, they prefer projects that offer an engineering value. Try to establish one on one connections with companies.

- What other technologies do they make?

Brussel sprout selection machines. Also works on image recognition/ processing.

- What does Arvoo do?

A hardware company that makes PCB boards, processor boards, and cameras: the core of Arvoo. Also develops software for chips (firmware), algorithms (license plate recognition technology). Mainly highly image recognition and anything related to video analysis.

Relation with Municipality and Egis

Good relationship. Don't have a direct relationship with the municipality. It is via Egis and they make the KPIs for scan cars.

- What relationship do they have with Egis?

Got to know them about 6 or 7 years ago they contacted us. Back then SCANaCAR, ACI Abstract Computing International B.V. they were our competitors but not anymore. They used their technology then but it wasn't that flexible. Once a car was out of operation so was the scanning technology. Scanning technology was not portable. The portability of the scanning led to municipalities shifting to us. Cition did parking enforcement before Egis.

Scan Car

- Why was the Scancar developed?

Need for a most continuous operations

- How was the Scancar developed?

Started with 6 cameras on top and a cable inside the car. License plate recognition, location determination, done via image recognition, the accuracy of about 1cm, the panoramic system looks at the license plate and also the context of the scan car, the image goes to the back office,

- Do they develop and manufacture the technology?

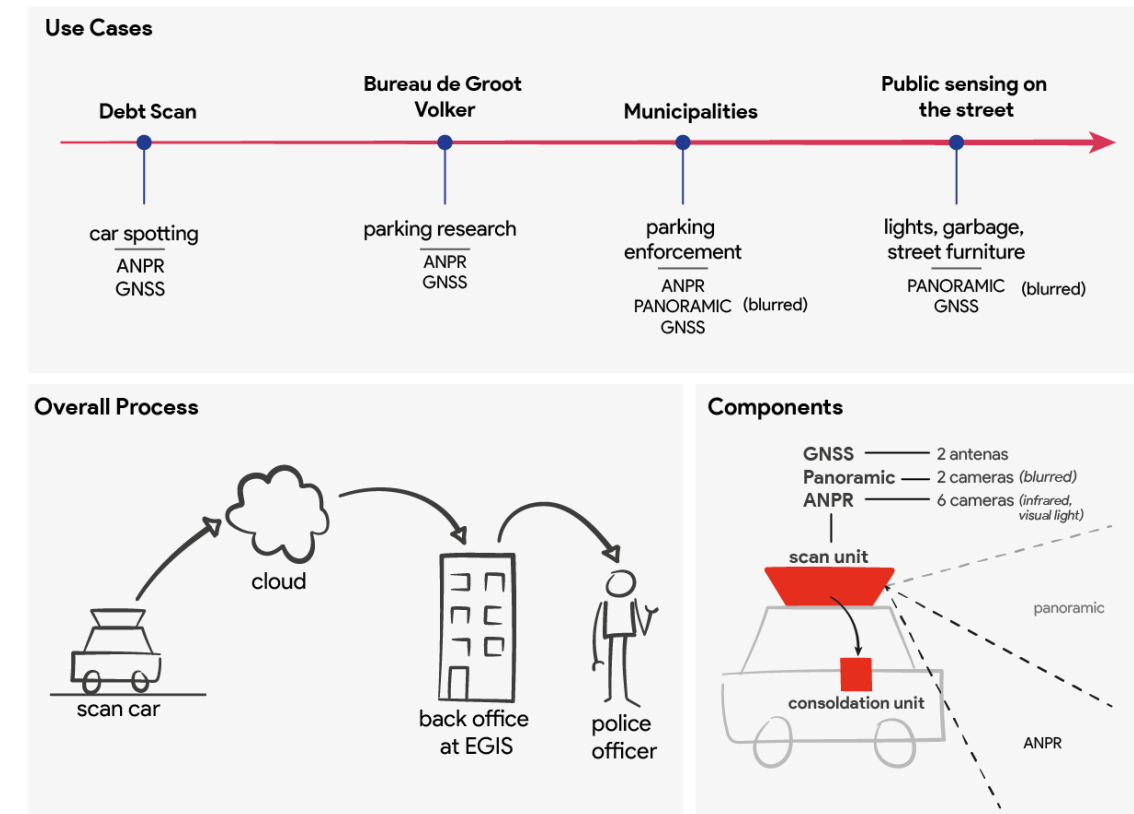
Yes, they order components like sensors, as it doesn't make sense to employ high resolution cameras due to privacy reasons, a minimum of 2.3 MP camera was enough for the ANPR. Processing also takes time, the lower the resolution faster the processing. 99.9% of the images collected by the ANPR system don't include people. When using the panoramic camera people are captured in the images but the images go through a blurring software to protect their privacy. After a review, the blur server may or may not be used. Egis has a separate room with a special lock that only certain people can see it.

- How does the scan system work?

It uses ML algorithms and it's equipped with 6 ANPR cameras.

They create the ML models which they keep improving. Always looking for a robust training set, which they get from other countries. When people start to complain, and new license plates have

been introduced only then are the ML models changed.



- What improvements have been made to the technology in the past years?

Since the initial design, it has just gotten smaller. Thanks to components becoming smaller. Bikes have an even smaller camera. If the bike follows a certain speed, performance is the same and it is used for narrower streets. Also used in Paris.

- What is the future vision of the scan car?

Be a sensor of the public space. They did a pilot with parking lights and garbage scanning algorithms. It could also be used for bike parking enforcement, crowd control. A tool to sense the city, and improve accessibility and services for people. Could join forces with Odk.ai.

- What other use cases are being explored?

Lights, garbage collection.

- When you develop this technology to what extent do you consider citizens values/ethical concerns?

Always know who is using our product (their clients). Abiding by the law. There are certain certificates we abide by and work closely with privacy committees.

- How is the route of the Scancar decided?

It is a dynamic process. The decisions of the algorithms are constantly checked it is not like once things have been set in motion they remain the same.

Interview 3: Data Analyst, Gemeente Amsterdam

Goal: To understand what happens to the data collected by Scan Car

Date: 27/03/2020

Introduction

- What is your role in the Municipality of Amsterdam?
Data Analyst at the municipality
- What does your job responsibilities as a data analyst entail?

Monitor the parking spaces in Amsterdam. Monitor the enforcements: how many people got fined, how many people paid, where are the places with higher incidence, in which areas most people have a permit, and they think about ways to improve the process.

- Who all are part of the data handling team?
Two Data Analysts, he analyzes everyday data. Data scientist, he is responsible for ML. Another member is responsible for the operation of the garages. The municipality has 22 garages, some are used by citizens.
There's another department (verkeer en openbare ruimte) that is in charge of traffic & mobility (bridges, parking, traffic, traffic lights), they have researchers. Is their department part of this traffic & public space department?

Municipality

- What kind of data do you handle at the municipality? (from where and what) (what other sensors are in place)
How many people parked, where did they parked. E.g. 20 cars parked at X street. You cannot know who or plate number for privacy reasons, they can know how many paid and how many got caught. Garages, every 10 mnts how many people drive in and drive out. Scan Cars gives this data (11 Cars). Municipality owns the data.
*There are some "context" cameras, but they are not allowed to use them for other purposes.
- How is this data handled?
They are ruled by an ISO certification which obliges them to protect the data (categorize the data and store them in different rooms, not allowed to use servers that are located outside the european Union).
- Is there a data protection officer?
Privacy officer. If someone requests the data they ask why do you want it, what for, are you going to publish the data, etc. The officer needs to authorize the use of data.
- How does the ethical discussion around any technology happen in the municipality? In their department they don't have this concern because they don't manage any private information.

ScanCar

- Are you aware of how ScanCars algorithms work?
The scan car makes a picture of a car that didn't pay, then this picture is reviewed by a person, in this case Egis employees (although they are working for a private company they have legal authority from the gov to fine citizens). They check the circumstances for instance if the door is open or if there's someone inside. If it is clear then they fine the person, if it's not clear they will send a scooter to double check. If the person does not agree with the parking ticket, they can contest. Every street has a different price, depending on the demand.
- Who audits the algorithms of ScanCar? (Need to ask egis)
It is in a very experimental phase at the moment. There is checking if the data is clean enough, can you predict movement with it etc.
- For what purposes is the data used within your department?
To take measures to improve the parking problems in the city, this data is used for long term solutions. For example, they want the people living in certain areas of the city to find a parking spot quickly, without having to drive around for 40 mnts (helps reduce pollution, stress, traffic). With the data they can take measures. So they analyze the data and then propose a measure which will then be studied by a different department.
- How do you process this data?

Data is received weekly and if there are any problems reporting is done. This data is used only for advice purposes. Measures to make changes is done by another team department of the city and if they want to make changes they collect data and investigate further before they make any change, sometimes this can even take a few years.

- Can you give examples of the measures you have taken?
In 2019 street rates were increased. Before it was 5 euro an hour now it is 7.50 euro an hour, it is a measure to make taking buses more attractive. Parking duration measure.
- How are the algorithms improved then? (need to ask Egis)
Egis were working on an algorithm 2 years ago that would scan a lot of cars with less driving.
- Are there people who are exempted?
No one is exempted, you need a permit (hospitals need to apply, companies, etc). You have to apply for a permit and it is valid for 6 months and after 6 months you probably pay again. There is a database where all the permits are registered.
- How can a citizen contest against the decision of ScanCar?
Through a legal process. If the image is not clear then the image reviewing officer gives the image to another officer who then sends a person on the bike to check if it has been parked right. In cases when a citizen wants to contest against a decision they have to go through a legal process (bezwaar) in that case an officer checks the image. A citizen gets 6 weeks to contest against the decision.
- How are you using ML to improve parking problems?
ML is used to predict parking occupancy on the streets. +-11 cars are used in the city and these cars are not enough to scan every part of the city at every hour of the day. We have blind spots in the city, there are parts of the city that haven't been scanned. There are parts of the city where mostly only residents use the parking spots, therefore there's no interest for Egis, in this case, to run through those areas, ML could help us understand what's happening there.
- Do you have any say in where the Scan Car goes?
No, There are certain KPIs agreed with Egis. As long as these KPIs are met Egis have the freedom for their development.
- We would like to speak with Egis?
Should speak to contract manager. Henk Steenis.
- Can you share with us any relevant document relating to ScanCar or data collection?
Will look into it and share with you if there are any documents.

Interview 4: Advisor for digital innovation, Municipality of Rotterdam

Goal: To understand how does municipality innovate

Date: 27/03/2020

Introduction

- Background, job position.
Architect from TU Delft. Advisor for Digital Innovation within the City Management department. Public Assets Department.

- What is the role of your department?
Keep the city clean, maintain roads. Process innovation: how can we use new technology to make the municipality (help other departments) more efficient.

Municipality

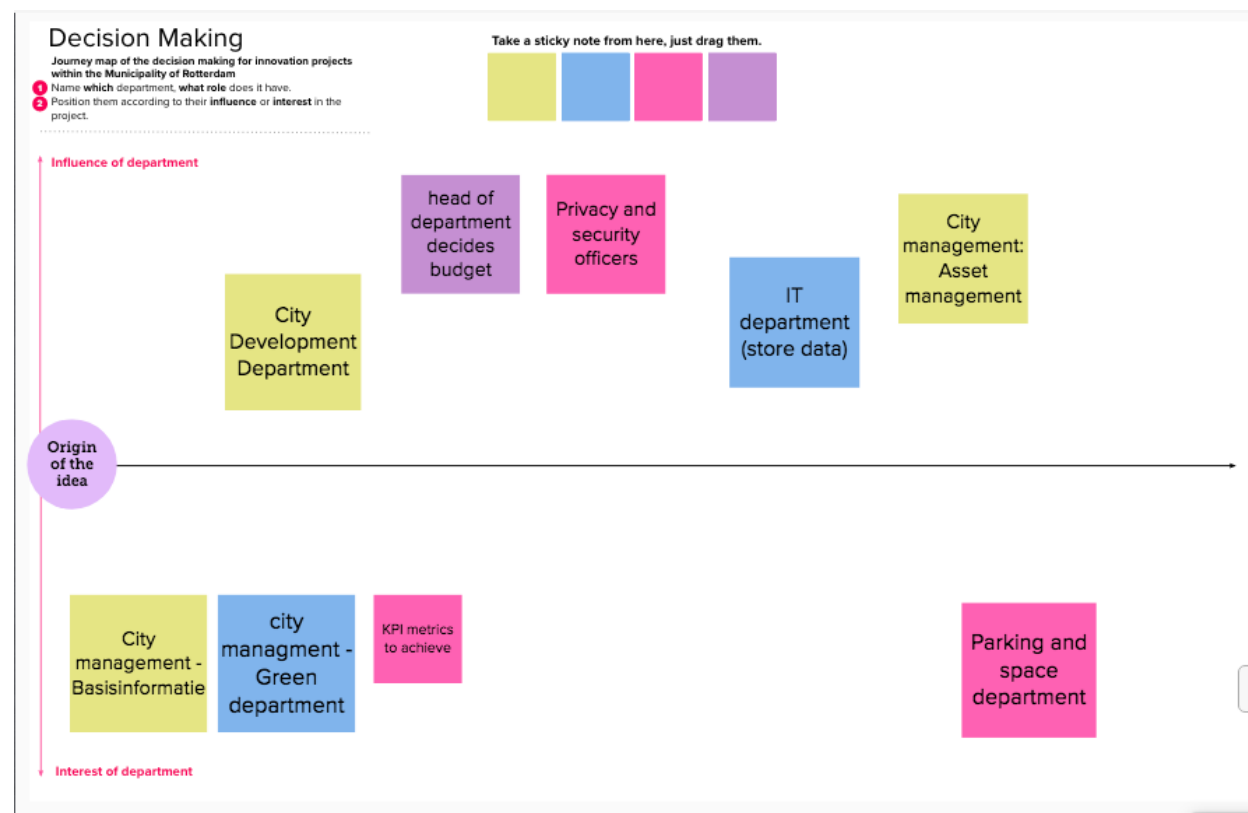
- Is there any department with which you interact more?
There is City Development Dpt. (mobility) and City Management Dpt. (maintenance). Work closely with them. Every municipality organises themselves in different ways.
- How does new innovations spark?
Sometimes certain departments need to execute a task and we find them existing or new technologies. Sometimes companies approach us and they offer us exactly what we need. There is an ICT department that informs us of technologies.
- Can you give us an example of how your department is employing smart technologies?
Playground project: use sensors to detect how people use those spaces cause currently there's no info of how they are being used or if they are even being used. Helps improve the development and maintenance in a data oriented way.
- Who decides that a Scancar should be used?
Depends on the department and what technology fits their goal. If other municipalities have used a similar technology they use their technology or take inspiration from them.
- What does the municipality value? Max revenue collection or well being of citizens? Give Kars example (childcare)
- Privacy departments?
There are 6 departments. Each department has 2 privacy officers in each department and there is also a Chief Privacy Officer. There is no ethical commission.
- How do municipalities introduce a new project?
 - Suppliers approach the municipality with new technologies
 - Municipality has an idea and approach suppliers (tender)
 - Citizens approach the municipality with ideas or problems.
- How are you employing the Scan Car?
Within our department we are using it for a different reason and employing different technology (mobile laser scan). In our department we need to do land measuring and up until now it's been done in a very old fashion way but that takes a lot of time and resources. It can help measure the trees' height for safety purposes, detect road bumps, check lamp poles

state, etc.

Citizens

- How are citizens in general involved with municipalities?
They try to involve citizens as much as they can through different activities. For example, if a project is being introduced they organize an assembly with the residents. Also different neighbourhoods have a political representative, civil servants. There are some online tools and some which are being developed, but not many digital tools yet.
- How are citizens involved in the decision making?
They send "questionnaires" to consult with residents if they agree with a certain project. For projects like "renewing the streets" they have assemblies with residents where they can see the planning. Participation ladder system: they use it to identify the different stages in which citizens could be involved (first step is to inform people).
- What actions are you taking to protect citizens (ethical issues)
We look into the TADA manifesto. They use the Ethical Data Assistant DEDA developed by the Utrecht University (<https://dataschool.nl/deda/?lang=en>). Each project group uses it as a guide and reflection exercise. They want to develop their own "manifesto" based on what type of smart city they want to be.
- How can citizens complain about Scancar or technologies like it?
Not that I am aware of. As this does not affect them directly thus they don't complain.
- Is there a tool that enables citizens to interact with the municipality? An app?
Yes there are many.
- Can you tell us a bit about your department as to what kind of KPIs you set with companies that you work with
Not sure. But just like Amsterdams' TADA we also want data to be as open as possible. We also have a contract with Cyclomedia that gives us data cheaper because they not only sell it to us but also to other system organisations (like harbor companies) there is a bit of a dilemma. We can get the data for cheap but it is not really open then and if we want the data to be open it would then be expensive which is an issue. As my department is concerned with geodata there are no people involved.
- How would anyone go about suggesting a change to the existing technology?
You can just contact the municipality phone number and ask for who is involved with the topic and talk to him/her. You can also make a political statement. It also depends if the municipality owns the technology or not.
- How does the municipality introduce a new project?
It really depends. We have to comply with the european procurement guidelines. Procurement needs to involve at least 3 companies. Politicians also bring assignments to us

Exercise



Description of exercise:

- Will take the Lidar (sensor) Scancar example: We had the idea of using the technology for different purposes. My division is called City management and there are 3 different departments within: one that deals with safety, other deals with cleanliness, and a third department, of which I am part, is basisinformatie (Geo basic information), it makes sure every object in the public space works.

There are mini departments within this:

1. The Green Department maintains the trees.
 2. Gray Department which looks after roads
 3. Object Department which is for benches and lamp posts.
- The Green Department makes sure all the trees are still alive at the end of the year and also when there are winds the trees don't fall on people, cars or houses and twice a year. There are about 600k trees in the municipality and there are 100k trees in the city. That's where the idea came from to see if we can use Lidar technology to see if things are the way it should be. There are like the tree doctors whose responsibilities it is to monitor the trees and they are the ones who hired a company to use this technology.
 - The Green Department in the City Development department has to measure the land. They measure before and after the neighbourhood is developed to check if the lamp post and parking spaces are on spot where it should be. They also wanted to have the technology for them so they can do a before and after analysis to see if the plans match the outcome. That's where a pilot was done. So our department had the idea that what if we collect the data once and use it for different purposes. The general department is the City management.
 - Generally politics and technology don't go together well. Most of the time politics say what you should do and not how you should do it. There are some assignments from politicians and these projects generally come when they want things to be of higher quality, more efficient or lower cost.

- There are certain metrics that we need to fulfill like "lamps should work 99% of the time" and things like "issues relating to safety should happen less than 5% of the time".
- The finances are also divided within the departments. So when you want to make a technology available for different departments then the finance also has to be made available from different departments which means you have to be higher into the hierarchy that approves it: the head of the department decides the final budget.
- The privacy officers also get involved as the technology involves people being scanned without the intention of scanning them. We use blurring softwares to ensure they are blurred out.
- In the implementation the green department and city development were involved with the supplier not to get the technology but to get the data from them and also the algorithms to see how high the trees are.
- Now we are in the next phase of wanting to own the Scan Car so we can collect the data once and use it for different purposes. Also because different departments use it for their own purposes and at the end it is more expensive to hire the service several times than owning the technology since it has a lifespan of at least 6 years.
- Other department that is involved is the IT department. The privacy officers come from there and they are also responsible for storing the data.
- The Parking department and the Asset management are also interested in using the Scan Cars.

Interview 5: Member, Tada bureau

Goal: To understand how is tada being used by the municipality

Introduction

- **Who are you?**
Technology and ethics, How technology can change society.
- **What do you do?**
- **Where do you work?**
TADA is part of Amsterdam Economic Board. 60? parties came together
- **What does your job responsibilities entail?**
Technology is not neutral, it is build upon the values of the people who builds it
How do you apply this values

TADA formulation (Past)

- **What is TADA?**
- **How was it formulated?**
2017 sessions, three sessions, different entities participated, individual citizens
- **Who was involved in its formulation?**
- **What were some of the past efforts before the formulation of TADA?**

Amsterdam has a very rich number of citizens worried about technology. This value should be the center of how technology is design

- **What led to the formulation of TADA?**

TADA Present

- **How is TADA being implemented?**
Which frameworks, where you are gonna store the data, there are many decisions that are needed, what's the practical way to do it? How are you making people/companies conscious about these threats? By showing them examples of biases, exclusion, etc..
- **When a project happens in the municipality when do they think about TADA?**
- **Who checks that TADA is being followed? (who evaluates)**
They are not enforced. Municipality is huge and it's hard to control how departments use TADA. TADA is not a law, so it shouldn't be enforced. It's a value framework. For they it's important that people identify and align to this value.
- **How do you evaluate if a project adheres to TADA?**
They use a methodology called moral judgement. It's something that you need to practice or to learn in a workshop
- **Who is responsible for implementing TADA in municipalities?**
They have an ethical bureau where they try to solve ethical dilemmas. The bureau offers capacitation and training on the methodology.
- **How do you think TADA can be included in the Scan Car project? (Explain him the project)**
Enable how can you inform people about it. Make it transparent. Score the current scan car design based on the TADA principles. What could be done to improve the system so that the score becomes higher.
- **Are there any frameworks out there for using TADA?**
- **How are AVG and GDPR connected with TADA?**
- **How is TADA being perceived by the municipalities?**
- **What are some of the challenges pertaining to TADA?**
Ethics requires a lot of brain work and time, and the benefits are not immediate. It's more of a long term investment. Find people that are willing to listen, work and implement the principles.
- **Is there any form or revenue model established by TADA?**
- **What are the TADA methods?**

TADA Future

- **Where work is still to be done?**
- **What are some of the future efforts towards TADA?**
- **Is there a committee improving on TADA?**
- **Can you share with us any relevant documents relating to TADA?**
- In the Tada booklet, there was a mention of a master students assignment about how cameras should be represented in public spaces. Can you share with us their work?

Appendix 2: Generative workshop

2.1 Screener

7/27/2020

Workshop Participation Form

Workshop Participation Form

We are two design master students working on a graduation project on the topic of impact of digital technologies in cities and in particular we are studying the use of Scan Cars. We are looking for participants to help us understand how digital technologies and services are perceived by citizens and your experience with them. The session (virtual) will last an hour and 30 minutes and it will be conducted in english. Before the session you will be asked to fill in a booklet which should only take 20 minutes. After submitting this form you will receive further instructions by email.

Name *

First NameLast Name

Gender *

Age *

ex: 23

Which city do you live in the Netherlands? *

Email *

example@example.com

Do you drive a car? *

Yes

No


Have you ever been fined for parking incorrectly? *

Yes

No

7/27/2020

Workshop Participation Form



Have you seen the Scan Car (in the picture above) in your city? *

Yes

No

Have you ever been fined by a Scan Car? *

Yes

No

Please choose your dates of availability (max. 3) *

May 27th - 10h00

May 27th - 14h00

May 28th - 10h00

May 28th - 14h00

May 29th - 10h00

May 29th - 14h00

June 1st - 10h00

June 1st - 14h00

June 2nd - 10h00

June 2nd - 14h00

June 3rd - 10h00

June 3rd - 14h00

JotForm

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https://form.jotform.com/200902554050039

2/3

☐ June 4th - 14h00

☐ June 5th - 10h00

☐ June 5th - 14h00

☐ Other

Comments (If you have any questions you can also contact us at s.daswani@student.tudelft.nl)

Submit

2.2 Sensitizing booklet

THANK YOU FOR HELPING US!

This booklet is intended to put you in the mood for next week's session. There are a total of 5 assignments spread over 4 pages.

We recommend that you fill in the assignments over at least 2 days. For example, on day one you can complete assignments 1-3 and on day two assignments 4-5.

There are no wrong answers, so fill it in from your own perspective.

1. We would like to get to know you better!

Name
I live at (city/neighborhood)
Please describe your neighborhood. What do you like most about it?
What can you find in there? How does it look like?

2. Favorite activities outdoors

Please circle all the activities that you do recurrently in your neighborhood. Have any other?
Please write it down here:

3. My daily journey

Step 1:

We want to know how you experience the city, before coronavirus of course ☺ Please write or draw in the timeline what your daily journey used to look like from the moment you leave the house, till the moment you come back. (Cycle/walk from A, stop at Y, spend time at Z)

Step 2:

Look back at your journey. Mark any positive experience with a ○ and any negative experience with a ✕

Step 3:

Choose one positive experience and one negative experience and describe it below.

4. Me and public space

What do you find important about public space? What do you like about it? Indicate what you find very important close to "me" and further away what you find less important. Please name at least 3 things per layer.

Think for example of attributes, green areas, services, shops, urban furniture.

example:

me

6. Mini Stories

Please read the following two stories and answer a few questions at the end of each story.

Painting Day

Jan is a 28 years old newly married man living in the centre of Amsterdam. He works in a company as a management consultant and has a busy life. Emma, his wife works at a florist shop nearby where they live. Jan and Emma have been planning to paint their home for quite some time now and they finally decided to paint it together the coming weekend.

The following Saturday morning, Jan drives by to the nearest art supplies shop that he knows will have all the things he might need for painting. At the shop, there are a few paintings that catch his eyes, he looks at a few of them and decides to buy two paintings that might go well on the painted walls.

On the way back, he realises that he will have to stop the car just outside his home near the pavement before he can park at the parking garage to make the unloading easy. The house that Jan lives in is on the main street and is generally buzzing with people passing by so he knows he will have to be quick about unloading everything from his car so as not to cause any inconvenience to anyone. When Jan reaches his home, he gets out of his car and remembers that he must turn on the unloading option on his parking ticket app so that if any authority passes by and scans his car's number plate they will know that the car is temporarily parked in that location and that the owner will be right back at his car. When turning on the unloading option, three choices are presented to him 5 min, 10 min and 15 min. He chooses the

5 min option as he will not require a lot of time to unload everything. He grabs everything, puts them in front of his house entrance and walks back to his car.

While driving his car to the parking garage he reminisces about last year when he was unloading something just like today and received a fine for it by a passing Scan Car. That's how he got to know about the app which was suggested in the mail that had the fine and the picture of his parked car. He had mixed feelings about the app. Just last week, he was in a meeting at his client's place when he got a notification on his phone. It had a picture of his car with a message underneath that had parked wrong, upon opening the notification it had the link to how he could pay his fine. He wasn't convinced that his car was parked wrong so after his meeting he went and took a picture of his parked car and uploaded it on the contest decision section of the app and after some time to his surprise, his fine was deducted. Jan finishes parking his car and sets these thoughts pass by and now mentally prepares himself for a long weekend of painting.

Sam the car

Tess is a 35 years old author who likes to write fiction books. She lives in the city of Rotterdam with her husband Erik and daughter Zoe. Erik is 38 years old and is a lecturer at the technical University of Delft. Zoe is 8 years old and she goes to a primary school nearby where they live. Zoe generally stays at her school till 4:00 pm and the responsibility of picking Zoe up from school is taken up by Tess as Erik's job requires him to stay at his office a little while longer.

Today is Monday and just like any other day, Tess goes on her bike to pick up Zoe. At the school, Zoe greets her mother with a big smile and excitement. Tess gets Zoe seated on her own bike which was parked on the school premises. As Tess and Zoe cycle their way back home side by side, Zoe starts talking about what she has done at school today. At one point during her conversation, her face brightens up and she shouts out "look, mommy, Sam!" Tess looks left from her biking lane to see Sam the car. It had a display screen on its side windows that read "Out East to be closed for maintenance tomorrow, please take Exit 2 from the highway" and in addition to the display screen, the car was equipped with cameras on top.

Tess made a mental note to inform Erik about it as he generally takes that road when coming back from work. Zoe then asks "mommy, what does Sam do?" Tess thinks - she knows that Sam comes often to this neighbourhood and shares different forms of information on its display screen about this neighbourhood and nearby neighbourhoods but she did not know how he worked and what were those cameras for.

Sam the car now drives past them with its rear now visible for them to read "Hi I'm Sam! Text me @655510068". Tess decides to text this number once they get home to find out what Sam does.

After reaching home both Tess and Zoe get settled and Tess texts the number asking who Sam was and what does he do. Sam replies instantly introducing himself as a friendly neighbour that scans the neighbourhood for wrongly parked cars along with sharing relevant information pertaining to the neighbourhood, things like new restaurants openings, road closure, etc. Sam inquires if they had any further questions, by providing them options to choose from. Things like - news about their neighbourhood, how does Sam work, what does he see, how is the data handled - were presented as options. After going through different options Tess explains to Zoe what Sam does. Zoe delighted with now knowing what Sam does, she can't wait to share with dad her newfound information.

2.3 Workshop planning

Session time	What	Aim	Instructions	Materials	Notes			
10 min	Introduction & Icebreaker	To know each other & talk about the sensitizing booklet	Introduce ourselves, why everyone is here, what is the session about and then make them introduce themselves. Give them instruction how to introduce themselves. How was it to fill the sensitizing booklet. Tell about consent form - Session will be recorded. Split into groups DONT FORGET VOUCHERS		Name, Where are you from, What are you working to become and your favourite science fiction movie?	Name, Where are you from, What are you working to become. If you could start a collection of one kind of item, what would it be? and Why?	Name, Where are you from, What do you do. If it were possible, would you live on the moon?	
5 min	Instructions		How to 1. maneuvering the platform 2 Making first collage 3. Ask questions 4 Desired world					
15 min	Collage making	Get them to share as many relevant stories as possible regarding their digital experiences in their cities	How do they currently see their cities, how do they feel about it. Focus on the technologies that you see in your city					
10 min	Ask them to share their first collage	To know desires, values, like, hate about the current world	Ask them questions about their collage. Explain their collage, why they picked those pictures	Introduce Scan Cars, what do you think, concerns, feel, and describe it with a collage.				
10 min	Collage making		Introduce Scan Cars, go back to the stories, a future where the use of scan cars is expanded for many different uses. How would you feel about this future scenario? How do you picture your city in that situation? describe it with a collage.					
	Share second collage	How much do they know, want to know, what are the things they care about, things they don't care about etc.						
10 min			After the session everyone meets again.					
5 min	Reflecting		Do you have any questions for us? How did you sign up for the session? Any input you have for us?					
5 min	Feedback/ Wrap up		Thank everyone for their time, Ask if they will be interested to be part of a bigger session in the future					
15 min	Leeway/ buffer							
90 min								

20

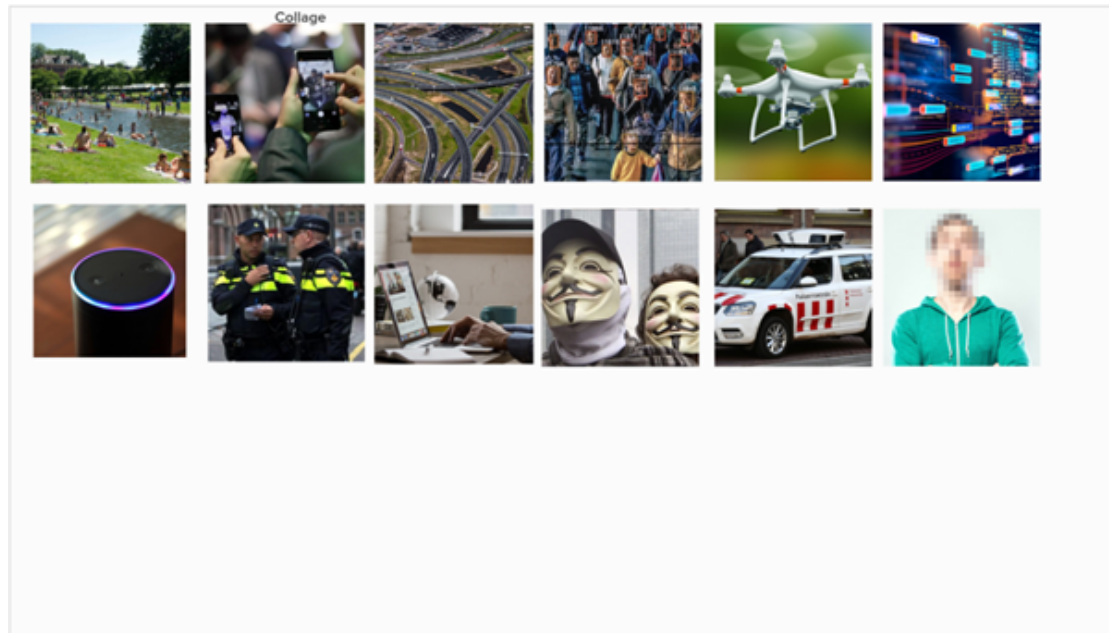
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2.5 Participant collages & transcripts

Workshop 1

Participant: Howie Lodder

Collage 1



[00:14:35] Yes. Okay. Right. So I think, uh, firstly smart cities, uh, not only about the, um, uh, I think. Connecting up all this data, linking all this information together. But I think it's also about if, if [00:15:00] it's used in a smart way, it's about also creating a, um, an environment, a healthy environment for people to work and live in.

[00:15:11] Which images, uh, makes it, makes you think about these types? That's that one? Sorry. So what I'll do is I will just, I'll start here at top left and then I'll just work my way to the right. And then, and then I'll do the row underneath that. So I'll just, um, I, I didn't do it in any way, particular order. I just, um, I just looked on the images and thought, okay, that's applicable for, um, what to me should be included in a smart city.

[00:15:48] Okay, perfect. Um, yeah, so of course, um, smart city, one of the key areas should be things like sustainability. So, um, I think that's, [00:16:00] that's a big one. Um, Right. Picture of a smart phone, I think, uh, internet of things. Um, I think even though I'm not a big fan of mobile phones in the slightest, I think a lot of, um, elements for the council, whether it's, uh, you want them to come and pick up rubbish.

[00:16:23] You want, maybe you want to organize something else will be, um, Either there'll be a smart app for it, or you can do it on your, um, on your PC and there'll be less interaction at the local council office. So you won't have to go down and apply for a passport anymore. You can effectively do it all electronically in the future.

[00:16:47] And then it's just sent up by post something like that. Um, The next one. I think part of a smart city, um, is effect is an effective integrated [00:17:00] transport system. Um, I think it's,

it's, uh, cause I think fairly big topic, but it's probably increasing, uh, the effectiveness of public transport. I think decreasing the need for people to travel, to work, which involves.

[00:17:22] Things like working from home, video conferencing, um, other, maybe innovative, um, things like vehicle sharing, et cetera, et cetera, and apps to maybe do that. Um, right. The next one along slightly more applicable to me in my line of work. Um, big brother is watching you. So the whole sort of camera, um, and, and surveillance applications.

[00:17:56] So what can you do with CCTV? [00:18:00] Not only from a security perspective, but maybe think of COVID-19, uh, using infrared cameras. Could you be looking at people's temperatures to do, uh, et cetera, et cetera. Um, so. Of course, I think the most logical one is of course security, but I think there are also other things that you can do with security cameras or cameras in general, like crowd management, etc.

[00:18:28] Actually what we're doing with it, how we so sorry. That's actually something we were doing with crack monitoring, for example. Yeah. So I, um, yeah, so I've done a lot of work on 'em. Um, sports stadia. Yup. Uh, so things like that, you can see because, because people are lazy, people just want to go to the closest entrance there is.

[00:18:55] And so sometimes what you'll see is depending on how the [00:19:00] pathways are structured, how the access points from public transport are structured. Um, people may only use certain instances to a stadium. So it's having a look how you couldn't. Improve that, et cetera, et cetera. So management is, is one of the things now of course.

[00:19:18] Um, I recently saw a, um, CCTV manufacturer who now has a, um, they've got a whole algorithm for social distancing, so, wow. So effectively. Yeah. Um, Yeah, what they've done is basically, so, uh, it, it looks at all these people effectively draws a circle around it. Um, links each circle to other circles as in measures the distance between each person and then yeah.

[00:19:58] Every time. So of course [00:20:00] in Holland, it's one and a half meters in UK, it's two meters. Um, so every time a distance of. Which I less than two meters is in place. Each flight up is right. So interesting. Maybe it's out of the scope of today's session, but I definitely, I'd love to hear a bit more about that because it's really something we're also looking into.

[00:20:23] How can we use these kinds of technologies to make sure that people in Amsterdam keep up to requirements? Okay. Yep. Sorry for interrupting and we'll make, maybe we should continue. I can't remember which, which CCT manufacturer actually produced it all. Um, anyway, I'll have a look. Alright. Um, so, uh, yeah, to, can you, uh, to continue, okay.

[00:20:56] Drones. So, um, I think. [00:21:00] Whether it's from a surveillance perspective, whether it's from a, um, um, I mean, nowadays they're using drones for maintenance of buildings, inspection of high rise buildings, et cetera, et cetera. Um, and of course also

deliveries even. So I think drones is also going to be something that that's going to be included, how you integrate that in an urban environment, especially a crowded, urban environment.

[00:21:29] Um, that I not sure about, but I do think there is a place for **drones**. Um, the next one along, um, for me that signifies the **command and control** element of, of all the **data** that is kicking around in your city and how it's linked together. Um, All the [00:22:00] different elements of that, that you're linking together.

[00:22:03] And of course the outputs as well. Um, right next row along, um, yeah, internet of things. Um, I think big one people. **People are now linking up everything to the internet.** Um, everything is, um, or, or the many **products are being produced so that you can link it up to the internet.** I think sometimes the, um, I think the products are being produced faster than should we say the regulation or the thought process behind it.

[00:22:43] **So people are linking. Everything up to the internet without thinking, well, what's happening with my data. How is this information being used? Is it being used correctly? Have I actually signed up to all of this?** Um, [00:23:00] yeah, police, I think, um, and this also for me relates a lot to what we're discussing today.

[00:23:10] I think. **Making everything smart. In other words, I think linking everything together, um, streamlining you, uh, all the data processing the data, um, and actually using all this data is, is of course, very good. Can be very beneficial to society.** If you have a college is driving around with cameras on top saying he's wrongly parked or.

[00:23:40] This is wrong or that needs to change effectively. **You just got a big brother is watching you attitude.** If, if your smart city measures are not, uh, backed up by a [00:24:00] human or operational interaction. And this is everything from police to, um, **when you ask an older person who maybe doesn't know how to operate the internet very well, who then has to go online to start sorting everything out, um, that can give you major issues also.**

[00:24:24] Um, I think if you look at just purely from a policing perspective, having **local policing in place, instead of automating everything. Um, actually stops a lot of local crime from happening. It's like the old fashioned local police officer who knew exactly where the problems were, who the problem families were, and they were able to have a chat to those problem, children, problem families in the neighborhood before the problems even started.**

[00:24:57] So. While I think there's a big [00:25:00] benefit to be had, say from a security perspective with, within the smart city, **it needs to be backed up and supported by the old fashioned, I think operational policing or, um, some form of operational. Uh, support to whatever smart solution you are coming up with.** So don't only go for a smart solution.

[00:25:26] I think you need that, um, operational backup as well. Um, I think next one along, um, yep. Well, for me, that's sort of, I think what we're all doing now is working from home, working

smarter it's um, having, um, Think fast enough internet, it's new ways of working? Um, I think that's, I think that's a big one for me.

[00:25:55] I think once again, coming to the point, what I just said, [00:26:00] it's fantastic having all these people working from home, **but don't forget that human beings are, are social beings,** so they need human interaction. So you can't. All of a sudden expect everyone to work from home permanently and never see their colleagues anymore.

[00:26:20] So whatever you do to increase the, um, amount of people working from home, which I think is good. Bear in mind that you still need that social aspect. Um, to keep people saying, we say, Alright, next one along. Um, yeah, I think, yeah, wherever I think, whatever you do in society, um, there's always going to be someone who's against it.

[00:26:53] Um, so, um, I think having all this data. [00:27:00] Freely available to councils. Um, how is it being used? Um, I think this comes back to things like having, having **proper legislation,** um, in place organizing everything. **Don't just implement things before you've actually thought about it. And before people actually know what they're signing up to.**

[00:27:23] Um, right next one, the long scan car, which is well, the basis of our whole discussion today. Um, I think potentially **it could be a very useful tool. If a scan car is driving along and it sees a fight between some kids. And it just records it on TV and then just drives on and doesn't do anything about it.**

[00:27:51] It's pretty useless. So once again, **one of those scan cars, I think, um, also needs [00:28:00] to be providing a, a local service. So a, um, maybe not only driving around, but also having people who stop and talk to people and who have that local police. Function or some secondary function. Can we say otherwise you just, otherwise it's just the case of big brother is watching you and there's no interaction with this vehicle that drives around your neighborhood every single day.**

[00:28:29] Um, and then lastly, um, yeah, things, uh, well, um, being anonymous, I think also the right to be forgotten. So. Um, this comes down to legislation again. And, um, the more data there is, I think the more people are going to be nervous about how the data is stored and what it's used for. And, um, I think there may be more and more [00:29:00] a case of, I think if you read the United nations, I think.

[00:29:05] By 2050, I think something like 80 or 90% of the world's inhabitants are going to be living in cities. Um, yeah, you may find that, um, there's going to be a reaction to that, which says, Oh, do you know what? I'm actually going to move out to the countryside where okay, maybe I have internet, but there are no CCTV cameras.

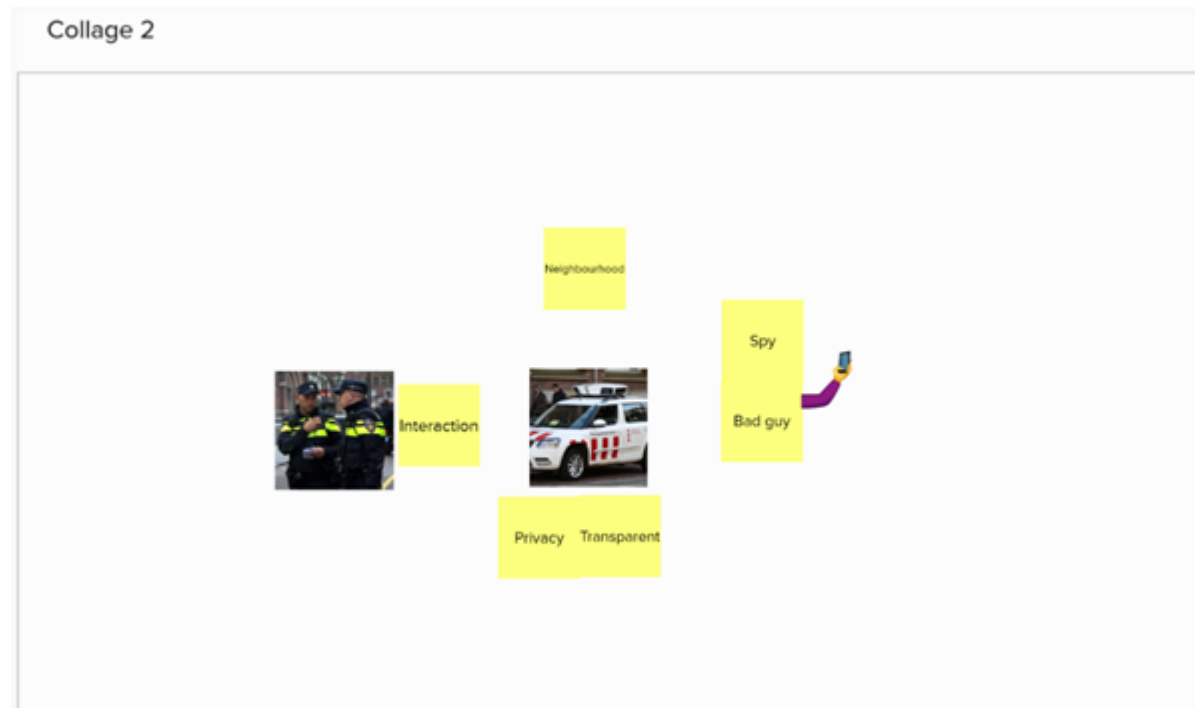
[00:29:32] Um, and there's far less who say big brother is watching you. So almost that American sort of survivalist attitude live in a log cabin in the middle of nowhere and, um, make

my own food fuel, et cetera. So I think, um, making things too smart may also have an, um, I think an adverse reaction [00:30:00] on, on people.

[00:30:03] Perfect. Yeah, I think that's my, that's basically my beer. I'm hope I've been clear in what I've been trying to say. No, I think you were very super detailed with your, um, as you can see, these are just a few images and there's so many stories in them and so many, um, so much reasoning behind what they can mean.

[00:30:28] Um, All right. Um, and also how they can mean different things for different people, I guess. So definitely. Yeah. I think also what you'll see is because I'm you, my background is security. I think a lot of what I've been focused on is automatically about security and maybe not other aspects of, of those pictures.

[00:30:50] So I realized that my focus may have been slightly biased in that respect. Well in a win, whatever you said is [00:31:00] what it is exactly what I'm looking for. Uh, and that was, yeah, I think it was, it was what I was looking for. So thank you. Um, yeah. And, uh, all right. Just one quick information, Paloma. Well, yeah, she did not get to speak to you all.



[00:55:04] [00:55:00] Yeah, there we go. Okay. Right. I've just kept it very basic. Um, um, Oh, and actually to emphasize Tom's point again, I went to a smart city expo, I think about two years ago. And it was very much what Tom was saying. **Everything was being linked up and no one was giving any thought as to what was happening with the data.**

[00:55:30] Everyone was. Everyone was describing what they were doing with some elements of the data, **but nobody focused on if you wanted to do harm, what you could do with all that data. So even, even the expo I attended, um, it seemed as if not a lot of thought went into preventing, um, the wrong use of the data.**

[00:55:55] Should we say. Anyway, uh, sorry, coming back to what, [00:56:00] um, I've written. So a lot of these things, I think Tom already discussed previously, so you've got your scan car for me. The scan car is effectively. Um, so it, **yeah, so it needs to be implemented. So it benefits the neighborhood. It has to have a neighborhood.**

[00:56:21] **Function. If it doesn't have an effective neighborhood function,** it'll be rejected in the neighborhood and people will start throwing eggs. People will start puncturing, tires, people. Um, so they have to get away in which it's, it's accepted as a, as a tool to do whatever it's supposed to be doing. If it doesn't.

[00:56:45] **It's seen as a spy, as a bad guy as, um, um, not something that's being used for the greater good. I think therefore [00:57:00] what's needed is people need to know exactly what the system is doing. Um, how their data, um, or how the images are being used.** In other words, the privacy aspect. And I think something else that Tom mentioned the transparency of it all.

[00:57:16] So the bigger picture as to why is that? Why is the city using it? What is it trying to use it for? Um, and then of course, I think finally, which is a point I made before is that having all these elements is effectively. Um, he's only going to be effective from my perspective, if it's combined with a, with an operational response as well.

[00:57:48] **So if all you are doing with your car is sending fines through the post, then yeah. People are going to see your [00:58:00] scan car as something very negative.** If. If people, um, if people see a parked, if a scan car picks up a parked car and that car has been there for a month and it hasn't moved and maybe it's, it's a specific suspect vehicle and the police are coming round saying, Oh, do you know who that car is?

[00:58:26] Yeah. It's potentially being used in a burglary. Um, do you know who it belongs to? And you've got this human interaction. You've got visible police in your neighborhood. I think

doing research, doing investigative work that will then increase the feeling of safety in the neighborhood. So then all of a sudden your scan car has a benefit.

[00:58:52] But I think when it's backed up by this, um, by the operational side, [00:59:00] That was my story. Do you feel at this moment, the scan car, which is being used, it's being used for the greater good, um, um, well, I, uh, yes, I think it is at the moment, but I would still argue that. Um, and I understand the reasoning why, but I still think, I don't think there's enough.

[00:59:29] Um, from my perspective, community policing, sorry, community policing is local. Policing is what we had in the, in the 1950s, the 1960s, when an old police officer walked around the neighborhood, everybody knew his name. He knew everyone else's name. He knew exactly what was going on in the neighborhood sometimes even before now.

[00:59:57] Um, manpower is expensive, [01:00:00] so they want to decrease the amount of manpower and they probably in the future want to increase. Um, the amount of technology is it's going to be cheaper, which I fully understand. However, I don't feel that one could work without the other. I think now we're in a sort of balance.

[01:00:22] Now it's a balance whereby you've still got police to respond to all these elements. You've got scan cars driving around and I don't think people, um, Um, have so much of an issue at them at the moment, because they're not, maybe they're not prevalent enough. Um, maybe they're not issuing enough fines. Um, so I think at the moment, I think, I think the way they utilize now is probably fine.

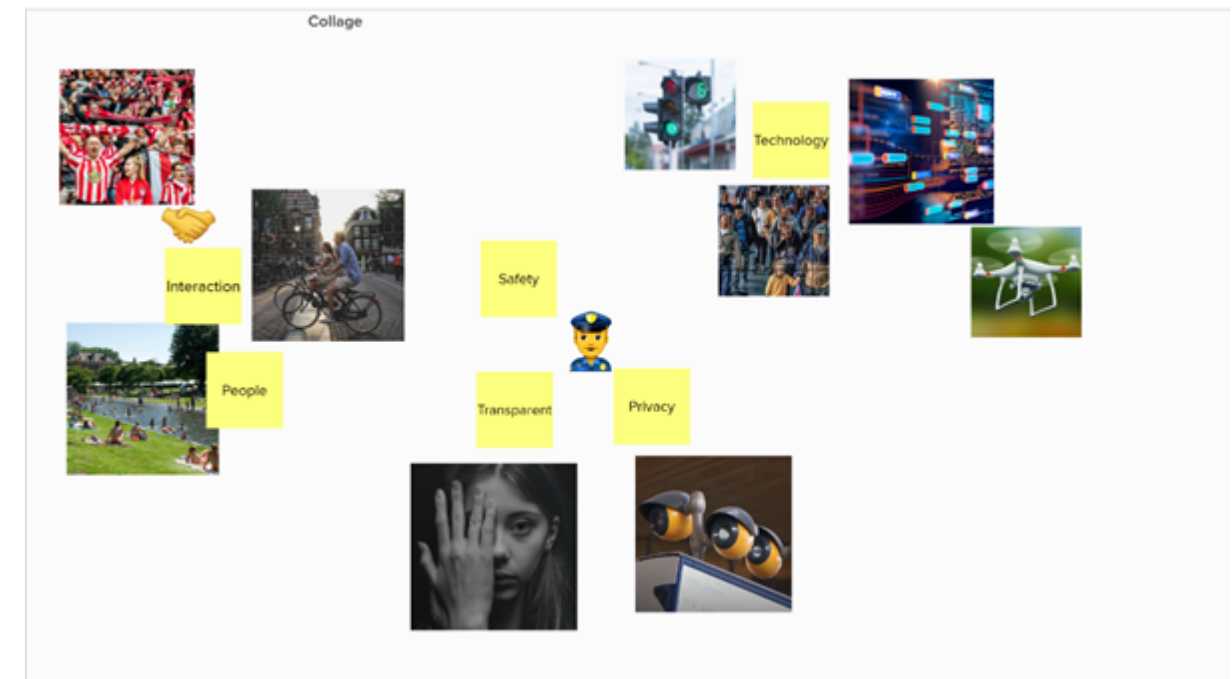
[01:00:56] I think I agree on that. Uh, how we, uh, [01:01:00] sorry, go ahead. The amount of police an increase, the amount of scan cars, that's when you're going to have an issue. I agree. And then I think indeed now it's quite clear, what is the purpose? This scan car. Uh, so it's about regulating the parking in inner cities. Uh, and it makes sure that, I mean, everybody knows the rules, uh, and this scan car is just there to make sure that everybody more or less follows the rules.

[01:01:31] Um, And it's something that has taken over from, um, from labor force instead of yeah. Something new or something it's way more efficient. That of course. And it's way more, uh, I have to say, I mean, if I only parked my car for 10 minutes, it will more likely be that a scan card gives me a fine and a policeman because of this efficiency, but at least I.

[01:01:54] I should have been aware that I was in the wrong, so yeah, it is a way of, of him, but [01:02:00] then the question comes, what can it do other than debt? And can we still be clear about what it's going to be, doing, but we doing, and then the question, is it then for the greater good or is it more like a kind of, of control, um, um, mechanism or something?

Participant: Tom Kuipers

Collage 1



[00:32:08] I think I, uh, I think I may have stolen some of your time. Oh, that's not a big deal. All right. So maybe my is a little bit more, um, kind of an overview. So I try to cluster it in three sections. The first section here on the left is more or less what I would like to see our city be. Uh, so is to be where people can move freely, where everything is more or less.

[00:32:36] Better organized, which smart cities could, uh, contribute to. Um, but also where people can easily interact. And I think that is one of them, the core values of our cities nowadays, and should be also our core value, the core values of the city, uh, in the future while having all these kinds of smart technologies inside.

[00:33:00] [00:32:59] Um, so indeed, um, focusing on spot mobility technology, a smart city technologies should, should contribute to these kinds of elements. So when you're looking at, when you're sitting in a park, uh, this, this, this should be the, the core aspect of what life is about. So livability, uh, the freedom to move around, uh, the space to interact with your fellow people.

[00:33:27] The other cluster is a bit about how technical you could play a role in this, and you see a lot of options, both digital and physical that really relate to the smart city development. Um, so as a, as how we mentioned, for example, **a CCTV cameras can really be used for observation of people. So really for safety or security, but also indeed of how to make the city more livable by seeing when.**

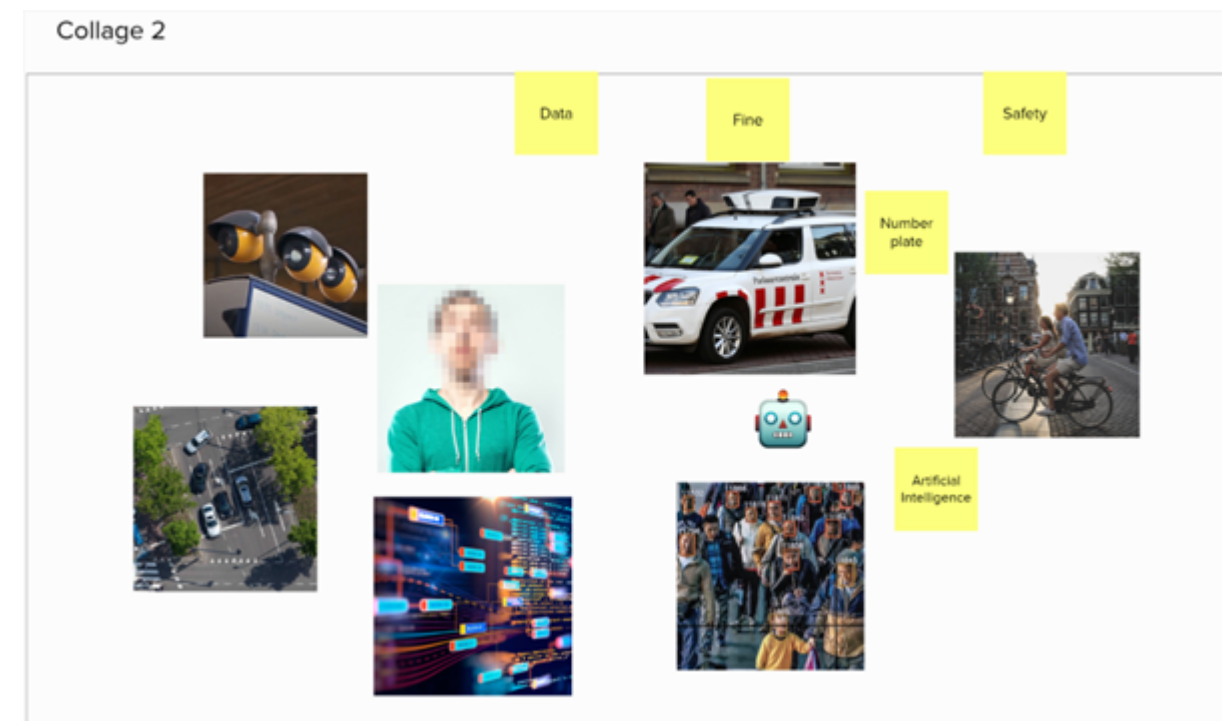
[00:33:55] **Spaces are too crowded or to improve the flow [00:34:00] of mobility through the city by, um, really making, for example, these traffic lights as smart. And so technology plays of course a huge part in it. There's new technology that we didn't have a few years before, so we really need to see how we can adapt those into, into our systems.**

[00:34:17] So for example, drones, indeed different juices. Uh, just came up a couple of years ago as a kind of a hobby projects or F for, and, and now we see so many uses for them for delivery for observation. Um, as you mentioned before, and indeed, how do we steer, uh, um, Steer our community or people. How do you use **big data?**

[00:34:42] I think that's an important element on **how to, how to be part of the smart city.** And then there's an aspect of **what it should like, I don't know. Somehow not be, or, um, yeah, what, what it should be. Take into consideration. And I think [00:35:00] privacy is, is a very important factor. Um, yeah, we shouldn't have the feeling indeed that big brother's watching you.**

[00:35:06] Uh, that's smart city technology is only used for enforcement, but actually try to make. To make it for the better, good, or to make our cities better and also focus on transparency. So say what you're doing instead of just doing it. And, um, yeah. Well, when you see a scan card for people, it's not clear what, what it might do.

[00:35:29] Uh, but if you are transparent about his purposes, uh, it might be that people accept it easier. So it's also a bit of an **acceptance** and indeed, um, yeah, make sure that, that it's, it's about, uh, privacy. It's about transparency and it's about, um, not only enforcing rules, but also making, uh, your, **your city better.**



00:48:07] Alright. Can you see it? Yeah, I'm not sure why these texts are, but at least, um, okay. So central is my point of view, but also the situation that there are more scan cards throughout the city. And so to have taken up different roles and more than they already did. So not only checking number plates and finding.

[00:48:32] Um, but also going into solutions for other mobility, um, related, uh, uh, effects, keeping sure that people keep their distances because maybe in the future, we need to, uh, stay at one and a half meters apart. Um, so focusing on more aspects than just the initial ideas and we don't know. Yeah, well, I, I. It has been made clear by the city, how would [00:49:00] work and what the possibilities of these canned cars are.

[00:49:02] So I'm quite okay with the number of dead. Um, but yeah, we are. I'm not sure if they are or not. Exactly. **Using these kind of cars for others purposes that I might not know.** So I'm a little bit doubting about that. Yeah. The question is of course the technology advances, so artificial intelligence and the uses of data is becoming more and more prominent.

[00:49:26] Um, yeah. **As a citizen, I'm a bit worried about how, how these kind of services work. So indeed the big brother is watching you aspect is also a part of the issue.** So on the one hand, I see that they try it and they, they are here for, um, well, good purposes. **Um, so keeping the**

city safe and secure, um, but what goes behind it is it's maybe not clear and I'm a little bit worried about that.

[00:49:56] What is, what are you worried about? Um, things [00:50:00] like, um, well, uh, the, the collection of data, what do they know about me? Um, privacy issues, um, will they, as, maybe in China now use it for different kinds of systems to make sure that, um, I'm I'm doing the thing that the government wants. Just thinking in this line, I'm not saying that it's, it's really, the case is going to be, but it's, it's something that, that yeah.

[00:50:26] Could be worrying. And do you worry that a system that is currently in China, we can also come here. I'm not worried directly about debt, but I see, yeah. Difficulty in, um, having these kind of. Um, uh, new technology that is, uh, made for one purposes, but in the end can also be used for many different purposes, which is not the initial purpose.

[00:50:52] And therefore we don't know what it, what it does exactly. And what it's, uh, what is going to, to, to be, [00:51:00] and what it can be used for in the future.

[00:51:04] Is that a bit clear or does that make sense? It makes sense. Um, does it make sense to you Howie? Uh, yeah. I, I actually totally agree with that. I think, um, I think now, I mean, a prime example could be, um, health insurance, health insurance premiums guy. So, uh, you say you walk an hour every day. Um, but actually, um, in the future, Uh, you'll never with all the cameras around, they can say, well, no, you only go to the supermarket and back.

[00:51:40] So actually you're not exercising. You told us you were. So therefore we're going to keep your insurance premiums high. For instance, I think there's, um, at the moment we're not going down that route. We're not looking at how much people are exercising Bart. Um, I [00:52:00] could see. Things like that, or, um, is Tom was saying what's happening in China?

[00:52:07] Not that the Dutch government would necessarily implement something like that, but it could be something that would be rolled out to the back of it. Shall we say? So I do. I do agree with, um, uh, without, as to, um, it has to be controlled. Before it's implemented. And also another one who is the, who controls it, who is defining what is acceptable to, uh, the community and what is not acceptable to the community.

[00:52:44] Once again, Egypt, the government who's defining that because if it is then their input and then not impartial, or is it a separate, I know, uh, To say, privacy watch who, who [00:53:00] looks over, how all this technology is being used. And from an independent perspective, assess is, is it acceptable or not? Yeah. And so my main point is indeed like the new technology can do a lot more than the purpose it was initially used for.

[00:53:21] And how do we keep track of that? And how do we make sure that, um, yeah, that, that people know what, what these things do and what they collect and what they, uh, try to, to do with that. And I think also to emphasize what Tom is saying, a lot of the new technology G is

also eights. A lot of it is basically it's all open protocol, so you have a camera and you can just add something onto it, whatever you want.

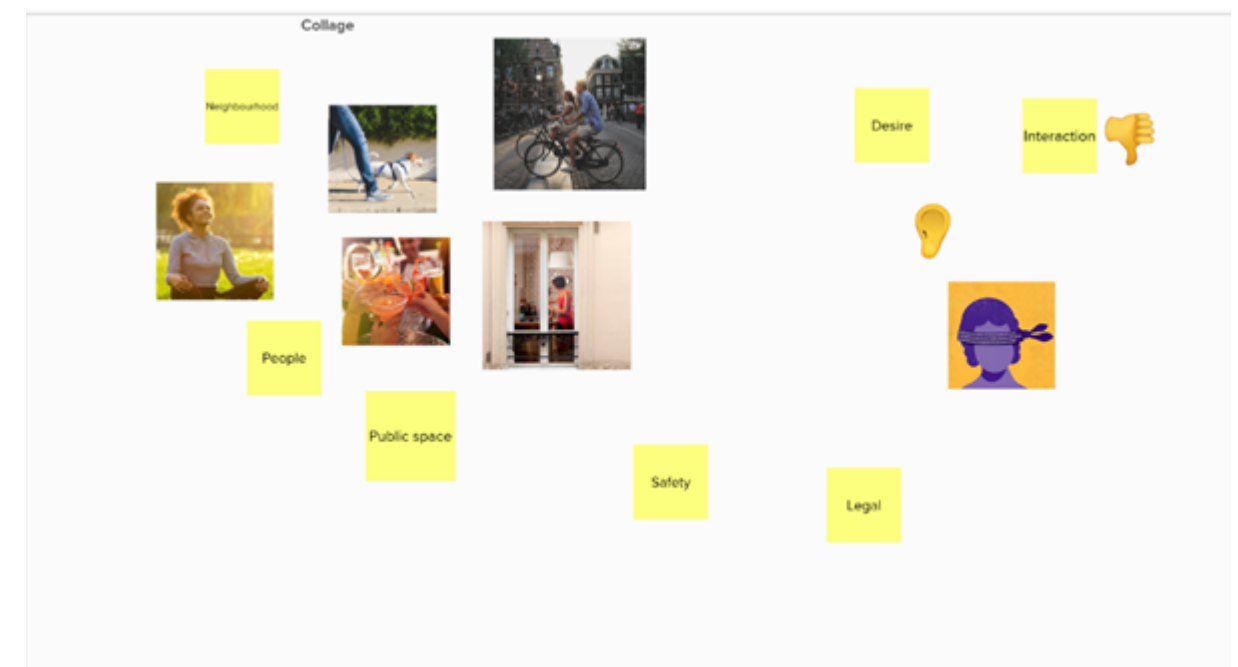
[00:53:50] And it's very much so that makes actually connecting different systems or adding to existing systems, but easier [00:54:00] and expanding them makes it far easier. So therefore the future potential for many of these systems is massive. Really. Yeah. And I see that both on a positive side, but also on a negative side and in a sense, um, so we should really be clear in the future, what we use these kind of things for, and maybe make sure that we define that very well, uh, as to not make these kind of systems, um, out of control, going out of control.

[00:54:40] Perfect. Um, I guess we can move on to now. Yup. We'll do, um,

Workshop 2

Participant 1

Collage 1



[00:40:16] Um, I feel like a lot of how I interact back to them for them is from like, I'm not from here. So a lot of it has been come. Parents tend to like what I'm used to, uh, so, uh, where to

start. Okay. So people, so this to me is like this city is way more dense than I'm used to in Canada. Mmm. Yeah. Just like identity really is different, but I also like it in a lot of ways.

[00:40:52] Well, maybe not Jen Corona, but other times,

[00:40:58] and then. [00:41:00] I think like a lot of the things I took, our pictures I took are like outside, because I feel like the city is really an outside city, which I really appreciate. Um, so there's just like a lot more time spent outdoors and a lot of life is the, uh, this one is, uh, uh, why? Because I really like it to be in some neighbors houses and like get little pictures of.

[00:41:28] Other people's lives, um, chorus, biking. I feel like so much how I interact with the city is. By bike or about by, uh, how to say yes. Um, this is kind of like over here is kind of like, uh, because like I'm not, I'm kind of, no, I never really can forget that I'm an outsider. [00:42:00] Uh, so like, I know this has ones and zeros, it's supposed to be tacky, but I use it not really techie, but just kind of like this feeling of like, uh, I can't really participate in public life or.

[00:42:14] Yeah. I like the, like I like for me, community unity and neighborhood, um, and like being active and like democratic and the cities I live in is really important. And I'm not able to do that as effectively here, just because there's so much, I can't understand. Um, and so then this year is like, just so much trying to, uh, really like, listen and observe.

[00:42:38] And put a lot of effort into that to be able to like, understand what, Oh, hang on medically or just like in my own community. Um, so yeah, like I would like more, I would like to be more interactive with, uh, uh, shaping my community. [00:43:00] but I'm not able to as much as I can. Um, and then I actually feel quite safe here.

[00:43:08] Uh, but this like I like I wanted one that says, like roles legal, because I feel like also there's a different, um, there's a really different relationship here with rules or with laws. And there are some, like what I'm used to. Um, which I guess can be positive in some sense. Okay. Then there's a lot of gray area, but it also really what, yeah.

[00:43:33] Can you elaborate more on this? So, yeah, I think it's nice, but it's also like, because it's such a gray area, it really worries me in terms of like, Uh, issues of like social justice, um, and who like, like, uh, Amsterdam, um, has a lot of, kind of what you're saying, like ground up, but a lot of that is used as kind of like things get done if you know the right people, um, or [00:44:00] like the rules can be bad, but again, if you're the right type of person, um, so.

[00:44:06] That's true. Yeah. I, I worry a lot about just like, yeah, like visibility of like social justice movement and then, um, like who has access to what? And, and there's just a lot less data on things like this here than in North America. Cause, uh, we're maybe more hyper aware of it, but even like I know from doing.

[00:44:29] Um, cause I tried at Uber. I was like involved in their urban geography. Uh, like one of their courses. Yes. It's like, if you look at who has access to public space or like shared space

and a lot of neighborhoods, especially over here, um, like a lot of that is racialized, but there's not that much attention, uh, focus, uh, looked at about that.

[00:44:53] Like overtly. So just like if we're talking about. Who has access [00:45:00] to different spaces or what data is collected or what role for who and who gets? Yeah. I just like think a lot about it in terms of cities in general, but also here in Amsterdam. Mmm. Mmm. And even just like, I know this isn't for Krone, but like, thinking about Krone, like everyone is so relaxed here.

[00:45:20] Um, which is maybe also like nice. But I think I was thinking like, there's such a different relationship to role here than I'm used to in Canada because. Um, if there's the role in Canada of the governance sitting down, like you follow it. Um, and here, like, you know, people aren't as bothered about it. If they do something wrong, they know that they can kind of be like, Oh, I just didn't know.

[00:45:48] And they might not get in trouble. I mean, again, if they look a certain way, uh, so. Yeah, just like a different relationship with no legal is not the right word, but that's [00:46:00] what my standards, uh, I don't know any other Oh yeah. That the drinks are just because like, again, compared to Canada, I feel like there's a way bigger, like drinking culture and just like bar and terrace Coster.

[00:46:14] There's not that many terraces and Vancouver, it's like really hard to get. A permit and there's a lot more roles and again, the roles are unforced. So just like a different relationship with the city. Okay. Any follow up questions or anything? I didn't explain. Well, it's interesting that, you know, we're coming from the North American.

[00:46:40] Treaty access, Mexico, new America and Canada. And we're viewing Amsterdam through not just a social lens, but the political and the regulatory lenses as well. Culturally speaking, in other words, Um, I've done a lot of work in Asia and I've done a lot of work in [00:47:00] Europe and I've done a lot of work in Northern America and culturally speaking, there's a completely different pecking order on how things are done in each of those kinds of spheres.

[00:47:08] So in Asia, um, your boss is your elder and you respect it. No questions asked you just do what they're told. Um, in Amsterdam it's completely like. Bottom up, I disagree and there's this huge discussion and it's a kind of grassroots kind of approach. Um, but it's also for this common good, the social collective.

[00:47:28] Good. And then you go to North America, which is about freedom and independence or the regulatory lawsuits, or we can't do that. I was going get in trouble, so therefore nothing happens. And so it's a, it's a weird, interesting, um, lens to look through, to have the Northern Americans, um, Look at Amsterdam through all of these kinds of unique perspectives.



[01:07:36] Alright, thank you. Now my, I can use your screen. That's the after stop or can I just steal it? Yeah. Okay. The stop. Yeah, my bad, my bad. It's all yours. Um, okay. Can you see my screen? Alright. Uh, [01:08:00] so. Oh, it does. I do. Uh, yeah, I guess the, again, from the perspective of a resident, um, basically what I'm most concerned about.

[01:08:13] Is, I guess like transparency, um, and also like who, who is owning and storing this data and how are they using it? Because as the resident. Like, I don't know that this stuff is

necessarily transparent, uh, from talking with the city of some of this stuff. That seems like a lot of the times they don't even know.

[01:08:38] Uh, so of course, as a resident, you don't know. Um, yeah, also what. I like, I understand having a, using big data to have a large width of understanding, but I'm worried about it again, like the lack of depth and this obsession with big data and everything, all the human stuff that you're [01:09:00] missing out on. Um, and just, yeah, include increased surveillance.

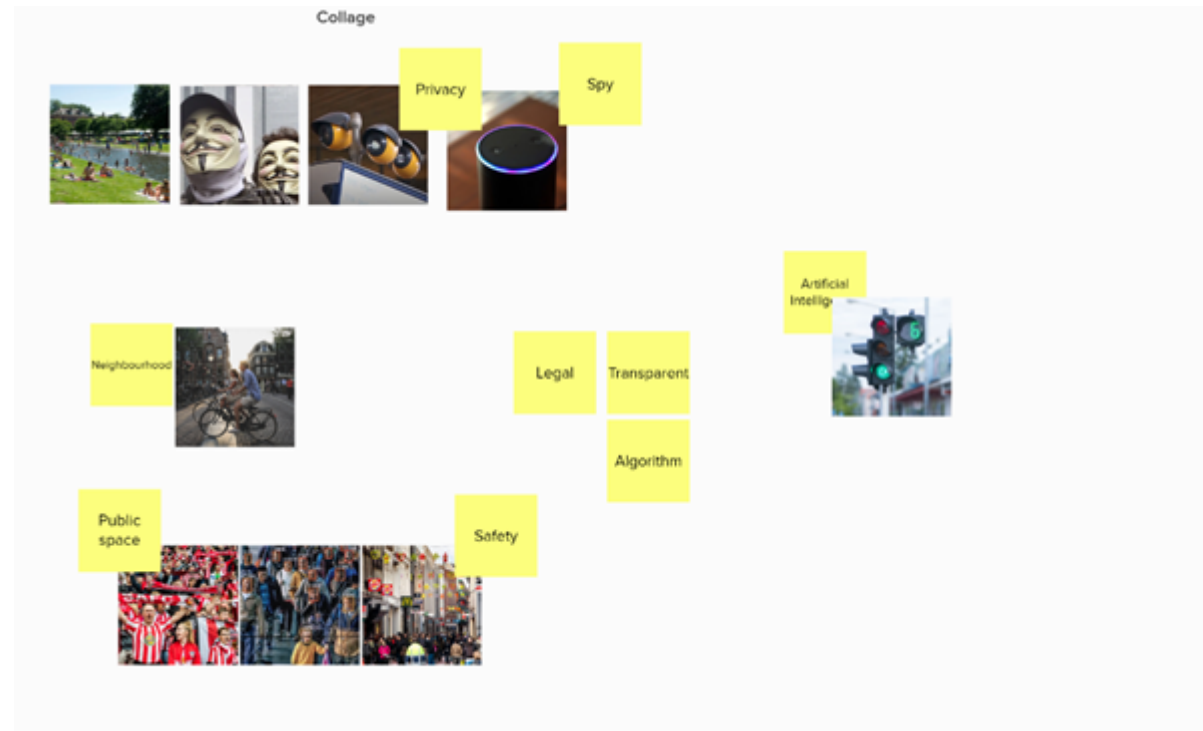
[01:09:05] And when there's increased surveillance, usually that affects certain types of bodies more than others. Um, yeah. Yeah. Usually you'll see fines given to types of people, but yeah, just like this increased policing, um, that I don't think it's necessarily helpful in any way. Mmm Hmm. Here as this idea of like, yeah.

[01:09:29] How are using data and public space or the public, which I, I like, I'm a advocate for. Public space is like a common, I think I use this hand as kind of like a. Oh like participation or democracy. So I think right now, my biggest concern with these cars are these smart technologies is the lack of transparency on how decisions are being made and the lack of inclusion of a [01:10:00] resident.

[01:10:00] To be not only forms, but also have some sort of, um, input into these sorts of decisions. Um, so yeah, I guess that would be things like that. You're saying like the scan card is being used to like look at crowds. Um, Like to me again, that's problematic because, uh, yeah, usually that affects certain types of people more than others.

Participant: Tom Van Arman

Collage 1



-[00:47:51] Yep. You're right. That's very interesting. Um, and, [00:48:00] and then sort of something new for us. Yep. Um, I am, uh, probably talking from a different dashboard. Um, Or a different, let's say like, uh, my, I just got off the boat. I got off the boat 20 years ago when I arrived in Amsterdam. So my, um, my understanding of how things work, uh, is completely different from, um, um, a master's students understanding of how the politics, how the economics, how the, uh, things work here in the city.

[00:48:44] So, um, As you said, I want to zoom back out and not talk about Corona specific, but just in the good old days, back in February and things were kind of normal and the things that I was working as, as this kind of balance between, [00:49:00] um, **how can all of these technologies help us and not hinder us?** Or how do these technologies improve, like how to improve our city or life, uh, way of life, or how do these, um, Uh, how does data become facts and evidence to make informed decisions versus emotional kind of 20th century ways?

[00:49:20] Well, I'm the, I'm the boss, uh, I'm the expert. Don't doubt me. Now we have lots and lots of, uh, sources to, um, look through. So, um, uh, to validate those kinds of opinions now, so that's data and data is important, but then, um, How do we use data in an intelligent way? So that as Mike Bloomberg level love him or hate him saying is if we're not measuring, then we're not managing.

[00:49:44] Right. So the urban problems that we're tackling now are profoundly more complicated than they were a hundred years ago. Uh, so we can't solve everything politically

and spatially anymore. Right back in the old adult, a hundred years ago, they had modernism and modernism was saying with [00:50:00] good space, good design.

[00:50:00] We could solve all the political and social issues, but now we need something more. Um, so we knew we needed to move on beyond the, the spatial kinds of solutions and get into the more digital solutions which have, uh, threatened kinds of things. As you see here, um, the, um, The, uh, the livelihood of a space, um, the collective spaces, like how do we, how do we prevent the same mistakes that the internet made from happening on our streets and sidewalks?

[00:50:28] Right. We're very, very close. So, uh, the examples that you see in my collage are more about the. The paradigm or the juxtaposition between a Chinese, uh, draconian invasive way of policing and managing cities, which is a very draconian way of getting involved in your day in life. So you're changing behavior based on your own, um, uh, changing your own behavior based on the data that the state has access to.

[00:50:58] Right? So God. [00:51:00] 200 years ago, 300 years ago, used to watch over us in China. It's the state, uh, here, maybe it's not God, but maybe it's um, yeah, the CCTV cameras and things like that. So I'm wondering how do we use these very dangerous, uh, invasive technologies are designed tools and not as, um, Uh, surveillance tools to punish and penalize people, but really, uh, to help give those insights to improve public space, to public improvement projects, to get more participation, engagement technology can allow us to do that, but that there's a balance between, um, service.

[00:51:38] Mmm Mmm. Or surveillance. And so that's a fine line and we need to have that kind of discussion publicly, which is why I'm glad I'm working at the Marina time, because this is private property where once you enter this urban experiment zone, you are a part of the experiment. So you, in terms of the GDPR stuff, yes, you, we understand you have to give consent.

[00:51:56] So what does that mean? If your images are being [00:52:00] captured? Uh, on average, uh, the scan cars or CCTV cameras, you don't give consent, uh, to anybody to have your biometric data to be captured, stored and processed. So how does, how do these technologies fit with the type of city that we want to become? And then you started this, uh, from the city's perspective, what kind of cities we want to become?

[00:52:22] So the images you see here is this kind of, this. Uh, this idea of control. Um, but you have a, um, a kind of system that that's working, where you are, um, engaging with the public to decide on what kind of future you want. Right? So we're about to cross a lots of red lines. And once we cross those red lines, you can't go back.

[00:52:48] Right. There was no reset button. So as it's going to be the black mirror city, it's just going to be the blade runner city. Is this going to be, um, the 2010, the star Trek? I can't think of

[00:53:00] like the dystopian versus utopian kinds of scenarios, but we can only decide that not, um, Not the governments and the corporates.

[00:53:12] So that's the research that I'm doing is about this balance between protest. What do we want to protect? What values and principles do we want to protect as city? Uh, so that we have a nice, um, uh, inclusive and resilient and responsible city, a fair and ethical city, or do we want just to give everything up to the corporations who quote no better than we do and let them, um, Use our information, uh, for us or against us.

[00:53:41] Okay, nice. Uh, can I just wonder, like ask you, uh, I see three words in the middle, like legal, transparent algorithm.

[00:53:55] Yeah, so what's happening in Sligo city governments. So I'm, I'm a consultant for [00:54:00] the city of Amsterdam, a CDU office innovation office. And, uh, the dilemmas that they're facing right now is that they're trying to automate all of these kinds of services for its citizens. Uh, Rotterdam is trying to include the citizens in those services as those different cities have different approaches to this kind of issue.

[00:54:17] Um, but when. Those services are being automated, right? So they're using a lot of AI technologies to automate the bots, the, uh, the wayfinding, the, uh, the registrations and the complaint forms. And they're using a lot of, um, bots, uh, in cameras right now using a lot of bots and cars now. And so, um, how those bots are designed depends on the algorithm, where are their biases in those algorithms right now that could, uh, negatively affect certain.

[00:54:46] Yeah. Groups of people. So those are big issues. And so, um, the work that I'm doing right now has to be completely transparent. So the privacy agreements I have is now registered on a pub on the Amsterdam websites where they, the city is saying, this is the [00:55:00] agreement we have with Tom. These are the, these are the cameras that he's using.

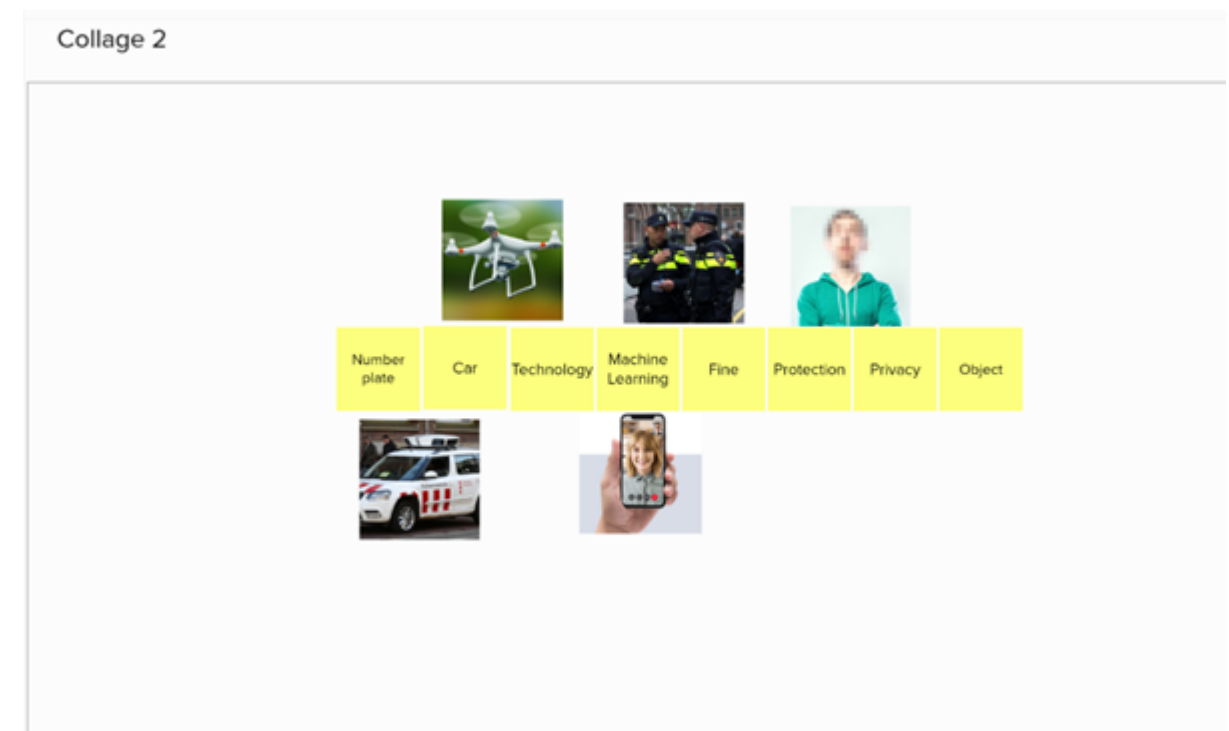
[00:55:03] This is what, this is why we're, this is, this is why we're using these cameras. And this is, uh, this is where they are. So the citizens know, um, what I'm doing, why I'm doing it and how it's going to help them. And so, uh, we need to really that, uh, so the algorithms that we're designing for the crowd monitoring tools, and they have to be completely anonymous.

[00:55:23] Uh, they have to be, um, privacy by design. So there's GDPR compliance. There's a spatial, uh, agreements. Um, but everybody understands what, um, what these cameras are for. Um, so that there's no abuse at our harm. And so I think between the brand new, um, we were last summer using cameras to count the stress levels of the, uh, I say stress levels.

[00:55:49] Um, the Marine trine is a very popular. Destination right now in the city center of Amsterdam to cool off. And there's no air conditioning in the city. So everybody during the summer comes to the Marine, trying [00:56:00] to cool off, and there's becoming even more threatening this summer because many tonight is a private property.

[00:56:05] So there's no haunt Hava or support system in place to issue penalties against the social distance. 1.5 as social distance, uh, um, um, uh, restrictions. So yeah, everybody in amps and figures out, there's no going to be cops issuing. Tickets and fines, everybody's going to come here. And so we use these monitor crowd monitoring tools to say, this is a healthy time to come visit Marine tryin, or this is not a healthy time.

[00:56:29] So we can actually use these TV, spying and privacy technologies to actually help, uh, the, the, the public make decisions. So that's why it's in the center of the, of my kind of constellation here at transparency. Algorithms legal because once those things are transparent, then everybody understands what it means for them.



[01:04:24] No problem. Um, Yeah. So we're kind of transitioning into this kind of scenario where we have less human eyes and more camera eyes, let's say. So all of these kind of monitoring, isn't just the CCTV cameras, but, um, now the cars are patrolling the streets and now maybe the drones are patrolling from, from the air.

[01:04:49] Um, I think the scan car. Yes. It starts with sense when you couple it with some sort of technologies like mobile apps, because then you can help cities [01:05:00] deal with dynamic

tariffs. So you don't have zones anymore. You just have like log in, log out times. And then with GPS is you can actually start validating certain kinds of decisions from.

[01:05:11] Uh, the car owners so that you don't. Uh, so if you're old, you get discounts. If you're a student, you get discounts. If you're handicapped, you have certain kinds of religious. And so scan cars can help validate those kinds of, uh, dynamic infrastructures of parking. Um, so you're encouraging. You can not make a dynamic to make it more expensive at certain busy times and less expensive over in different locations.

[01:05:36] So you're incentivizing people to park more equally around the city and not waste time. Um, and then CO2 emissions waiting for parking spots. Those kinds of things. So I think it can serve a good thing. It gets a little bit stinky when you have, uh, a lot of data collection, uh, cause all of, all of that, the scan car, isn't just using LIDAR, it's using object recognition systems.

[01:06:00] [01:06:00] So it's capturing everything and that in the meaning us, everything is being stored somewhere. And then who owns that storage? Uh, how to, uh, how do we make sure that, that data, uh, you can't reverse engineer where we've been based on this kind of robot car, that's just going around scanning everybody's, uh, features on the street or storefronts or, or whatever.

[01:06:21] So I think that's where you have to, um, think about this again, cars. I think it could do some great if you do some awesome stuff, but it goes to do some quite harmful stuff. Okay. So, um, you live with him as a citizen. Uh, do you think it is affecting you? Or how do you perceive this? I don't think there's enough awareness.

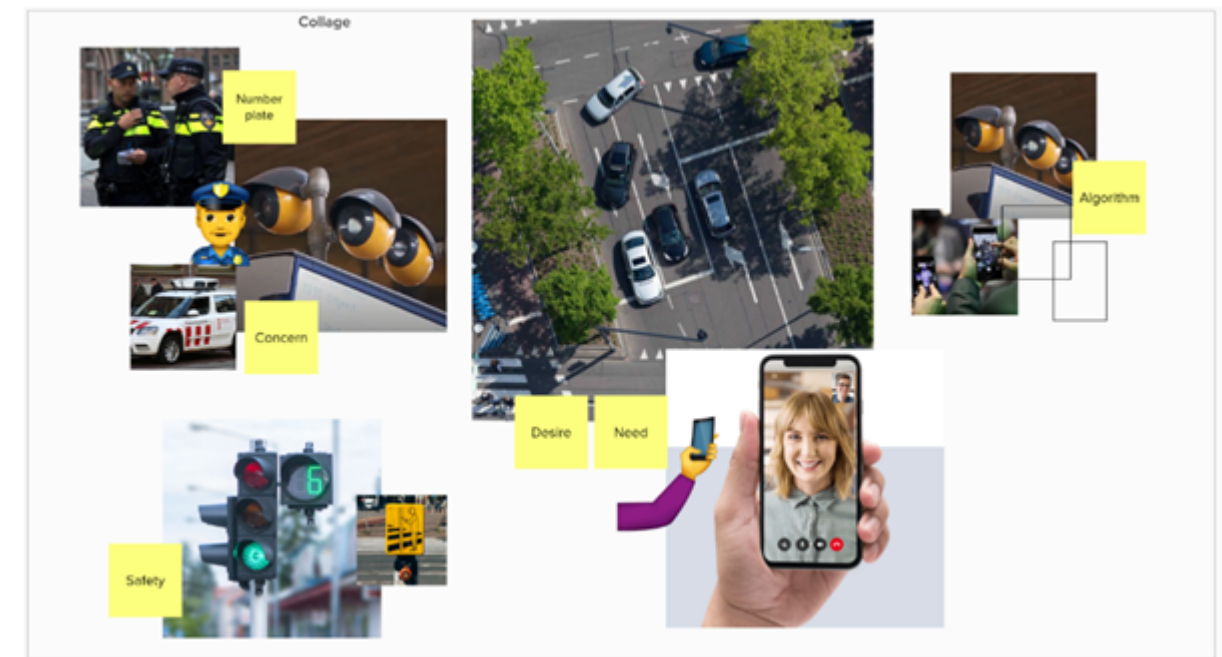
[01:06:44] I think that, um, people see the car and they say they think hound, Hava and parking control. They don't think about, uh, the, the, the data privacy, the, um, the digital rights, uh, aspects, uh, of, of these kinds of solutions that are patrolling our streets. [01:07:00] Um, I think people just are, there's a massive disconnect between the people's understanding of how these technologies work and what kinds of information is being collected of them.

[01:07:08] And from them, uh, belongings, their homes, or, you know, whatever, um, versus just, you know, issuing us, um, tickets. Yeah. So I think. Yeah, I think, I think the scan cards can help, but right now there's so much uninformed populations that don't even understand what, what these things are that I was like, ma that's my, uh, this is my take.

Workshop 3

Participant: Bas Verstegen

Collage 1



[00:28:41] Well first with the cameras cause, um, cause of speed camera in my daily life. If I will be, sometimes I drive around in my car. It's not the most. Well, like every single day, but it's almost every single day. [00:29:00] And when I drive from my car, my biggest concern is speed cameras or yeah. And one time I got fined by a speed camera.

[00:29:08] So I put that down there a little bit smaller. Uh, and Michael CERN is the number plate. As in, if they, if they can read my number plate, then they can find me if I'm right. I think too hard. So that's the kind of data they need, I guess. And the camera's checking the speed. Then I went into here, the Fulbright, which is supposed to be grocery shopping, but these two empty squares does that mean my groceries?

[00:29:39] Maybe, I guess I could have made a bag out, of course, but I didn't. So I wanted to put the self skin here, so put more cameras and some scanning stuff. I dunno, camera from a phone that was grocery shopping. That's kind of, that is also very everyday and always Kenny. And it's the [00:30:00] first thing I thought of when I thought about smart products in my daily life.

[00:30:08] Um, then the big and important thing here is this, which is the book you and I used it as the resemble, like the maps, or I guess Google maps in general. I use that check. If stores are open, I use that check where I need to go. I use it very often and there's Oh, that's my desire. I like it, but I also need it.

[00:30:32] Sometimes if I, if I'm going to somewhere, I don't know. Or for instance, today is a holiday and then I want to check the store opening up. Then I am going to look it up. Sounds great. If I also need a bit, cause I. Yeah, kind of grown used to it there. So, um, and this will be my daily life. We'll be calling a lot of, face-timing [00:31:00] put that in there large.

[00:31:04] And then small is just when you commute there's safety stuff on the bike and walk someplace. Interesting. That's my collage. Do you often notice these, uh, speed cameras or Doppler guns as they're called? I think, uh, do you often notice them while you're driving or, Hmm, well, no, not really. And I use an app on my phone also check it, but there, now that the speed on the highways has gone from one 20 to 100, I don't know, quite exactly anymore.

[00:31:42] On the ways I normally drive where they are controlling it. So I'm not used to it anymore. That's where my concern and what I noticed, what I wanted to put in here is this little speaker icon I noticed actually is everything is visual. Nothing is based on sound. [00:32:00] That was a interesting for me. I, what do you mean?

[00:32:05] Kind of maybe the conclusion. Yeah. Everything is like visual data scan. It's a map it's it's cameras or it's, uh, using a camera show your face, looking at the lights. I thought like, uh, uh, well personally I've been busy with sound design and I thought, Hey, wait a second. Everything the most, uh, um, basic. Oh yeah.

[00:32:34] What's that in English the most present. Yeah. The most presence data is visual data, for sure. That's being collected and, and to communicate stuff. There's also visual. Hmm. Interesting. What I'm saying, are you concerned about your number plate being collected? You mentioned something about that. Yeah. Well, not really that's being collected, but it [00:33:00] depends on the, um, The situation, like I'm not concerned, normally it will be collected, but I will be checking my speed to make sure it's not a concern.

[00:33:15] If I don't drive in the correct speed. Only found too hard. I don't want them to have one number plate. Interesting. Interesting.

[00:33:28] Yeah. I like your last remark about the visual thing. I think that's true. Um, and I sort of agree with, I think that's also something I use quite often in daily life and I think without, I would be lost in the neighborhood. So that is a, I think sometimes a bit of a weird thing that you don't know your neighborhood, so you can get lost in there.

[00:33:55] No. Yeah. So that's like, one of the things is [00:34:00] having Google maps does not make you speak to strangers. Yeah, I think so. Makes sense. Makes sense. Cool. All right. Thank you, bass.



[01:03:23] I know how that works now. Yeah. I made this. Uh, I'll start, uh, with this one, I thought of the skin car. When I saw this image in there, I put it in to think about the skincare.

The first time I saw it, uh, I was like, what, what is this? But I, I, when I see such as kind of on the car before, uh, the first time I saw one, I didn't really know going on.

[01:03:49] And then when I found out about street view and a, that you could look up the largest city and stuff. They were mapped already. I thought that's really cool. And I, and I've been a lot of like, [01:04:00] Oh, I'll drop the New York art history, so and stuff. And then when I was in my, uh, my parents' home back in middle school, we lived in like a smaller, small village next to the city.

[01:04:13] And I was waiting until that car would come through our city. Well, fill till it are. Our streets would also be map that was, I don't know, that was something I was excited for. And then one day I came back from school and I saw it and I was waving to it and I was on street view like this and my face was, and I was really happy about that.

[01:04:32] So, um, was this the Google? Google, Google. Yeah, but, but also you couldn't see about the car that was Google. It was just some, some company hire by Google, I guess, for scanning small villages and in Netherlands, um, Not like the official, not like a car with Google right on it. So when I saw this one, I started looking at what is this then?

[01:04:54] And I alright. Yeah. The, the, [01:05:00] well, the stripes and stuff make it seem like, like it's some kind of, uh, helping, I don't know, like, like either a police or an ambulance or fire. Um, how do you call these these three? Yeah, the stripes signals something official to me like, uh, yeah. And then I read the word parking control.

[01:05:23] So I thought, okay, it's scanning for cars who are here. So I see it as basically I saw this whole car, maybe still a little bit. If I would see it, my first thought would be, it's just like a giant robot, but it's pretty stupid as only scanning number plates. That's what I thought. But not, not pretty stupid, but it has one task.

[01:05:44] It's, it's a robot with a task of scanning number place, and it's not doing anymore. So, and I associated with cities, city centers, um, where they sell some more police presence, I guess. Cause there was just a more, more dense area of [01:06:00] people. And uh, if I am in a city center, I will be walking or on a bike and I don't feel violated by, I feel fine.

[01:06:10] I know probably the word was in here for like parking finally, something that I, I used the cycle. Alright. Uh, um, yeah, I, I feel pretty relaxed about it as long as it's like, I mean, it can, it can still drive, so it shouldn't be that much in a way, I suppose it doesn't have to stop the scan, every car, they can just keep them driving this pretty nice.

[01:06:32] Uh, and when I think about it, I was, I was think like who they also use this, like they, I suppose they make packs on where to drive, but there's still a driver inside. So it's not like you, you, it's not, it's not, uh, Autonomous. Yeah, it's not autonomous. This is actual driver inside. So who is this driver?

[01:06:55] That's what I put here. Actually, I started thinking, well, making this glass who is driving this car is [01:07:00] I guess it's someone from the municipality. I don't cause it. There's the municipality logo on the side of this car and also the bell. So, yeah, but is it like police related or is it municipality only?

[01:07:18] And then I, yeah, actually only the scanning is the robot course. The car is actually just a normal car with a person in it. And I was really wondering who this person is now. Whose job is it to drive? That makes sense. Right? Well, I have the answers, but I'm not willing to give it. No. Okay. Well, why is it that you want to know who is this person driving?

[01:07:43] Is there a specific reasons for it? And does it matter if it's someone from the police or if it's from the municipality, does it make a difference? I dunno for, yeah, I guess, uh, the, it doesn't make a difference for how I feel about it. I still feel fine about it, but it will [01:08:00] make, for me in my head, it will make sense.

[01:08:02] Like, Oh, this is under the police department. Is something the scanning going on or some, some, some, a little bit of transparency, I guess, in where it's coming from. Like yeah. As an organization. Interesting transparency though. Yeah. Th th the fact that like now is somebody driving, but there's a lot of cameras on top.

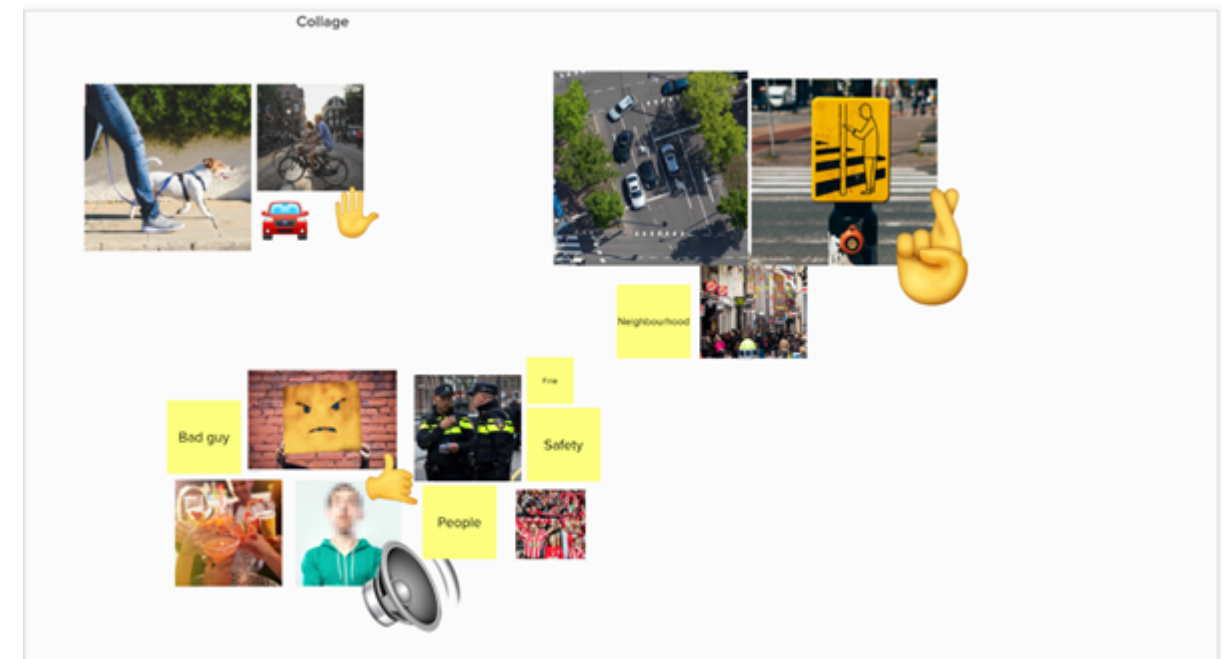
[01:08:32] So making this autonomous, when autonomous cars are more here, or maybe they will be more here, it should be not that much of a problem, but there is a lot of things you could also do with this scanning going on. And as long as I have the association of, Oh, it's just a robot with one purpose of scanning.

[01:08:56] Well, number plate, that I'm fine with it, but imagery. [01:09:00] As long as it's checking for number place in the imagery. Yeah. I feel pretty safe, but you could do more with it. So if I know, Oh, it's the municipality, then I could think like, Oh, they could scan, well, the municipality probably doesn't care about where I go shopping or that kind of stuff.

[01:09:17] So then I would also feel more safe maybe, or I don't know, more. It's not, it's not that I feel unsafe, more understanding just in general. Okay. Anytime

[01:09:38] I think I've been really relayed with the thing you're mostly on the bike. So then it's fine for me when you start asking, like, why would you want to know? I think, for example, when I'm driving with my bike and I don't have the light. And there is someone of the police inside this car. I was like, Oh shit, I got find it [01:10:00] because I don't have the lights.

[01:10:01] Well, this car is not doing it, of course. But the police officer. So I only to municipalities just fine. Yeah. They will not like me, but it's fine. Perfect. I mean, yeah. Great guys. I think I have some really good concerns. Um, Uh, alright, let's look at how are we doing on time? Oh yeah. I think we're doing great on site.



[00:34:39] Let me see you guys see my screen. Yeah. So I sort of three different things that I, that I see or notice in my neighborhood. I think in the, um, this sport, it's more about like which [00:35:00] vehicles, the way you see. And I think we have a lot of people having a dog. Um, I think especially now when I'm more at home, And going for a walk during lunch.

[00:35:12] I see a lot of people walking with their dog, which is nice. Um, I think it's, I think that the dog people sort of connect in a way that's fun to see also their love people on bikes and a lot of people on scooters. I think even more scooters than bikes, but there's a bed. Parking places for the bikes you ministry.

[00:35:37] So debt is a bit of a mess and they're all of guards, but especially there are a lot of course farts, and sometimes I wonder how much they are used, but the neighborhood is quite nice. So I say hi to my neighbors, but some stranger says we are not that close, but then I thought more about like the infrastructure of my [00:36:00] neighborhood.

[00:36:01] And I think the stuff you showed me that. It is quite chaotic. I close by trend station and all the roads coming together and into yeah. They'd cross. So that, that is, um, yeah, so the traffic, uh, lights, I think a lot and I hate them. Um, and especially for example, when I need to go to the supermarket, it's just a hundred meter walk, I guess.

[00:36:30] And then also I need to wait and I think nobody does it anymore. So everybody press the button and everybody's working because you can stop, like, I dunno, three times on the

Workshop 2

Participant: Pascale van Hemert

Collage 1

middle of the road, because there is some green. So if they're a scrum of the car, you can still be there and then you're still safe.

[00:36:48] But, um, and then they sparked, I thought my neighborhood is quite multicultural. There are a lot of like small. Things going on too. I [00:37:00] have a lot of Polish, um, supermarkets, Turkish supermarkets whatsoever. So that's it. And then I thought about the people I think I don't live in the most safe neighborhoods that is there.

[00:37:15] So there's a lot of police on the street and I think they sort of tried to give you safety. I'm not always sure how it happens, but there are a lot of people on the streets. And I think a lot of people are. Like at every corner of the street, there is a bar. So when I come back from school or something, then I think always all the time, these people were drinking on the street side.

[00:37:40] Um, and they become a bit loud. So there's always noise. There's always people in, in the beginning. I, I, I noticed that I didn't feel that safe. But, uh, now I think it's more yesterday, the neuron, so many people on the [00:38:00] streets, even, I dunno, during the night. So then I feel more safe because there's people are there that I know that they will not do anything to me then beginning they, they feel a bit aggressive, sort of there with four or five and are almost always guys.

[00:38:17] So, um, but I think they are just nice people then. Yeah. I need to get used to them. But that was my name. Thank you. Um, was there any, was there any instance that made you feel unsafe? Uh, you, you spoke about that you, you did not feel safe at some point. Yeah. Um, so I think most of the times they, uh, start talking to you.

[00:38:50] Yeah, so just randomly, and then sometimes they just say hi, and sometimes say, hi, what are you going to do tonight? Do you have one to have a drink with me? And I'm like, I know what's going on. [00:39:00] So, um, I think that are a bit of the things you feel like. Hmm. But it isn't that clear sort of it's a feeling you could have, but, um, Yeah, but now I just like it and I start talking back and then it's funny.

[00:39:20] So, um, yeah. Yeah. I was actually quite interested. You spoke about these, um, Traffic lights legacy. When you go to your supermarkets, they're like three or four traffic lights, and then everybody's pressing the button. Uh, what, what, what, what are you seeing exactly that happening? People being very impatient.

[00:39:39] Uh, is it the traffic lights taking a lot of time? What exactly is happening? Yeah, I think, um, so it is super close with the, so you only need to go over that street and then you were at the supermarket. So people feel like. I'm almost there. Um, and I think you can see the cars coming [00:40:00] from quite far so, you know, okay.

[00:40:02] I can make it the other side without, uh, having troubles with the car. So that is nice. And what you see is I think that the people, my age are a bit blurred. They just start walking, but

the people with small kids, they patiently wait. Because I think they want to give a good example to their kids. Like you need to wait for that.

[00:40:27] Um, and then if I look at myself, I sometimes do, sometimes I wait because then I just want to have like a nice break, go to the supermarket, have some time. And sometimes when I'm a bit more in a hurry or I stand there for a long time, I go, but that's also something you see. Like sometimes the people wait.

[00:40:48] And then after, I don't know, it feels like a couple of minutes, but I think that isn't true. After some time people still started walking, even though the right, [00:41:00] the light is still red, but then you're done. Yeah. Now it was too long as well. Interesting. Yeah.

[00:41:12] Uh, yeah. I was wondering how the police in your neighborhood. Uh, does their work normally they like walk around. Hmm, no, you don't see them that much walking around. I think you see them driving around quite often with a car or something and they are always quite fast. Vendor is something happening. So I don't know last week or something, I went through the single word and it was this random guy.

[00:41:46] I think it was. Super drunk. And then the police was there and I think they were there in like a couple of minutes and then, but, um, yeah, most of the time they drive by and [00:42:00] also the ambulance and firemen thing, there are quite often in the neighborhood, two crescents through the vehicle, I guess it's not the per se that people walking around.

[00:42:14] Yeah. So the presence of the police, does it make you feel more secure or does it make you feel a bit more unsafe because then you think there's a lot of crime happening? Yeah, I think it's the second one. I think when they are around you feel like, fuck, there is something going on because otherwise it would not be here.

Collage 2



[00:57:46] So for me, when I see the car, I also feel like there are some people going to get a fine. Um, and then my concerns are mostly learned the data and the privacy. [00:58:00] What are they doing with it? How does it work? And then I think I'm honest with them, seals would be, um, take your faces instead of, I think they only have the number plates.

[00:58:12] But, um, yeah, I would not say that it is the best eating, but on the other hand, I also just, when I'm like, I'm on my bike, so that's fine. I don't have a car parks in there. So that's it for me. Was that a privacy concern? Do you have, is that religion only the faces or is there, is there anything as you, are you.

[00:58:39] Hmm. Um, yeah, I think also a bit about, um, so it's fine really that they use your number plate to check if you were allowed, but what happens with the data afterwards? So do they keep it, do they use [00:59:00] it for something different? What's going on with that. So, um, yeah, I think that is, uh, that also has to do a bit with transparency.

[00:59:08] You think it's a nice service, but this police man is sitting in his car and the car is doing the job. And then I feel like, yeah, but then the police could have just done his job, which I feel, um, is using less of our privacy with the data. Hmm. Interesting, interesting. Hmm. Um, how, when, when, when do you think you would be actually interested in knowing how this works?

[00:59:38] Like when would you actually consider to think about that? Okay. This exists. When, when do I know this work? I think, um, it would be just nice if you start living in a place where. In your neighborhood. There are places you are not allowed to [01:00:00] park or where you can park wrong. Because even though you don't have a car, you could have friends or bearings or whatsoever coming to visit you and they can come with a car.

[01:00:11] And then after a nice visits at your place, they get a fine, which I would feel very sorry for them. So I think if everybody knows who lives there, then you can on forehand, warn other people when you invite them.

[01:00:30] Any ducks.

[01:00:37] I think about the neighborhood, knowing what it is about as a, well, okay. What I was thinking, maybe not directly related to your class, but, um, The knowledge, if you know, okay, it's driving here. And then I, I [01:01:00] know, Oh, that's cause cars are not allowed to park here. So then I guess it's trying to scan for Carswell parked here.

[01:01:06] We're not allowed to have like a license to be here. And, uh, if you don't know what it's doing, you don't, if you don't know that you're not allowed to park there, then you're gonna think about, wait, what is it doing here?

[01:01:22] Maybe that's the transparency. Yeah. Interesting. All right. Thank you, Chris. Can I ask one question? The drone? Yeah. Why did you put the drone in?

[00:56:57] yeah. So when I'm thinking about this, [00:57:00] uh, service in the car, driving to the city, for me in most of the time raising the public space, there is the, um, from my experience from Belfast, they get mostly Gracie the city center where you're not allowed to. Perfect your car. And I have a bit of defeating Aaron marching, you.

[00:57:22] And in the beginning, I didn't know what it was. So for me, um, this whole service felt a bit non transparent. They think the same as you described in the story. I think a lot of people don't know what is happening and then they got to find first and then, um, They know what to do when they want to enter the order card.

[01:01:43] Oh, it's a drone for me. Yeah. Yeah. I feel a bit of bit the drone. I sort of missing feeling like. Uh, having a top few show discouraged, right. Interested in. He knows like everything and I would a drone that would maybe be more easy to do then [01:02:00] having another car driving to city center, because that feels a bit weird.

[01:02:05] You're don't want to have cars in city center and you are going to drive the car. Do not have cars in city center. Why don't you would prefer the drone or the gun. Yeah. Right. I don't get or robots or I don't know something different than a car. What, what is it that you've got against the garb? Um, is it the aspect that it is, it looks very official and very like a police driven thing or is.

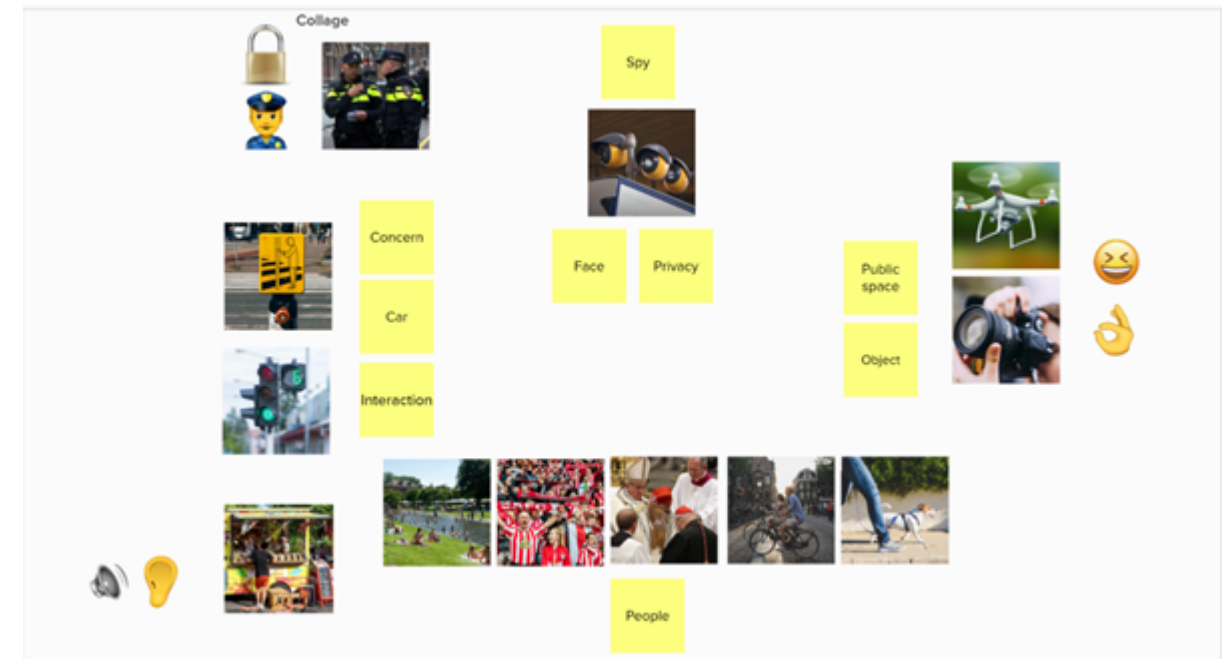
[01:02:41] Yeah, I think if he's dead, but it also has to do with defended. Um, you are saying something is not allowed while you are doing it in return, so that's not having correct for what you are saying to the other people. So for me, that's true. And I think in [01:03:00] city center is best AKI. All the cars I would like to remove them all.

[01:03:04] For me to will be fine, but that's more a political thing in mouth, which is a nice discussion.

Workshop 4

Participant: Ayyoeb Ichaarine

Collage 1



[00:28:23] Do you see on the job, right? The outlines options. Yeah, you can click on the color. Hey bro. Yeah. Yeah. So this is my collage. Um, so the first thing I thought about was I live in Delft, um, where I live and there are a lot of people. And then I thought about people, like what kind of people do I see? So the, the neighborhood I live in is it's very **multicultural**.

[00:28:58] So there are a lot of different kinds of [00:29:00] people. I put some boat, but for me, it's like belief. I have all kinds of churches, mosques now, different kinds of people. And yeah, I live close to a park with a small Lake and often a lot of people are chilling there. So it's also something that I like. It, it makes it more efficient and a lot of people are also taking the dog for a walk in the park and, um, Of course, we have close to them.

[00:29:33] And if there's a match on Sunday in the big stadium, there are lots of, a lot of people around the station that are going there is also something that's marketable. And of course we live in Delta. So there are a lot of bicycles that where students, when you're on a bike in the morning, go to university, you meet people and.

[00:29:52] Hi, I don't have a car, but I have a scooter, which I almost use almost every day also for going to uni and going to pick up [00:30:00] quotes and the over possession. Yeah. It's a small kind of shopping center with a lot of people and it's always very busy speakers sound here. When I go to the offer to uni, I go with my, with my scooter on the bicycle path and they're like, yeah, maybe they always like two kinds of **traffic lights**.

[00:30:22] The first one you have to put up. And often I see a lot of people, **young people, just even if it's, if it's just red or. If there's no one, they just go there and I'm all scared, like maybe an**

accident. So, um, when I'm in Rotterdam, for example, bridge this kind of traffic lights, they, the counter. I really like it because I know how long going to have to wait.

[00:30:47] There's no insecurity. So I also see, yeah. I see, I see less people. I go to the red lights, so that's also nice. And what I like to do in my neighborhood [00:31:00] and also in other labels is to make pictures of the public space and kind of random objects or art. So that's something I really like. And I also have a drone.

[00:31:14] I am kind of scared to fly it because. Yeah, I live close to the, rather than close, maybe 10 or 15 kilometers and like a no fly zone. If you look officially on the websites of the government. Yeah, you can do it, but not too high, but it's always kind of risky. So if I use it and also with the privacy, can I just fly everywhere?

[00:31:41] So this is really unclear and I think it's very shameful, quite expensive, and I want to fly. I never feel executed, so that's not really nice. Yeah. We'll talk about cameras and privacy. Yeah. The also in the shopping center and just talk about [00:32:00] those cameras. And I'm always wondering also because I have disabilities, privacy kind of stuff.

[00:32:08] So yeah. How well do they know me actually, then

[00:32:14] I'm going to skin my face. And then I was my preps. What are people's privacy? That's something that I'm wondering about that. I'm not sure, but the bullies, uh, in my, in my town and my neighborhood is actually quite good because try to steal my squirrel two times and they were just saw it in front of my window.

[00:32:35] So I just got the police in it quickly. And, um, so I have, I have to kind of trust the police and then of course, month. So, but I'm not really sure what I can do and how much they know about me or I'm five minutes, more or less my neighbor within what I do. Interesting. Um, you spoke [00:33:00] about the. You you, you like the police or something, you said the police is really good in your neighborhood.

[00:33:07] Could you, uh, speak about that again? Why, why do you think the police is because, um, yeah, you know, sometimes you worry about like police yet, but just for some of the power, but I have, I had

[00:33:26] this when they tried to steal my school and they were like very helpful, like two or three times a year. And, um, I was, I was stopped a few times to get my license plate, but they're also handling it quite well. And, um, whenever I, I live in a big complex, and sometimes there are complaints about, about noise and that stuff.

[00:33:50] So some people call the police to fix it. And as far as IFC, they're quite calm and helpful. Um, [00:34:00] because I have heard some other stories about police officers, for example, in Amsterdam or France living. Um, so yeah, that's why I see it that way then does the having more cameras in the neighborhood make you safer or make you feel more?

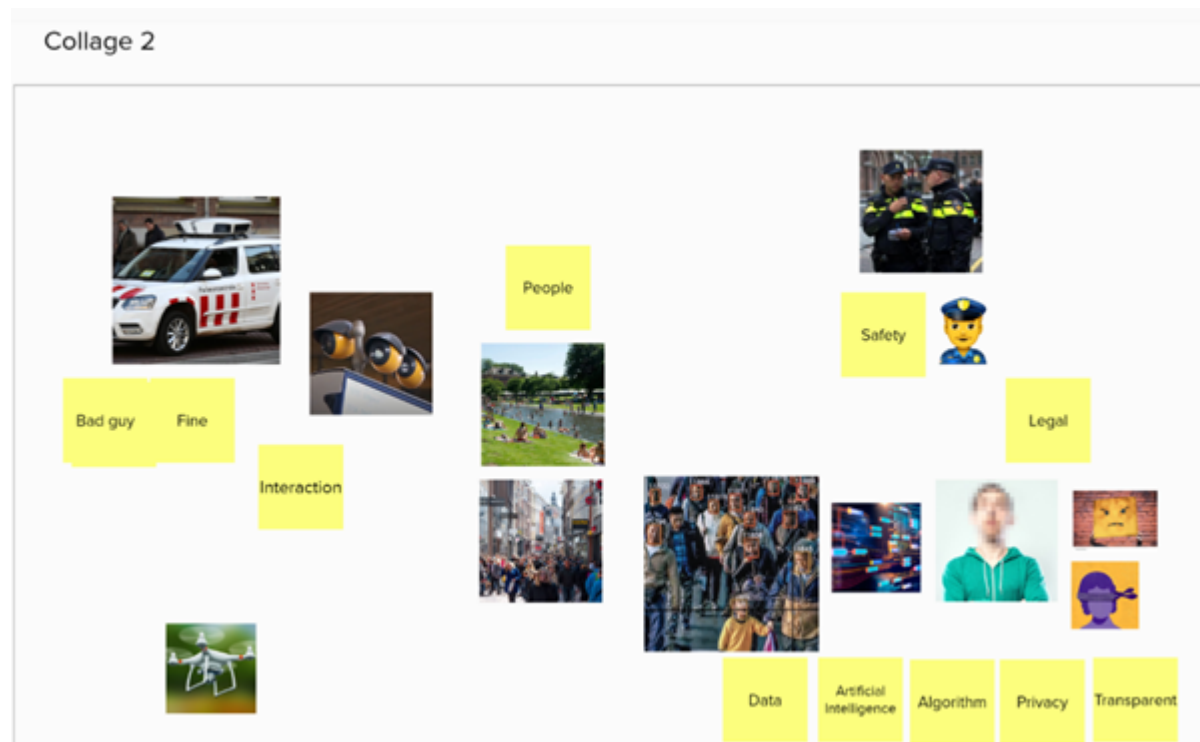
[00:34:17] Um, it depends on the neighborhoods. Like, for example, if it's really crowded and. Yeah, there's happening a lot of stuff there. Maybe I see there are shootings or I don't know, violent crimes. And I think it's the regenerative cameras. They're not for me or the people. So I feel kind of more safe for them. I think just more safe in general, but for me, um, the, if there were a lot of grandmas places, then I heard like a benefit, like a shopping center.

[00:34:51] I feel more comfortable. Hm. Any thoughts? Voltages more? Am I pronouncing?

[00:35:00] [00:34:59] Yeah, it's my lips. Okay. Yeah. Yeah. Sorry. What did you say? What was the question? Any thoughts about, uh, oops. College, any questions for him or anything? Any reactions? Um, well, I think it's very clear. It's nice that you put the camera, your own camera and yeah, it's a nice hobby, I guess. Um, yeah, that's very clear.

[00:35:31] And you said something about going to the, to the cap. Are you a supporter? No, are you

[00:35:44] okay? When I was still was football and then we get there. Sometimes I went with my parents and I wasn't at the station. It was very cold with people. Some people already had a drink, so it's kind of, not really, [00:36:00] I wouldn't say unsafe for me, but the tension was always a bit, a bit high in those kinds of situations.



[01:08:43] Yeah. So this is my collage. Um, yeah, it's first. It all starts with a scan card, which main features the most marvelous things. And for me now, the, yeah, I would, I wouldn't seem to there though. [01:09:00] Yeah, the officers that are dealing with the parking they're kind of seen as the bad guys, they only get fines and there's no real good interaction possible with them.

[01:09:09] So everybody hates him actually. Yeah, I think that there's never a nice left such and such an image, but yeah, that's just the way it is right now. It has to scan people. I don't know if it's, if it makes recordings of only scans their number plates, but I was, I was wondering like maybe if it, for example, drives past a beach, they're all kind of half naked people or, or in a city.

[01:09:37] And are they kind of, they're recording this and. How well, can they identify individuals in those situations that because if they can, they can be juiced by all kinds of algorithms and AI to come out and have data too. I don't know if they are anonymising it, I don't know. And [01:10:00] I said yes, but, um, yeah. And once you get good book, if of fished official number or an issue Facebook, so you can still have some kind of.

[01:10:13] and that's the first me. And also for example, who has access to the data? For example, if the police says, yeah, there was a crime committed there and the skin patches

drove by 10 seconds ago. So we need those kinds of recordings to solve something else. And then where's the boundary and who can access the data.

[01:10:31] And for example, If people in this, or if there are people in the scan card and they make also pictures of the reports, for example, something funny, something funny happens. For example, someone, I dunno, falls asleep on a banana on the streets. Like if they find funny again, they make a recording of it. So who has access to the data?

[01:10:50] Isn't only the one person isn't the whole police force. So that's something that concerns me because it's kind of safety if they want a crime. But [01:11:00] also if flakes which are personal safety, And there's also why we have Tony. So we are wasting boundary. Maybe it just gets pushed through there maybe. Yeah.

[01:11:12] And the fact is we have a drone or something else that even gets more and more data for persons anyways.

[01:11:21] So when I think about skin that's right now. All right, perfect. Thank you. Thank you for sharing. Um, Hmm. How do you, would you, do you really get, would you really care to know, um, who has access to data? When do you think, would you actually be concerned to know about these kinds of questions who has access to data?

[01:11:46] What is, what is it looking at? Um, maybe not for now, but for example, if they have so many pictures of me, maybe my, my future employer employee in. 10 years they have kind of a [01:12:00] skin is able to request all my kinds of things that I did when I lived there. For example, yeah, it was, I don't know what will happen with it in the future, but certainly not now for example, but what can, what they can do here.

[01:12:16] Cause I know it's being stored somewhere. If it's deleted. If we notice a leak, but I know that it's kept somewhere and I don't know who in the future would do something with it. So that's my major.

[01:12:32] So now the scan cards that say, allow it already in a scan card is currently is in about seven cities. That's going across on the streets. Um, when it passes by you, are you okay with passing by and doing its own thing on the road? Like, I mean, I find with what the municipality is doing at the moment, like the way they're using it.

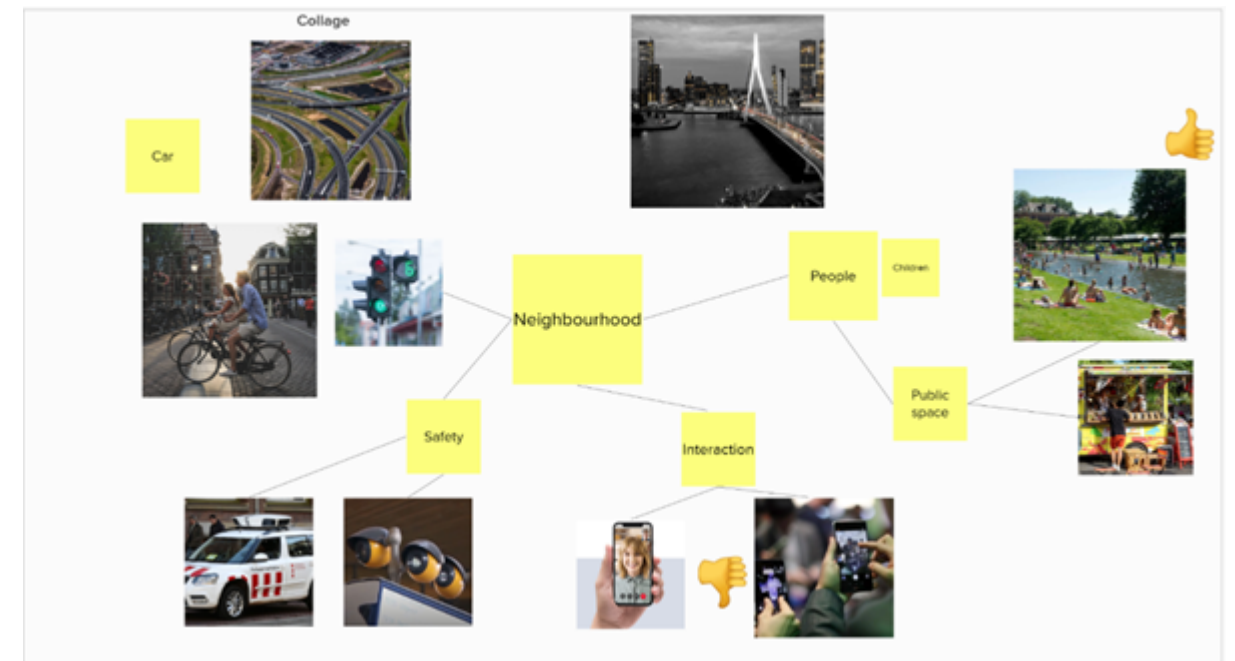
[01:12:59] yeah, I [01:13:00] think so. I haven't, but we'll dive away or something. I just, yes, that is fine for me. I just walked by if I seen it. Okay. It looks funny with the cameras on top and I look at it and then I just go on with whatever I'm doing. So they don't will only with it just mentioned about. It's not a real interaction.

[01:13:19] Maybe it's just a bar with like everybody maybe hates it. So maybe they can do something about it to also make it useful for the people. So not only the best things will also maybe equal some, some good things about the car with men were happy to see it instead of

just bullshit shit, getting stressed, like it's my car park will all day go to find something to take away, maybe completely negative.

[01:13:44] Maybe possibly.

[01:13:51] Okay. All right. Any reactions, Lawrence? Yeah, I think it's a very interesting point that you [01:14:00] mentioned the other photo near the native water. I took, it's a very good point that, um, people in their outfit are. Are recording are being recorded. I didn't think of it in that way. Um, and I think it's a very valid point.



Workshop 4

Participant: Maurits van Pampus

Collage 1

[00:37:04] The people, I don't know, of course they have children and especially in my neighborhood, there are a lot of children, um, a lot of small families, young families, and yeah, then we need a public space. So there's a bar near my house. Um, And that's very, very nice. Also sometimes there are, um, yeah, fend North, uh, and I really liked that.

[00:37:33] It it's a lot of space are a lot of, there's a lot of nature, there's water. Um, and in my opinion, there's not so much security. Sometimes there's a police car running by. **But then, especially when it's about people, it's about interaction. And at the moment, a lot of interaction is about his own phones. And sometimes [00:38:00] when I walk through the park, it concerns me a bit, how much people are looking on their phones and I'm not especially concerned about the security or something, but I think it's a.**

[00:38:16] We're going to miss some stuff in that in about 10 years. So, uh, it's a very famous movie, of course, though, or a short film about 20, about 20 years ago that somebody in Holland at least asked, are you going to use your mobile phone? Do you need it? And everybody says, no, of course we don't need it. People can reach me when I'm home or something.

[00:38:44] Yeah. So, yeah, I think that's escalating a bit and I'm concerned about that then. Of course, there's the safety bars. I'll already talk to you a bit about Debar [00:39:00] and there's not so much security, **but when you are going to the train station there, especially you see these cameras it's full of them. So you're being noticed.**

[00:39:12] I don't know if I like that or not. So it has two sides, of course. Um, and on the one hand, I, I feel a bit, maybe a bit safer because you know that if somebody's gonna rock your

whatsoever, they are being recorded on the other hand. Yeah. I don't know. Especially with, with the algorithms nowadays. I don't know what they knew about me and that concerns me a bit.

[00:39:46] Yeah. The same goes for the scan cars, but then more on mobility. Um, and that's another thing. The final thing I wanted to talk about is it's the mobility. I live in a [00:40:00] neighborhood that's very close to the highway. Um, and I'm the highway. There are also a lot of cameras. Um, Tracking your car. And I have the same feeling about that as with the cameras on the station.

[00:40:17] So you won't have the good and on the other hand, I don't know. I think it's about the government and at the moment I trust the government a lot, but you never know, you never know what's gonna happen then. Yeah, so it's a bit tricky and, uh, uh, city and refer them there. Well, of course there are always a lot of bikes, but I know as the idea that it's transforming a bit to allow even more bikes so we can see in the traffic lights, uh, you also also mentioned that the same picture.

[00:40:59] Uh, with the [00:41:00] counter. Um, and there's also, there are some practical art in Rotterdam now that give priority to bicycles when it rains. So they don't have to wait in the ring. Um, and I think that's a very positive point and that's happening in my neighborhood, but I know that it's happening in Amsterdam and for them even more.

[00:41:22] And that's something I, uh, I adored, I liked them a lot. Um, yeah. And I think that's a very quick look on how I, how I look at the world and especially at my neighborhood.

[00:41:40] Um, I have a question. You mentioned that you trust the government. Why is it that you trust the government? Is there any, uh, Any instances, your reasons you think, why you pressed the gun? Yeah. Uh, that's a good question. I, I think that in the [00:42:00] Netherlands, we have a very nice democratic system. So there are multiple people that, um, Kenneth correct something.

[00:42:11] If some, if, if somebody has a bad idea that there are so many incentives that it has to cross. That there are enough people that say, okay, we're not gonna do it. So in general, I think that people have had a good mindset that, uh, a lot of people want the best for everybody else. So as long as there are enough people that can say no to something, I believe that it's going in the right direction.

[00:42:43] And you believe there are people within the government that can say no, Yep. Yep. Okay. Okay. Perfect. I think, yeah. I think the story makes it swipe clear to me, I think. Yeah, I, yeah. I think one question just popped up. [00:43:00] Uh, you mentioned initially that there are a lot of children in where you live and you mentioned there's not a lot of police activity roaming around.

[00:43:08] Um, would you, would you feel safe with actual humans? Would you be okay with just Gambinos being done? I think you sort of messed up on it, but I guess

[00:43:25] so the question is, do I feel safer when, when, while police around or camera? Yeah, yeah, yeah.

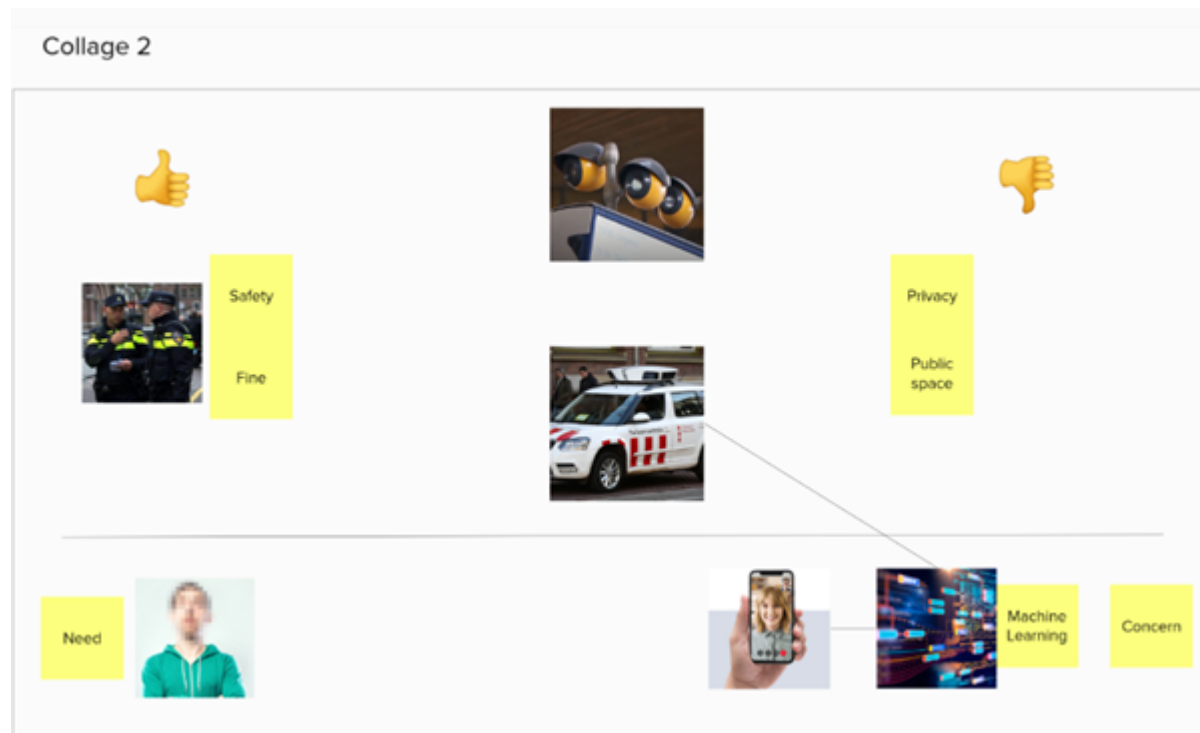
[00:43:36] That's a very good question. I think I would feel safer if there's police around. On the other hand, I don't need it in the neighborhoods. So at the moment we don't, we don't need it. So we don't need a lot of cameras and we don't need a lot of police police,

[00:43:56] but it's a tricky question because the [00:44:00] policemen cannot be. At the same time always. And I'll also, it has some, it has a lot of influences if I like a lot of polices walking somewhere, for instance, in the center of both of them, there are many cameras and not that much police around and maybe that's better because the cameras are a bit more onto the background and you don't.

[00:44:28] Oh, wait, you, you know that there are cameras, but you don't notice them always the police. Yeah. Although they look very friendly and I'm willing to do step to them on their line whatsoever. That's no problem at all. But at the same moment, yeah, it has a different appearance.

[00:44:56] Yeah, it does. It does. And you didn't say you have any [00:45:00] questions from USA. Yeah. Yeah. So they'll just pop up. I think if there are, there's not enough police, you also maybe start wondering like, why is there so much police? Is it unsafely? So you kind of start feeling unsafe because of that, because yeah, sometimes I went to small villages in the North of Netherlands police one day and it felt very safe because there no point.

[00:45:23] Friendly, calm easy. So I think if there's too much police police too often, it's also maybe.



[01:02:26] Okay. So it's about the skin car and the skin car. Well then may the main feature of it audit camera and the way I see it is it has a good side and it has a negative side. So I will start with the positive side. And that's of course, these guys or. Maybe not especially the police, but the guys that were normally, um, well giving fines to everybody [01:03:00] and make sure that there's enough safety.

[01:03:05] These guys can work more efficiency and that's very positive. I think. So in the end it will increase the safety. So that's the positive side of it, of the scan card. The negative side is that it's about public space, of course. And in that public space, there is very less privacy. And that's a concern, I guess, especially when you see the data.

[01:03:37] Of the scan car is combined with other data subjects. I don't know data out mobile phones or whatsoever. If that data is combined with a bit of machine learning, it, people could have a very detailed overview of what we are doing. And [01:04:00] that is a major concern, of course. So devs is very, that that's. Um, uh, um, I would say that's worrying me a bit on the other hand, so that's very something we have to take care of.

[01:04:17] Yeah. And that's why you need to anonymize those data or so directly. So if they're, if the scan card scans people, we don't need to see their faces. So that's required to do

anonymize those data. We can do that then very positive because we have those positive sides. Um, so think that that's it. Okay. Thank you.

[01:04:46] Thank you for sharing. Um, do you, do you approve of the scan card being used in public spaces? It has these benefits of safety and fine, but do you personally approve it should be used in public [01:05:00] spaces? Yeah. Yeah, it should be used, but. We should take into account what the rest are and make sure that by anonymizing those data minimize.

[01:05:14] Yeah. And do you think it's already being anonymized or I think that at the moment, um, those scan cars scan, uh, license plate. And I know for a fact that they, all the AMS is busy with scanning faces at Tetra. And I think that that is going to be anonymized. Yeah. Okay. Hmm. Okay. Hmm. Is there any. Will you be okay if it's this data, which is correct Victor, this anonymized, which is connected, let's say it is anonymized, and then it is collected.

[01:05:59] It's used for [01:06:00] other purposes. How would that make you feel other than, uh, uh, for finding people? I think its needs to be very clear what they're going to use the data for. So everybody should know. Well, yeah. What does she use and what not? And that's a tricky thing because a lot of, yeah. And at this point, uh, are you aware that they're using for anything else?

[01:06:28] Anything that, that, no, I'm not aware of it. Okay. Any, anything you want to ask him or any? I was wondering, you were afraid that they would use it in combination with other data such as the, the picture,

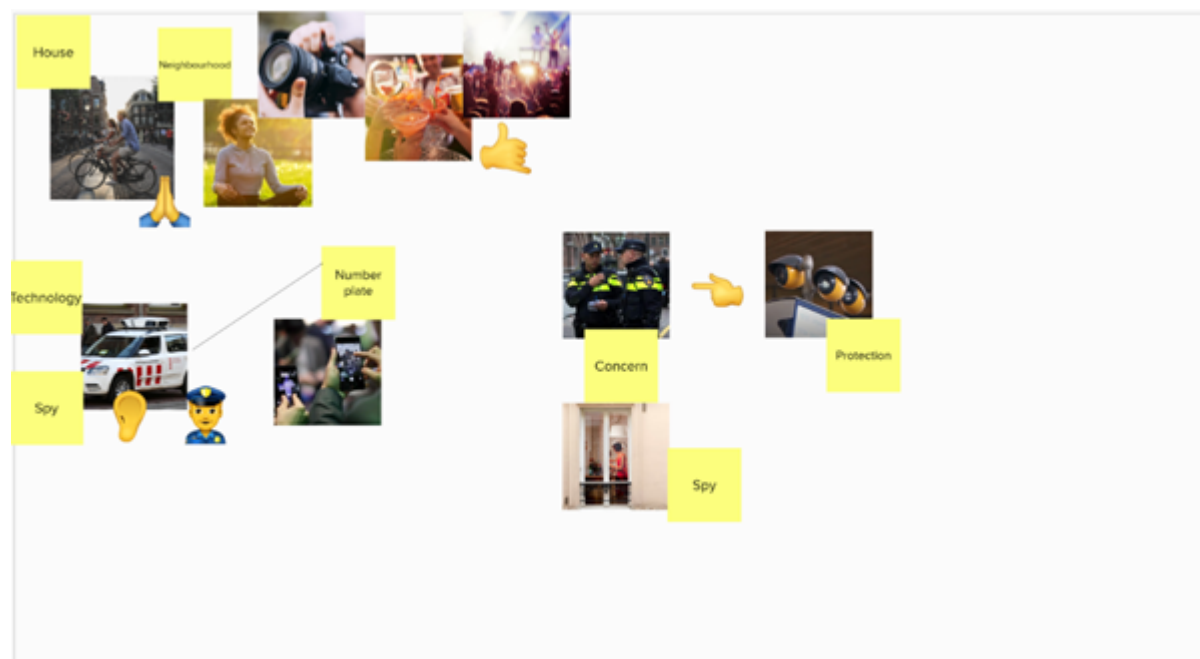
[01:06:55] the picture with the, with the girl on the phone. [01:07:00] Yeah. Yeah. I was wondering why you were concerned, concerned about it. I was wondering how would they combine those kinds of pictures? How would they get on your phone or how would they get well, okay. Yeah, I'll send you a point. Um, I don't think there at the moment, a relationship between those two data, but if the data is, I dunno, get it by the government.

[01:07:31] And they have also other points of access to data. I know via Facebook or by, um, the providers, then it is concerning me because the one point of data I see not much of a trouble. So I don't see the scan card very often. So if it sees me once a week or so, it's not that big of a problem, but if. [01:08:00] I don't know if it's just a piece of the puzzle and all the pieces are combined, then they can see what I'm doing always.

Workshop 5

Participant: Anita van Oosten

Collage 1



[00:32:47] it's over here. Okay. So you guys can see it. Yeah. Okay. Perfect. Um, well, I first described in the [00:33:00] top left corner, my, uh, neighborhood and my house. I moved to Delft, uh, in February. So, uh, yeah, I really liked being in city now because, um, before that I lived in a small village, uh, like rural area. Um, so I love to ride a bicycle through the old, old city center of Dells.

[00:33:22] And in my previous job, I was a full time, uh, primary school teacher. Um, so I always, uh, yeah, went through the, with the bicycle, to my work. So that's why I put the bicycle first. I also really love to, to ride the bike. Um, well, um, after, after work, I try to take as many walks as possible, also running into park.

[00:33:45] Uh, I love to take pictures of like, uh, cool places in the city, or like with the evening sun stuff like that, of course, having a drink or going to a two parties. Um, so yeah, that's this my day routine, like in a nutshell. [00:34:00] Um, and then I was thinking about all the pictures I saw and then a funny story popped up in my head about this Ken a car, because, um, I was not really used to do like getting fines for parking your car because well, in the tiny Fitbit you had like, uh, yeah, your own parking space, um, yeah, whenever you want it.

[00:34:22] Um, so at first, when I have to like unload all my stuff and, and moving, um, I was constantly like listening and staring out of the window if the scan cars were around. Because of course I didn't want to, to get a fine, um, because off the roads I thought, okay. Maybe it's a better idea for my stress balance to just, uh, um, get a sort of, um, Uh, yeah, a ticket.

[00:34:48] I now have like 200 hours for like a minimum amount of money. Um, so I can check in my car when I visit hers. Uh, so I do this with an app. So that's a, [00:35:00] yeah, that's better for my stress. And therefore I think, um, and then I was thinking about a whole, uh, like police, uh, thing on, uh, on the streets, um, in comparison to like a more ice skin or like the camera stuff.

[00:35:15] Um, I found out it, I'm actually, um, more concerned about seeing police on the streets than just cameras. Um, and I think it's maybe because. Uh, police officers can give you like direct feedback. So when I see a policemen around, I think, okay, I have to do cycle really. Um, Yeah with no mistakes now and don't use my phone and stuff like that.

[00:35:39] But when I see cameras, I don't have the feelings. So that's maybe, um, yeah, its also odd also because I, I don't really know what these cameras and all these digital stuff are capable off, I think. Um, and yeah, I feel like I'm being watched when I have my curtains open in the evening with these drones or cameras or apps or whatever.

[00:36:03] So maybe a bit old school, uh, about this. And I think that, uh, this has to change has to change. Yeah. Interesting. Interesting. Yeah. Yeah. Thank you so much for sharing your credential. Um, I have a few questions regarding the, the scan card aspect. Have you ever been fined by a scam guy? I I'm not sure. I remember in, in the form.

[00:36:30] I remember you putting is no, but have you been fine by us? No. No, I never, uh, I got a fine, but Oh yeah. Well, I was constantly aware of, uh, like, yeah, that I could get it because they're just like driving really fast to your streets. And at first adult day, Um, they had to step out like put a, put a fine on the top of your window, but that isn't the case.

[00:36:55] They just drive and you'll get a fine. So now that I'm aware of that, um, [00:37:00] yeah, I thought it would be a good idea to just install the app. W can you describe a bit about this app? Um, yeah, it's just a parking app. It's not really F offense as you described in the booklet. Um, but you can just check in your car and check out it, check it out again.

[00:37:18] And you only pay for the time your car, um, has been parked by, uh, seconds or minutes. So, um, I think that's really cool. You don't have to pay like a on beforehand. Um, so yeah. Is this app provided by the municipality or is it something? Yeah, it's just from the municipality. Yeah. You have like parking zones and I have the parking zone of the old city center, so I can park wherever I want in that, in that center.

[00:37:46] Yep. Are you, when did you get to know about scan guards? And when did you actually start seeing that? Oh, after, well, I think I already shot him a couple of years ago, but then I w [00:38:00] I was thinking that there were just Google maps, Google maps. So I was like waving with my friends to the car, because we were thinking that we were on Google maps.

[00:38:11] Yeah, waving in at streets. So, yeah, but now I know. Yeah, no, I noted therefore like parking issues. Nice. Um, but there's any reactions or any questions for anytime I liked it. I, well,

[00:56:23] How many times do they go through the same, um, street? I thought twice a day, but I'm not really sure about this. Um, and then I was thinking, yeah. How does this technology works or is it a sort of a algorithm with yeah. What kind of routes is to caretaking? Um, how's the data storage. Um, yeah, so a lot of questions popping here popping up actually.

[00:56:51] Okay. Um, first off, thank you, sir, for sharing your collage. Yeah, I am. All right. I
[00:57:00] guess, um, Do you, would you really want to know how does it work? Like as
everyday citizens, do you actually, do you actually care to know how does this can work? Well,
not really in my daily life, but now I'm getting more into it.

[00:57:13] Yeah. I think I want, I want to know because yeah. They're, I think driving twice a day. drew my street, so yeah, I'm actually curious about it now. Okay. Okay. You spoke about the concern of privacy as to what it sees. Yeah. Uh, maybe you can expand on that. Why you think you are possibly concerned about that, that what the gamma disease, uh, why, why you be concerned about it?

[00:57:44] Yeah, I think the, the goal of the skin car has to be just to only check the number plate. Um, and while we are, when it's used for like other things. Yeah. I think people, um, have to know about it. Hmm. [00:58:00] Are you, are you aware that if it's, are you aware if it's being used for anything else other than the number plates?

[00:58:07] No, I'm not a verified. No, I personally, I don't care a lot, I think, but I think a lot of people will care about it. Okay. Um, yeah, I guess, uh, Medallia's any reactions?

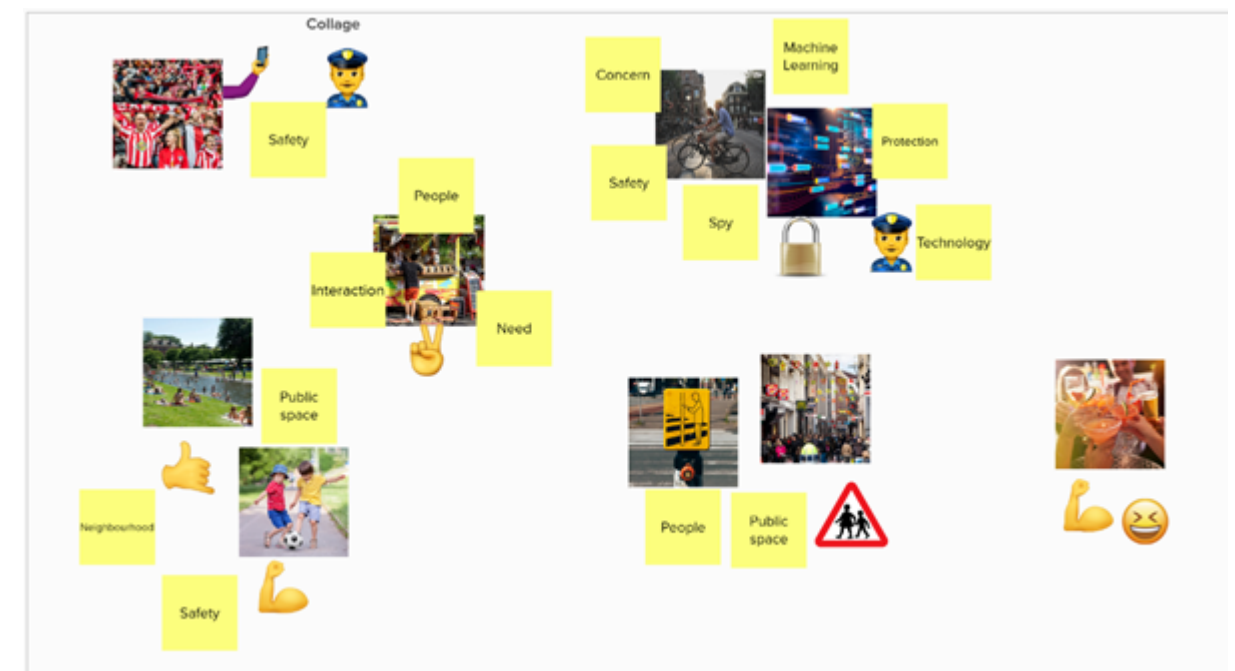
[00:58:25] Mmm. Anything you can relate to. Yeah, well, uh, yeah. Actually also, mainly regarding like the way it works. I'm also quite curious about that. The technology and stuff behind them, not necessarily because of this specific car, I think, but more in the broader use, because I think you can use this technology for a lot of different thing.

[00:58:51] And also the kind of concerns regarding data. Like how do they store it? Because you just, I think [00:59:00] as a municipality, you just have to, um, I still a bite or follow certain, certain regulation rules. And I don't know if that's properly in place. Cause I think really to scale these types of technologies, you need to have that properly in place, you know?

Workshop 2

Participant: Matijs van Leent

collage 1



[00:26:58] It's very close [00:27:00] by to me. So I'm running through my neighborhood. Uh, I wrote down safety as well. Not sure why, why exactly. I must say, but okay. That's how I usually start my whole, I like to start my days and then after, if we move on to the top, right. Where you see myself on a bicycle or like traveling at least then, because that's usually how I would go to my work to my previous job with either cycle or walk to the central station, excuse me.

[00:27:35] And then take the train to the Belmont because that's where the company was located. And the company was called Palo Alto networks and they were into cyber security. So that's why there's always the safety and spy and technology and all these type of signs. They, they relate to that. Um, yeah, during working time, we would usually [00:28:00] go have like a nice lunch with colleagues.

[00:28:03] Um, that's the one in the middle of the picture with the footsteps. So that was always nice because then at least you got to relate to some other colleagues and I worked for quite a big company. So you would also often see, uh, see other colleagues, uh, in the place where you eat and then meet up with them.

[00:28:24] Uh, so then I go back to my picture on the right top again, cause when I usually wear commit again, and then I go back home with the same trip. And then ideally I love to go to a football game. Like we see on the top left. I used to go sometimes Dayaks because my friends left like seasonal cards. So sometimes I could go with them.

[00:28:48] Nice, nice. Not supporting it. Don't worry. I have them, my concerns there are regarding [00:29:00] safety usually because you could see. Also since I was working there, sometimes you could see like so many police and, uh, and also sometimes you saw fights with people. Yeah. So that's a big worry for me for big offense, like the safety.

[00:29:17] Mm. Uh, and then how I ideally, and my base, then we go to the right button. Where you could see like some drinks and like people I think, found. So ideally that you would, after a football game, you would go with some friends with terrorists and then you finish off with some beers and well, and then hopefully the next day you start again with this one, the left of the judiciary won't happen off this, on this.

[00:29:41] Hmm. So full circle again. Nice. Thank you so much for sharing your collage. Um, as a few questions, talk about the safety aspect with when you're in the stadium mode and big events. Yep. So how does it, does, do you feel a bit more [00:30:00] unsafe when you see more policemen around or, or do you actually feel more senses, more safe if there's more policemen around?

[00:30:08] Well, I would share, let's say in the beginning when I see, because sometimes you could see like a big offenses. It's already a lot of police before. But then you don't see too many people walking around. So then I would feel safe. It's going to happen and you need to get out of this place basically. I guess when they're, when the people already there, when the event is starting, then I would feel more safe with having some sort of control, uh, around you because

you know, they are trained, you know, they, they know how to, how to find the, kind of like the best people in those big groups.

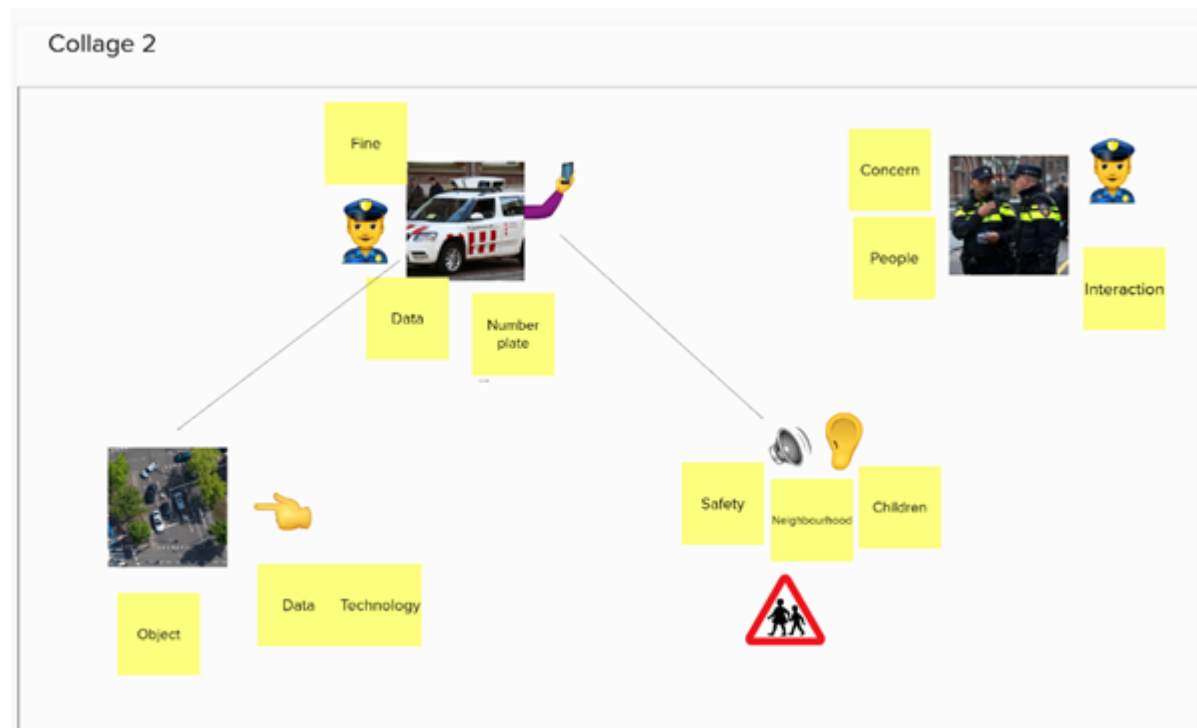
[00:30:46] And yeah. Then it gives me some sort of a feeling of safety. Okay. All right. Now how about this interaction that you mentioned, and then when you're with your colleagues and all, and even the drinking aspect, [00:31:00] have you seen that change over the years? Um, of course in the coordinator, whiter situation, of course, it's a drastic change, like over the years.

[00:31:08] Have you found any differences in how it used to be before and how it's now? But has it always been constantly similar forms of interactions?

[00:31:19] It's a bit like a, I guess I would say Joanie, you, at least for me to my students die, I would have more, more, uh, spontaneous interaction with people. Because she would, you would have much more free time that they spare time to meet friends. And then just to go somewhere, like if you feel like don't go to the movies on an afternoon, you would just go there.

[00:31:43] I've heard that, that changed a bit to start to work because most people around me now are also in the, in the phase where everyone is working. So then you kind of have to like really go find these interactions more, you know, so you have to make appointments. To meet up with [00:32:00] people and then it's, it's nice.

[00:32:01] You enjoy it as well hybrid. You miss sometimes a bit of the spontaneous part where you can just do whatever you want. So I think that that's for me has changed over the years. Nice. Now I need that. Any reactions at any questions from today's? Um, well I liked the IOCs part for sure. Um, and yeah, I think it's nice.



[00:59:31] Yep. Uh, let's see. Yeah. So I'll do, what's kind of similar as Anita has, like it's it's for me, I see the Gar really basically set up to guard, wiping around scanning number plate. And four wrongly parked cars, and then they get those wrong. The park Garth's fine. Uh, I don't actually know what they do. Like if you.

[00:59:54] If you park them privately, for example, like was saying when she was moving, you know, sometimes in my streets, for [01:00:00] example, there's very limited parking place I ever, like, sometimes I come here with, when I can borrow a car from my parents, because I know for myself, but sometimes I come here and I just need to pick up something from the house, you know, it's would take me two minutes and then I park it outside.

[01:00:16] I put my, my parking lights on. I dunno if they scan it for those types of things. And if you, if you can get a fine for it or not, but, uh, that's one of the things I was concerned about this, and then, well, my main concern would be scars. It's like, I constantly see when writing, but you can't hear them, you know, because it's electrical cars, which I'm good for the fiber fiber.

[01:00:41] Like, eh, they sometimes strike quite fast and then, uh, Urban neighborhoods where I live. Like there's a lot of kids also playing around from the streets and stuff. So I, yeah, I'm a bit concerned about possible accidents happening with these cars and kids. [01:01:00] Um, so I don't know if they have anything in place for that where it's just up to the drivers to try to get, but it's, it's also more general concern.

[01:01:09] I think with electric cars, uh, screwed this and stuff. And the old people, like on the left, like bicycles, you know, which go way through far. Well, doctor, uh, regarding the scar. Uh, what I see. Yeah. I don't know if they use it. Like, that would be nice. I think like that they can also scancar for cars on street, like how basically traffic is and stuff.

[01:01:34] And. With that information, they can help other people like me when I'm driving. I see like, Oh, this neighborhood is too busy. Maybe I can try to get somewhere. Uh, so that's what you can see on the left bottom picture. And then another concern I'm having in the right foot is, uh, regarding, uh, the word. Four four, historically, like [01:02:00] Nathan was saying, so you had like these people walking on the streets, we're finding the cops, you know, so that's what they come much more human effort, which is on one hand, it's good because it's much more efficient.

[01:02:11] On the other hand, I hope we don't get too much more an unemployment because of these types of cars, you know? So you probably need to meet to educate reeducate people or somehow to work in a different way. Yeah, that's, that's also a concern on him.

[01:02:35] Nice. Nice. You mentioned spends at something so specifically about the speeding of the cars. Um, have you seen them I'm going really fast around your neighborhoods or anything of that form? I don't know if they really, if they really crossed the speed limit limits, let's say, but like people are walking on the streets when the car strike, you know, cause potentially [01:03:00] qualify quite small or sometimes you do have to fall asleep and then you walk from there and then you, yeah, you can see them driving there.

[01:03:09] Especially for a small streets woods where they cannot really, there's not too much room for mistakes,

[01:03:24] pretty clear to me.

[01:03:28] Um, any reactions, anything, anything that you relate to. Uh, yeah, well, I w I thought that, um, concerning the, when you get a fine for like parking for a few minutes, I thought it was to rude when your motor is still, uh, on, then you don't get a fine, but when it's off, you get one, but I don't know if that's just a rumor, but, um, yeah.

[01:03:52] Interesting. Would you, would you, uh, also be concerned? So similarly, if, um, um, [01:04:00] regarding the, the gorgeous being bogged in, does that also add to your stress levels if, uh, relating to the it guy, just being standing in the road and you're just going loading or unloading something or something. Yeah, I was, yeah.

[01:04:18] Also a aware, yeah, that was what I mentioned. I only like unload stuff because I don't, uh, also don't have a car myself, so I'm just borrowing the car and unloading stuff for like a few minutes. Uh, but I know that you can, you can get a fine if you're like really unlucky.

[01:04:39] That's also a bit different. It's a bit less, uh, less. Yeah. Based on interaction with you, mr. Stuff, if there would be someone walking well, if you take it, you could tell them like, Hey,

sorry, I'm moving. You know, that's not really possible with this technology. Yeah. I also put that in the, in the booklet that you miss sort of [01:05:00] the human eye and interaction, then it should like a really hard Bounder.

Workshop 6

Participant: Ellard Volmer

Collage 1



[00:15:39] Okay. So I guess you can see something right now, but, okay. So I sort of draw a collage of my day when I go to a normal day. When I go to Amsterdam too. Most of the times, uh, study or, uh, do my living lab at, uh, artists. [00:16:00] So there are some started the house it's sort of peaceful because I wake up quite early and most of the times, um, I'm the only one around and as some sort of peaceful walk to the station, uh, travel by public transport that's um, often, um, A little bit worse because then the trains are packed and it's quite full on the other end.

[00:16:23] Um, I'm mostly on my phone listening to stuff, uh, listening to a podcast. Uh, and there's then there's the last part from working from the last, um, Metro station to, to artists or to the AMS Institute. And that's actually pretty nice because that's. Um, yeah, like a 10 minute walk, uh, in a city that's coming alive.

[00:16:49] And, uh, in the, especially when I go to artists in, um, in the first bits of the zoo, so then you also see the zoo coming alive, then see the animals. So [00:17:00] that's always pretty like relaxing and calm. Then I sort of have my working day that's about up of them with people. So I try to. To show with the, these were people, so people and enjoying, but it's mostly beyond my, uh, beyond my desk, uh, beyond my laptop, uh, sometimes in artists or with animals.

[00:17:27] Um, but it's mostly, it's in front of my screen, uh, doing stuff for debts. Um, yeah. And, and I think that the most fun part is doing it together with other people. And having to relaxing moments in debts, and then there's dying to come back from Amsterdam to, to Delft. And often that's during the peak hour show that it's crowded again.

[00:17:51] Um, so I could have used my phone over here as well. Um, because that's what I'm mostly doing at the moment. [00:18:00] Uh, and there are some parts, again, like at the end of the day through the zoo and some parts of the city that are really nice. But when she would come into the public transport itself, it's often, um, less relaxing.

[00:18:16] And then the last bit of my day starts when I come home and have a, when I eat and often have some evening activity like, uh, playing soccer or, um, means friends are just spending some time, uh, in a fun way.

[00:18:36] A normal day, uh, or how I experienced it, I guess. Uh, yeah. Thank you. Thank you for sharing your collage. Uh, I have questions there's, uh, there's being in a lot of crowded places when you spoke about that wild trap into your workplace also while coming back, um, does that, w w what aspect of [00:19:00] being in a crowded places is something that you don't like.

[00:19:06] Um,

[00:19:11] um, I think, I think for me, it's, uh, for example, when traveling by a Metro, it's the absence of lights and, uh, of, uh, fresh air and, um,

[00:19:29] having to wait in a silly environment. I guess of you were standing on a station, um, with lots of people and like those moments where you, for example, have to crouch your way into a train. Um, and I guess the, the, the that's also what I. It's very, um, all yourself, like, even though you're with a lot of people, it's all about yourself because you're not really interacting with [00:20:00] anyone around you because everyone just like myself is doing something for themselves.

[00:20:06] Um, I think that's the, yeah, that's it. The thread, the journey of when you go to your working place or when you're coming back, do you see any former security, any police officials or any. Any form of secretary cameras or anything like that phone during your journey? I do, but it's not something that I'm like I've noticed is sometimes that there's a camera and darker camera, but it's not something that really influences how I behave.

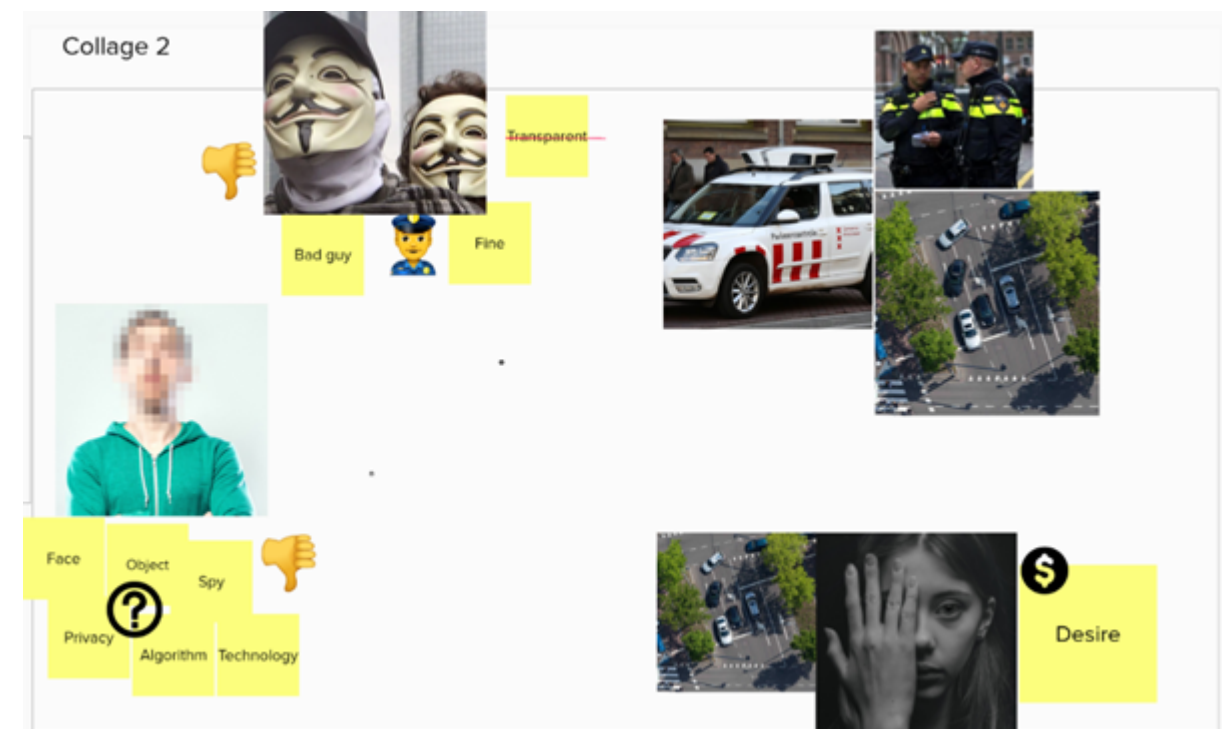
[00:20:39] Hmm, cool. Makes sense. Makes a lot of sense too. That's why I didn't really put in those, uh, images because it's not really affecting how I behave, I guess. Okay. Yeah, that makes perfect sense. Um, any reactions, uh, Ryan USAA, anything you resonate with? Anything you like dislike or [00:21:00] you find it in your everyday life as well?

[00:21:02] Uh, I do agree on the fact that you feel in the individualistic, uh, well in transport or well in public space, so we don't interact that much anymore. Um, so that's a strong point and also, um, Uh, that you mentioned that you kind of, your behavior doesn't change by, for example, the presence of police or cameras, CZ, defi, or scan car.

[00:21:27] Um, I also like it, Michael collage. Didn't put it in there on purpose or maybe, I mean, maybe it has already changed like so much before that. I don't notice it anymore. Yeah, exactly. For me it has always been there. Yeah. Makes sense. That makes a lot of sense. Um, yeah, no, I think the points, yes, you have to call it.

[00:21:54] I was thinking of this importance. Um, and also what I noticed from your [00:22:00] collages that the trip can feel both very busy, but also very relaxing. Like the traveling itself is actually quite, uh, quite of a really nice ritual in a sense. To wake up and also I feel when commuting, you kind of feel connected to your surroundings a bit more.

[00:22:20] Yeah. Because you're also, um, you know, you're, you're seeing a lot of different people. You're seeing a lot of different stuff. I really missed that in a sense. Yeah, we do. Yeah, I do miss you. Um, so no, that's it. Yeah. Nice. Cool. All right. Perfect. Perfect. Uh, let's move on to, yes, that now, I guess is the second one.



[01:08:19] Yeah. So, um, this is mine and I think there are there, um, there are two things, uh, that I want to talk about in this collage. So one is, uh, one experience that I had and one is more than my common understanding of it. So, um, Uh, in general, uh, yeah, it's just a scan card at Oprah. It's in the, in a public space drives around and sometimes I didn't see it and yeah, it just drives.

[01:08:54] And, um, what I wonder about is, so [01:09:00] what was in it? Um, what, what does it do? Like it scans objects, but does it also scans. Uh, objects that are not number plates, is it spicy or nuts? Like, uh, what algorithms algorithm is behind it? What technology it feels for me, like, because I also don't really see the people in it.

[01:09:24] Um, or at least I don't remember that it's some sort of, um, black books, uh, driving around and doing some stuff. And I remember once I I've been fines, uh, by, um, by a scan card and I saw, Oh, I was walking back from, uh, streets to my house when I saw the car driving through in our streets. And we just, we had just had moment from fuck.

[01:09:54] Did we, did we, uh, did we, um, Um, [01:10:00] update at the time that we could park. And we were like, no, and we tried to, to, to, to immediately fix it, but we couldn't. And at the end I had to pay 90 euros for fine. So it feels really bad because like what Jessica said, I don't feel like it was such a crime and it was unintentional.

[01:10:23] And if someone. Would have reminded me, I could have fixed it with two seconds of work. Um, and also didn't butter. Other people that's the car was standing there. So that's why I asked him sort of, yeah, a better feeling about that experience and that **it's not transparent at all**. And also, but didn't you say you actually rebel against it?

[01:10:50] Yeah, I tried, but I couldn't. Yeah. So you contested the decision? Yeah, I did, but I mean, in the system, I mean, they were right. I mean, I [01:11:00] was there for too long and I didn't update my, um, uh, how long I could park, but yeah. Um, Yeah, I could have done that, but I just forgot. Um, and another thing, uh, one, uh, another fodder of me is about the, the, the places where they scan cars are that's all.

[01:11:23] So something I wonder about, um, because the routes they take are really influencing Lou day skin and woo day fine. Uh, and so is it, is it like really. Fair. **Is it, are they doing it with two eyes open or with one, are they only looking at certain places at certain people? And is it because of a desire to get the money for the tech system or is it because they want to, um, uh, because of their desire to well punish people who aren't keeping to the law, which is, well, it's good to.**

[01:12:00] [01:11:59] I guess we have some sort of system with some rules as good that we try to keep people to it. So there's an interesting, um, um, desire, uh, thing going on, I guess. Yeah, that's my collage. Thank you so much. Sharing your knowledge with us. Um, I've got quite a lot of questions actually. First I think the first question is, uh, you, you mentioned that you'd like to know who the person and the wheel is, and also what routes are takes about, uh, do you think of these questions when you were fine?

[01:12:37] Like after pick the moment you got you, you received a fine, do you think about who was the, uh, what routed stakes or. Who is the person behind the wheel or those kinds of questions? Did they pop up or was it mainly just about, I am a, you know, I've not done anything wrong, any what sort of thoughts? Okay.

[01:12:55] That's like, I thought about that questions about those questions [01:13:00] already for a longer time. Um, but, uh, when at that moment, when I got fines, um, it was more about, okay, how to fix this. Because I feel like, uh, didn't really do that much wrong. Um, I know that legally I didn't do the right thing, but like I want to fix it, but how can I find a way to fix it in some way that I don't get the punishment that I feel like it's too much for what I've done.

[01:13:32] Hmm. And what's the experience of paying for the fine or contesting for it? **Was it a smooth process or was it no. No, because it's, uh, then you have to, you have to find out at the municipality how it works and, um, it took, it took weeks or even, uh, yeah, took more than a month and I had to sort of make my case,** [01:14:00] um, And I already felt like, yeah, I know that my case isn't like, if you just go buy it legally, then I didn't fulfill the law.

[01:14:10] So it's dead. But that just, I hope to frame it in a way that at the end I got the, um, the outcome that I felt was more fitting, uh, for what I've done. But like, if it would be, I would have.

So it would be better if I could have just discussed it. Yeah. But that's not really how the system works. Okay. Before we, before we go to Roy's collage or we have any reactions on a large college.

[01:14:44] So let me first quickly apologize that we are running a little, uh, yeah, we are almost at the time is actually up for the workshops. Uh, if there is, if by any chance you have any other apartments that you immediately need to leave. [01:15:00] Uh, I will, yeah, I cannot stop you, uh, because that's what I had agreed upon.

[01:15:04] But if you guys still have time, uh, and are willing to stay in the workshop, I'd really love for you to be here. It's okay. Yeah. Yeah. Thank you. Thank you for that and apologies for my end. Um, yeah. Okay. What was any, any reactions on, um, Ryan Yetta? Yeah, for me, it fits so much to the view I have of it as well.

[01:15:34] Yeah. I also like it. **I would love to see the people behind the steering wheel for some reason. Cause then it will be less object.** I didn't thought of it myself, but that's a good one. And also. Um, is there, uh, yeah, I would love to know if there's any system, how they, how they dig the roads. **So maybe that should be some kind of transparent public information or something like that.**

[01:15:57] You know, why do they only do it in Delft? Cause I never seen [01:16:00] them in those with the mayor, for example, at the nearby. Okay. Well, I have answers to a lot of it.

Workshop 6

Participant: Roy de Groot

Collage 1

[00:38:04] So, you know, the, the municipality will come by. And actually it's a thing at the bell efforts in the central station. Every time they see the municipality coming by to cut open all the bikes that are placed, uh, outside. Not in the bike parking lot, but on the street they will shout. They wish the bar people, the bar people will shout like, Oh, he's coming to cutaway.

[00:38:28] You're like, and then like, all people are your bike. This is really funny. It's kind of like this cat and mouse game, uh, when you're working there. So that's quite cool. And, but that's also something, you know, when this, this Ken car. It's it's, it's not for bikes yet. Um, but I can imagine that this is kind of the same feeling.

[00:38:53] This, this scan card municipality is controlling. Uh, it's inspecting if, [00:39:00] if all things are right, so, um, I kind of placed the car here because you know, what's happening in the backgrounds and you might want to get a warning just like the bar people are doing. And like, Hey, you know, we were, we were, you know, you're parked your bike maybe on the wrong place, but they're coming.

[00:39:16] So get, get it out. Um, I think that's it. So we went through the journey, you got to do things. Yep. Brilliant. Brilliant. Thank you, Roy. Yeah, I think, yeah, your story is also quite beautiful. I could see the whole journey happening in your everyday life when you're going through. Uh, one question I have is, do you really think these cameras, uh, does those, these cameras actually make you feel, Oh, these are friendly cameras or is it something that I told you that these are friendly ways?

[00:39:46] Design. I think they actually do this. I think they actually do this because you know, all products have forms. They give, you know, you look at products. If they are like people in a sense you're portray person in every object you [00:40:00] see somehow. Um, and I actually was to it. My might be influenced though said you're right, because I was at a, uh, uh, you know, a meetup where the designer of this thing was telling about this story, that NS.

[00:40:15] One to two half cameras everywhere, but they didn't want to get this, you know, big brother's watching your feelings. So they asked the designer to make the bats. Luke not so bad. It was, it was for brief. That was, uh, yeah, exactly. Yeah. Okay. Uh, alright. I guess that, okay. Um, You said something very interesting about these cycles is when you said that coming by, how's that, how does that exactly?

[00:40:46] Um, can you, so Spock you bike outside, maybe you're not parking better than a ride parking place, and then you're just doing your stuff. Who is it? Who is shouting at you saying that? Oh, that has been the people coming to take your bike. [00:41:00] So it's the baristas. So the baristas. So you at the Rotterdam central station in front, you have this square and there's a lot of big bowls.

[00:41:11] So you can, you know, if that's your bike to those balls, if you would go inside work and then, um, The baristas would say, Hey, the municipality is coming by to cutaway. So they

come, they come with a bus and then there's these, you know, they would just cut your luck or just take your bike. You see pop up people running outside.

[00:41:32] It's really funny. And is there any specific of ease and why these berries stump people? One people? I don't know. I think it's just, it's just really nice for them to say it. Hmm. I don't know why they do it, but I think it's just like, well, you know, we know people are people's bikes are there, so we'll just help them or something.

[00:41:57] I don't know. I think it's a, [00:42:00] yeah. I, I think it also gives you a safe feeling to, uh, it's really welcoming from the, you know, the baristas. That they do this, you really feel connected to them. It really has to community feeding immediately. Like, wow, they're taking care of me. That's good. Yeah. Yeah. I can totally imagine if, if I was there and the barista guy tells me that I definitely loved them for, uh, yes.

[00:42:29] Any reactions, anything you guys resonate with or. Yeah, I think there were, there are two, uh, things in particular like the first one was about, at some point you said that you, uh, when walking around the city, um, you also feel that you become part of the, of the city. And that's what I feel as well. Uh, sometimes when I walk into certain parts of Amsterdam, well, I don't live in Amsterdam, [00:43:00] but I, uh, I do.

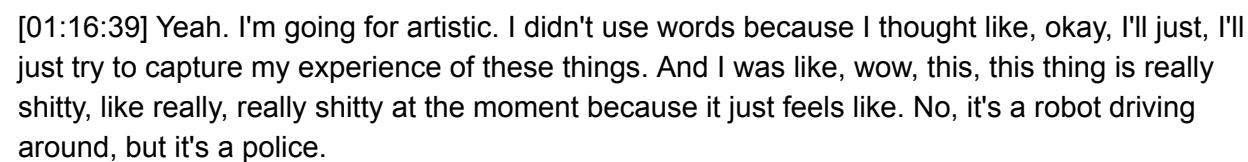
[00:43:03] Uh, no, just that I feel more connected to it, uh, because I sort of have a, uh, I have sort of feelings for certain parts or certain buildings or certain shirts and shops or whatever, uh, in the city. So that's one thing that I, um, uh, had as well. And the other one was about the, the, get the mouse and, uh, uh, Between, um, between the sort of the municipality then, and the ones that are, uh, are, are, uh, uh, barking, Dara, their car or their bike.

[00:43:44] I think that was interesting because, um, because to get an, a most don't. Talk to each other. They, they, they do think things have, or they do as some, uh, thoughts about the other and what they will do. [00:44:00] And, but they never sort of like discuss with each other, how they should do it or how to play this game or how maybe they can live together or whatever.

[00:44:10] So I find it interesting that you, uh, if you said, huh, Yeah, I can add onto that because then like the government isn't driving on the, like isn't cutting bikes to make the berries good. You know, like how it's supposed to be, but then we still perceived the barista has to be good because they do it in such an effort.

[00:44:35] Hmm. So that's a strong conflict there. And just as a small addition, maybe you've been to Paris and that also always happens as well with them. Like. Uh, black guys, they sell like these small souvenirs on the streets and they're not allowed to, and then they start running when the police comes, it's also something, they just, they just do like a [00:45:00] synthesis, the gutter or something.

[00:45:37] There's just people out there was looking after it was looking out for you, but without actually you ever knowing them, uh, yeah. All right. We'll have to speed up a bit, uh, for the, so let's move on to the next exercise. Um, I guess before moving to the second college, I want to ask you guys, how was it, how did you guys feel [00:46:00] about filling in the booklet?



[01:20:18] No, I know what it's for now. I know what it's for, but yeah, I still, it feels like. You know, uh, sometimes I also still question if they indeed are just for tickets or, or they also are, they also looking product things. I dunno. They could look for other things, but I don't know.

[01:20:41] I see a lot of overlap in the other discussions you already had. Yeah, I don't think I have any specific questions per se, but, uh, yeah. After an alert, any thoughts from your side? Um, maybe that I, I resonated a lot with your feeling. Um, [01:21:00] clearly I guess that's something that I, uh, we were kind of harsh on the, on the, on the system and I think for, for some part that's that's correct, but I also want to acknowledge that.

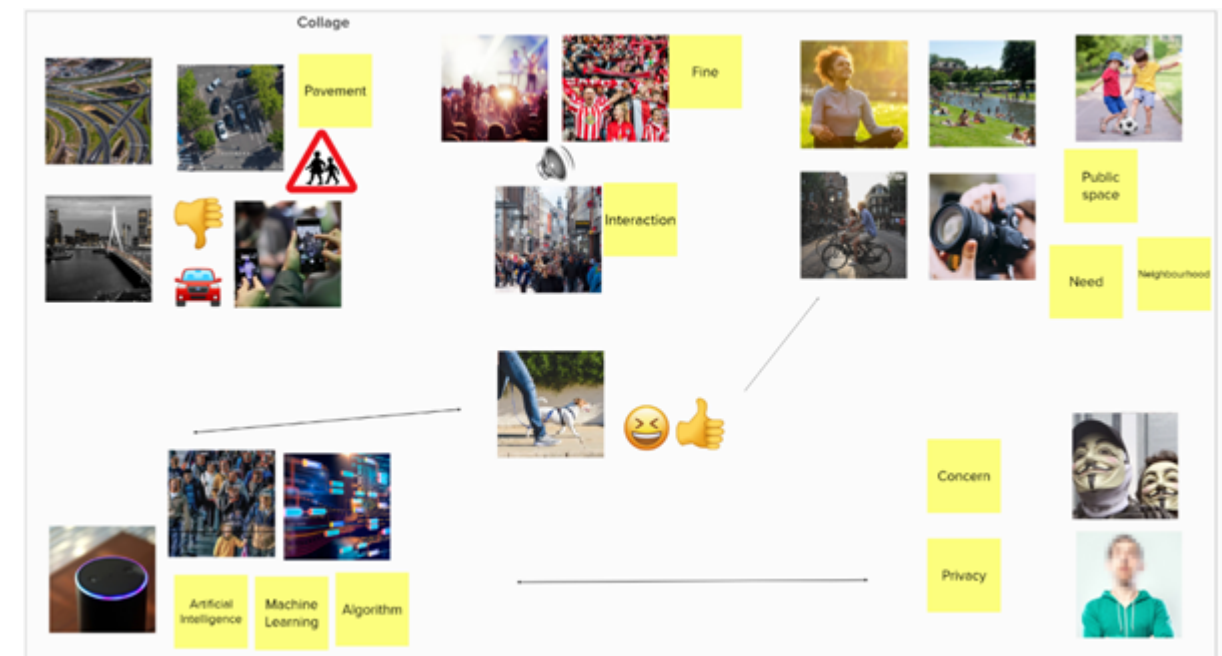
[01:21:14] Uh, at least for myself, there is also some responsibility for myself to, to keep sort of in line with how we made decisions about how things work. So it's not only about that. The, the, the Gar system is designed, uh, in a very bad way. That makes it frustrating. It also was frustrating for me, at least when, because I just got fined.

[01:21:44] That's also just sucks and that I didn't think of. So let's maybe one distinguish meant for myself. Now I wanna pinpoint the fact that you can communicate with it. That's just, I would [01:22:00] say that's one of the main things which stands against us. Yeah. Hmm. Yep. Cool. Um, yeah, I guess that's it for the exercises that we had intended the last few years?

Workshop 6

Participant: Jefta Harwig

Collage 1



[00:23:01] [00:23:00] Yeah. So, um, I kind of put myself in the middle, so I, so I'm the smiley and I imagined myself to be walking fruit, um, for the city center and I'm happy. So when we go like to the top of, well, I've got to kind of see as many people around me and that's kind of what amazes me. That's what I like about the city and city life and public space.

[00:23:28] And for example, maybe I'm going to a festival or to some kind of football game or something. And I would say, that's fine. That's something people should do. And which is fun.

And, uh, which is kind of why we behave in a public space. While we are in a public space, uh, and on the right side is actually the things, um, the city can over as well in a public space.

[00:23:51] So, which is like, uh, where you walk on the street. So you see children having fun, which is kind of a, a side benefit. So I kind of [00:24:00] also, um, enjoy my walk through the city because other people are chilling in the bar, or I see some on dating a photograph, or I see people biking. Uh, or do yoga, um, and that's kind of a neat for them and also for myself to see others enjoy.

[00:24:18] And then that gives me the feeling of a neighborhood. Um, on the other hand, there's a lot of, um, asphalt. Around. So a concrete effing is our official. We plan everything. We give the city a big structure. Um, so that's what I kind of portrayed here. And I, I dislike all the cars, for example. I would love to see a future as a smart city where all the cars are gone, industry scenery everybody's on the phone.

[00:24:49] So that's what I said at our kind of individual way of, uh, being in public space. So that's kind of the two, [00:25:00] the two opposite sides. And then in the back bottom, does this kind of like my faults. So I kind of think I might be monitored or, um, I'm not sure why Buddha's here actually. So I might be monitored for example, for my Google mini.

[00:25:19] Uh, so this is Alexa, or maybe they scan my face in Schiphol and they make all kinds of calculations about it. But, um, that's kind of like, I may be concerned or I'm afraid of, uh, big corporates and not, not necessarily about the government or. They're just scanning cars. Um, or so I didn't put cameras in there or I didn't put the police officers cause that's not what I'm afraid of, but maybe I'm concerned about being tracked on Google maps.

[00:25:55] Well, in public space. Hmm. Mmm. And then this [00:26:00] kind of relates to, I would say some protests or the feeling or feeling of loneliness. Um, um, in a way that's. Um, because we're so much on our phone and being tricked, you kind of feel distance, I would say. And a non anonymous group, they kind of protest against, um, big corporates tracking your data.

[00:26:25] So that's what I kind of saw happening. Uh, and I also have, I have to mention the five G protests, which are kind of in line with this. So they have to feeling. That's um, yeah, the government is making decisions will follow, um, having, having you say of them, having a say. Okay, well first thank you so much for your collage.

[00:26:51] I think it was very interesting. I could really picture myself. Seeing these different people, you being in the neighborhood, walking out. Yeah. Alright. [00:27:00] Okay. I've got a couple of questions. Uh, you spoke about people being, always being very individualistic and being always on their phone. You, uh, you like people to do your, you dislike.

[00:27:16] They dislike to them to do it, but I, I do notice I do it myself as well. Hmm. So it's kind of a, you're addicted to it or it's a habit or it's just more fun than interacting because interacting is

scary. Yeah. Interaction is scary. Hmm. Interesting. Okay. Um, alright. So you spoke, then you spoke about the Fiji riots and things.

[00:27:44] Is, is that the source, one of the sources of you UBI being concerned about these big corporates. Uh, collecting data and doing something about it that you don't know about, uh, is, is that you've seen the world people protesting against these big [00:28:00] corporates. Is that why you're concerned about machine learning, AI and things?

[00:28:04] Yeah, because, um, it's, it's not in our hands anymore. And then we start both the same. Cause we don't know, we don't have any other way of communicating that we don't like the situation. Hmm. So we do have to do something about those people protesting, but I'm not sure what to do. It's kind of a, the government should act on it.

[00:28:26] Um, but it is something which I see. And I sometimes when I'm in public space, I kind of think about it again, reflect on it. Oh yeah. So many people around and all therapy. Um, uh, yeah, I'm, I'm not sure. Is there a specific. Questioning you want to know? No, I think, yeah, I think, um, it was pretty clear to me what the answer was clear to me.

[00:28:52] Yeah. So it's not necessarily something I am concerned of, but when I see those people, I do once, um, [00:29:00] that, uh, that we change this situation for them. Hmm. Okay. All right. Right. That makes sense. Any reactions, Roy and allied. Good. Yeah. Any reactions? Do you guys resonate with them? So what do you have to say?

[00:29:20] Any aspects of it disagree maybe. Yeah. You have to, I really liked that you have the different aspects of, you know, what you might encounter. Uh, which, which aspects do you think are the biggest thing you were experienced? I mean, which one occurred the most? I would say to people chilling in the bar. Um, so lately with the sunny days, that is really something which makes me even feel connected to the Delft or.

[00:29:48] Like relive a certain area of the city. So I was walking along the dusky and people were using it as like a swimming place. And now it's like, Oh yeah, it's actually quite nice here. It's not just [00:30:00] transportation for boats. You know, it's, it's also a swimming place. Um, so that made me feel reconnected and proud of Delft and the public space there.

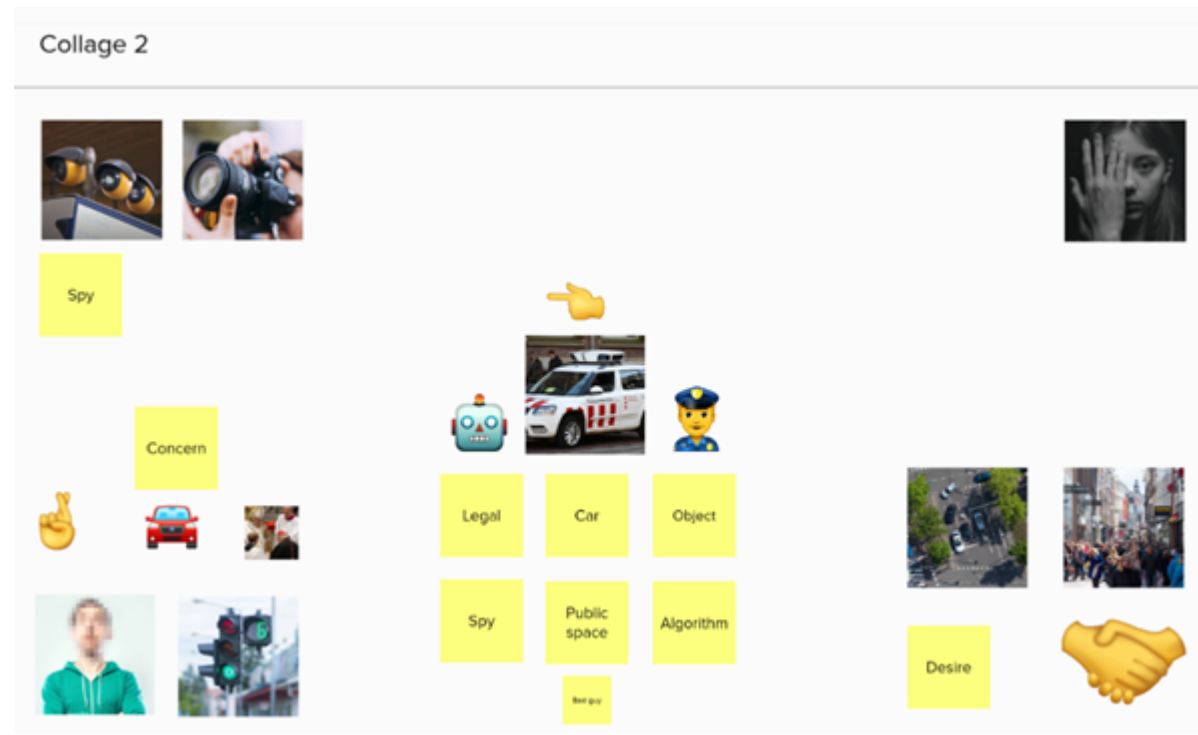
[00:30:12] Nice. And maybe not a thing, the festivals. Sometimes you have this festivals in cool forests or maybe in a industry factory to rain. And that also makes me feel reconnected. So to maybe, you know, to own festival and the elf is really something I'm proud of. And I would tell people like, Oh yeah, you should go to Delft guts of this.

[00:30:39] Makes sense. Cool. Any thoughts? Yeah, I found it interesting that you mentioned at the end, your question about the, um, privacy and, uh, and those kind of things are not so much, uh, for yourself, but for others that are concerned, uh, [00:31:00] or afraid about it. Yes. So let you see how it affects people. Um, but no, it's just not.

[00:31:07] If you're not necessarily affected by it yourself, or that you are okay with a certain amount of privacy intrude in this or whatever. Um, but that it still bothers you for other people. Yeah. Yeah. Maybe that is the problem. We don't, we don't think how these, these, um, yeah. **How to collect the data can affect myself that I only think of what could go wrong with my data.**

[00:31:37] Is there any specific reasons why you, you don't feel concerned about it? I just like Google too much. Yeah. I exploit our services like on many levels, so I just kind of owed him, I would say. Um, and I'm just lazy to think of any other way to live or to behave or, yeah. [00:32:00] Um, and it's fun. Yeah. It makes sense.

[00:32:05] I'm not, not worried because I just like to interact with my Google mini. I hope he's not listening or maybe yeah, he is. He might just love you more. Who knows? Yeah, exactly. He's recording this as well.



[00:59:25] Alright. So I kind of, yeah, just put a skank or in the middle. And then I put all my, like my faults about it right now. So it's mainly a legal thing. Um, so it's a, it's a car it's definitely an object used by the government to maintain the legal rules. Uh, we made, uh, **I do perceive it a bit as a spy because you don't want to encounter it actually.**

[00:59:57] So when you see it, you. Do [01:00:00] you feel kind of like sneak sneaked on a and it's part of the public space. I'm not sure about it, but I do feel like the public space is owned by the government, so they should have their rules and yeah, it kind of belongs to public space cause it doesn't belong in a private area.

[01:00:17] For example. Um, then it's some kind of algorithm, so I do feel a bit distance with it. **So it's, it's a robots and pointed you, it says that you're doing something wrong.** Uh, and it's maybe yeah. Bad guy, uh, indent sentence, but just a little bit, cause I want to talk about like, um, the society as a whole. And I think it's like society means that we have rules.

[01:00:46] You should behave. Um, uh, yeah, bias certain set of rules and that's just what we, we like agreed on. And that's actually what we desire because then it will function [01:01:00] like long order. Um, Then, like I, when I'm just myself, um, I kind of hope that, that I don't get called by it because I'm not as Holy as the Pope Pope.

[01:01:13] Sorry. So, um, uh, **sometimes I park my car roll or I drive through a red light or something, and then I just hope that I can be just anonymous guy. So it kind of, I do have this rules, like. We set as a society, but then as an individual, I, I hope to escape these rules sometimes.** Um, and I put the picture in the right top quarter, uh, because I, like, I kind of hope, um, the government can condone some kind of, um, behavior with my, yeah.

[01:01:52] With mine. And then of course it's a spike because of the cameras. All right. [01:02:00] First, thank you so much for sharing your collage. Um, Okay. I have a few questions. You, you mentioned that you think this car is always buying it to you, or it looks like it's spying at people. Does that make you feel that way? Is it because of the cameras being on top of it and it drove me around or is there.

[01:02:21] Um, cause like when you park your car at a spot for too long, I don't necessarily feel that yes. A, um, uh, alternating, uh, offense for me, it's just like something which you shouldn't do, but maybe you don't always need to find for it. Maybe you can think of another measure, uh, to, to help people not do it. Or maybe we have our own responsibility to kind of see how long you can park your car somewhere.

[01:02:57] Uh, and if it's in the wrong spot, maybe. [01:03:00] Yeah. So, um, that's why the camera is such a strict, like one directional way of, um, saying it's an offense.

[01:03:14] Okay. And so that's why I perceive it a bit as a spine. Yeah. You said something that public spaces are owned by the government. Uh, is there, do you think that is actually true or do you think it's the people that actually own the public space in government that here to service? Is there? What I mainly want to convey is that the scan car for me is part of the streets and scenery in public space.

[01:03:44] So it's not. So when it's a private space, you won't put a scan card there. So that's why it's mainly functional objects. Um, and, and I guess you were right on the, in the sense that the **government is, um, should serve [01:04:00] us in the public space.** Yeah. That's uh, Ryan Ella, do you also think scan cards who you also perceive you resonate with?

[01:04:08] **They're done that scan car feeds like the bad guy.**

[01:04:15] Okay. okay. Okay.

[01:04:25] I think it's very good that, um, you place the car into the bigger picture and I completely agree with that. You know, there are some things we agreed on and it is this kind of their municipalities way of, uh, you know, maintaining. Those rules. So they're very much like that.

[01:04:50] I already questioned it to be honest, because where did you agree with that? Like you that's, um, you feel like [01:05:00] parking for too long. Isn't something you should be, uh, uh, fault finds for, but it's something that, Hey, Oh, you shouldn't do. And maybe someone should tell you, and then you want to, you, you will. Uh, erase it.

[01:05:15] So I wondered when you were, you said, I hope I, um, I hope I can sort of skip the system. I don't know what you don't know exactly what you said, but I wonder if you. If you mess with that, I hope that you always apply okay. Yes. To the system, but when they check you or if you're being lucky, I wa I was curious what you meant with that, because I feel like you're contradicting a bit.

[01:05:48] So like on the wall, Yeah. And I guess I'm, I'm, I'm having that gone, um, conservation for, for a reason. Cause I do agree with like the rules we have in [01:06:00] society. And like, as a person, I do agree with them, but then when they apply to me, then I think, nah, I shouldn't be fired for this. Like I just hope they won't see it.

[01:06:11] And I would just do my thing. It's it's almost like they designed the rules when systems couldn't be that complex. Right. So we had to be sure that we cannot check if you are five minutes past time, if you're two minutes past time. So systems couldn't be social in a way we couldn't take your context or your whole thing into a, into overrating.

[01:06:35] Yes. Consideration. Consideration. Yeah. So that's why. And also I feel this Ken card totally fits in that legal view because it's so functional. It's such a touch functional thing with police tribes. Come on. But I'm not sure if it actually has it like. Has its, um, fulfills its purpose. Cause I'm [01:07:00] still gonna boot my car in a specific spot.

[01:07:02] If I just want to beat my wall, the thing is, I think it's just way cheaper to scan control vehicles this way. That's why it's there. It's just cheaper, faster to do the thing that people have always been doing, which is check his car. Is there then a if, if you have paid.

[01:07:25] So maybe I do feel a bit stuck in the system because alert kind of like showed me that I'm contradicting. Um, and yeah. Yeah. But like I'm also okay. To be stuck in system. Like it doesn't bother me so much cause it's just money, but yeah. You're also part of it. Right. It's it. You also do feel part of it.

[01:07:48] You also do feel that, you know, those other people have to apply. I know, I also need to kind of oblige. I'm also part of this. Yeah. True. All right. All right. [01:08:00] Um, I think there

was a very interesting discussion helping you. Um, let's, let's move onto the next village. Uh, Ella Kennan. Can I have you presenting your second?

2.6 Themes

Themes	Categories	Code
	Feelings	Feeling Safe Reduced interaction Feeling individualistic Feeling anonymous Tracked Trust government Trust Technology dependence
	Likes	Safety Liked tech Liked activities Community support Seeing people

Their city	Dislikes	Dislike tech Lack of visibility of social-justice Lack of data Concern for fellow citizen Tracked Concerns in the city Unknown capability Anxiety No influence Not knowing
	Safety	Police bring safety Known people bring safety Police presence Police absence Camera presence Police presence concerning

Future Cities	Expectations	Connected Dislike mobile apps Mobile apps Inclusive Sustainable Ways to contribute Car free city
	Feeling in the future city	Feeling surveilled Tracking Nervous Run from city Draconian cities CCTV eyes Unknown consequences Camera safety
	Concerns	Thinking Critically Human touch Lack of awareness Unknown consequences Unemployment

Developing tech	How to	What is acceptable Complicated problems Questions More information Security Data anonymized Correct expectations Liked tech
Users perception of Scan Car	First impression	Bad guy Google street cars Something official Giant robot Robot Scan and move Looks funny
	Makes them feel	Fine Anxiety Uselessness Liked aspect Scan car Wrong information Scan car spy Human touch

Things that can change	Improved Scan Car	Secondary function Societal benefit Transparency Lack of awareness Helping with stress Little leeway
	Want to know	Unknown working Unknown future use Unknown data collection Unknown data access Unknown data use Unknown data storage Unknown functionalities Who runs it
	Why know	Need for understanding What if an accident Privacy

2.7 Codes & Categories

Coding

Workshop 1

Participant 1

Quote	Code	Category	Important Insight
<i>“Making everything smart. In other words, I think linking everything together, um, streamlining you, uh, all the data processing the data, um, and actually using all this data is, is of course, very good. Can be very beneficial to society”</i>	Connected	Expectations	
<i>“I'm not a big fan of mobile phones” “maybe you want to organize something else will be, um, Either there'll be a smart app for it,”</i>	Dislike mobile apps Mobile apps	Expectations	

<i>“So people are linking. Everything up to the internet without thinking, well, what's happening with my data. How is this information being used? Is it being used correctly? Have I actually signed up to all of this?”</i>	Thinking Critically	How to	
<i>“You just got a big brother is watching you attitude”</i>	Feeling surveilled	Feeling in the future city	
<i>“when you ask an older person who maybe doesn't know how to operate the internet very well, who</i>	Inclusive	Expectations	
<i>“smart city, one of the key areas should be things like sustainability”</i>	Sustainable	Expectations	
<i>“it needs to be backed up and supported by the old fashioned, I think operational policing or, um, some form of operational”</i>	Human touch	Concerns	

<i>"but don't forget that human beings are, are social beings"</i>	Human touch	Concerns	
<i>"Don't just implement things before you've actually thought about it. And before people actually know what they're signing up to"</i>	Thinking Critically	How to	
<i>"the more data there is, I think the more people are going to be nervous about how the data is stored and what it's used for"</i>	Nervous	Feeling in the future city	
<i>"I'm actually going to move out to the countryside where okay, maybe I have internet, but there are no CCTV cameras"</i>	Run from city	Feeling in the future city	

<i>"[00:57:48] So if all you are doing with your car is sending fines through the post, then yeah. People are going to see your [00:58:00] scan car as something very negative"</i>	Bad guy	First impression	
<i>"so I think at the moment, I think, I think the way they utilize now is probably fine."</i>	Fine	Makes them feel	
<i>"If a scan car is driving along and it sees a fight between some kids. And it just records it on TV and then just drives on and doesn't do anything about it. It's pretty useless"</i>	Uselessness	Makes them feel	

<p><i>“one of those scan cars, I think, um, also needs [00:28:00] to be providing a, a local service. So a, um, maybe not only driving around, but also having people who stop and talk to people and who have that local police. Function or some secondary function. Can we say otherwise you just, otherwise it's just the case of big brother is watching you and there's no interaction with this vehicle that drives around your neighborhood every single day”</i></p>	Secondary function	Improved Scan Car	
<p><i>“It's seen as a spy, as a bad guy as, um, um, not something that's being used for the greater good. I think therefore [00:57:00] what's needed is people need to know exactly what the system is doing. Um, how their data, um, or how the images are being used.”</i></p>	Bad guy	First impression	

<p><i>“yeah, so it needs to be implemented. So it benefits the neighborhood. It has to have a neighborhood.”</i></p>	Societal benefit	Improved Scan Car	
<p><i>“when an old police officer walked around the neighborhood, everybody knew his name. He knew everyone else's name”</i></p>	Human touch	Concerns	
<p><i>“And can we still be clear about what it's going to be, doing, but we doing, and then the question, is it then for the greater good or is it more like a kind of, of control, um, um, mechanism or something?”</i></p>	Societal benefit	Improved Scan Car	

Participant 2

Quote	Code	Category	Important Insight
<i>“a CCTV cameras can really be used for observation of people. So really for safety or security, but also indeed of how to make the city more livable by seeing when”</i>	Safety	Likes	
<i>“And, um, yeah. Well, when you see a scan card for people, it's not clear what, what it might do.”</i>	Unknown working	Want to know	
<i>“Using these kind of cars for others purposes that I might not know”</i>	Secondary function	Improved Scan Car	

<i>“we don't know what it, what it does exactly. And what it's, uh, what is going to, to, to be, [00:51:00] and what it can be used for in the future.”</i>	Unknown working Unknown future use	Want to know	
<i>“As a citizen, I'm a bit worried about how, how these kind of services work.”</i>	Unknown working	Want to know	
<i>“So indeed the big brother is watching you aspect is also a part of the issue”</i>	Feeling surveilled	Feeling in the future city	
<i>“Um, so keeping the city safe and secure, um, but what goes behind it is it's maybe not clear and I'm a little bit worried about that”</i>	Unknown working	Want to know	

<i>“What is, what are you worried about? Um, things [00:50:00] like, um, well, uh, the, the collection of data, what do they know about me?”</i>	Unknown data collection	Want to know	
<i>“I think now, I mean, a prime example could be, um, health insurance, health insurance premiums guy. So, uh, you say you walk an hour every day. Um, but actually, um, in the future, Uh, you’ll never with all the cameras around, they can say, well, no, you only go to the supermarket and back.[00:51:40] So actually you’re not exercising. You told us you were. So therefore we’re going to keep your insurance premiums high”</i>	Feeling Surveilled	hFeeling in the future city	

<i>“who is the, who controls it, who is defining what is acceptable to, uh, the community and what is not acceptable to the community.”</i>	What is acceptable	How to	
<i>“we should really be clear in the future, what we use these kind of things for, and maybe make sure that we define that very well, uh, as to not make these kind of systems, um, out of control, going out of control”</i>	What is acceptable	How to	

Workshop 2

Participant 1

Quote	Code	Category	Important Insight
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<i>"I actually feel quite safe here"</i>	Feeling Safe	Feelings	
<i>"but I use it not really techie"</i>	Dislike tech	Dislikes	
<i>"I, I worry a lot about just like, yeah, like visibility of like social justice movement"</i>	Lack of visibility of social justice	Dislikes	
<i>"there's just a lot less data on things like this"</i>	Lack of data	Dislikes	
<i>"Who has access [00:45:00] to different spaces or what data is collected or what role for who and who gets?"</i>	Unknown data access Unknown data collection	Want to know	
<i>" I would like to be more interactive with, uh, uh, shaping my community"</i>	Ways to contribute	Expectations	

<i>"I guess like transparency"</i>	Transparency	Improved Scan Car	
<i>"my biggest concern with these cars are these smart technologies is the lack of transparency on how decisions are being made and the lack of inclusion of a [01:10:00] resident."</i>	Transparency Unknown working Inclusion Unknown decision making	Want to know	
<i>" I like, I understand having a, using big data to have a large width of understanding, but I'm worried about it again, like the lack of depth and this obsession with big data and everything, all the human stuff that you're [01:09:00] missing out on"</i>	Human touch Thinking Critically	Concerns	

Participant 2

Quote	Code	Category	Important Insight
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<i>“So the urban problems that we're tackling now are profoundly more complicated than they were a hundred years ago. Uh, so we can't solve everything politically and spatially anymore.”</i>	Complicated problems	How to	
<i>“draconian invasive way of policing and managing cities, which is a very draconian way of getting involved in your day in life”</i>	Draconian cities	Feeling in the future city	
<i>“What do we want to protect? What values and principles do we want to protect as city? Uh, so that we have a nice, um, uh, inclusive and resilient and responsible city, a fair and ethical city”</i>	Questions	How to	

<i>“These are the, these are the cameras that he's using. [00:55:03] This is what, this is why we're, this is, this is why we're using these cameras. And this is, uh, this is where they are. So the citizens know, um, what I'm doing, why I'm doing it and how it's going to help them”</i>	More information	How to	
<i>“everything is being stored somewhere. And then who owns that storage?”</i>	Unknown data access	Want to know	
<i>“how do we make sure that, that data, uh, you can't reverse engineer where we've been based on this kind of robot car, that's just going around scanning everybody's, uh, features on the street or storefronts or, or whatever”</i>	Security	How to	

<i>"I think, I think the scan cards can help, but right now there's so much uninformed populations that don't even understand what, what these things are that I was like, ma that's my, uh, this is my take."</i>	Lack of awareness	How to	
<i>" So we're kind of transitioning into this kind of scenario where we have less human eyes and more camera eyes, let's say. So all of these kind of monitoring, isn't just the CCTV cameras, but, um, now the cars are patrolling the streets and now maybe the drones are patrolling from, from the air."</i>	CCTV eyes	Feeling in the future city	
<i>" I don't think there's enough awareness."</i>	Lack of awareness	How to	

Workshop 3

Participant 1

Quote	Code	Category	Important Insight
<i>"I guess Google maps in general. I use that check. If stores are open, I use that check where I need to go. I use it very often and there's Oh, that's my desire. I like it, but I also need it."</i>	Technology dependence	Feelings	
<i>"when I drive from my car, my biggest concern is speed cameras or yeah. And one time I got fined by a speed camera."</i>	Concerns in the city	Dislikes	
<i>"So that's like, one of the things is [00:34:00] having Google maps does not make you speak to strangers."</i>	Human touch	Concerns	
<i>"Yeah, I think it's the second one. I think when they are around you feel like, fuck, there is something going on because otherwise it would not be here."</i>	Anxiety	Dislikes	

<i>"And then one day I came back from school and I saw it and I was waving to it and I was on street view like this and my face was, and I was really happy about that."</i>	Google street cars	First impression	
<i>"it's some kind of, uh, helping, I don't know, like, like either a police or an ambulance or fire. Um, how do you call these these three? Yeah, the stripes signals something official to me like, uh, yeah. And then I read the word parking control."</i>	Something official	First impression	
<i>"my first thought would be, it's just like a giant robot, but it's pretty stupid as only scanning number plates. That's what I thought"</i>	Giant robot	First impression	

<i>"I associated with cities, city centers, um, where they sell some more police presence, I guess. Cause there was just a more, more dense area of [01:06:00] people. And uh, if I am in a city center, I will be walking or on a bike and I don't feel violated by, I feel fine."</i>	Fine	Makes them feel	
<i>"I suppose it doesn't have to stop the scan, every car, they can just keep them driving this pretty nice."</i>	Scan and move	First impression	
<i>"who is this driver?"</i>	Who runs it	Want to know	
<i>"is it like police related or is it municipality only?"</i>	Who runs it	Want to know	
<i>"a little bit of transparency, I guess, in where it's coming from"</i>	Transparency	Improved Scan Car	

<i>"It's not, it's not that I feel unsafe, more understanding just in general"</i>	Need for understanding	Why know	
<i>"Yeah. I feel pretty safe, but you could do more with it. So if I know, Oh, it's the municipality, then I could think like, Oh, they could scan, well, the municipality probably doesn't care about where I go shopping or that kind of stuff."</i>	Trust	Feelings	

Participant 2

Quote	Code	Category	Important Insight
<i>"[00:37:15] So there's a lot of police on the street and I think they sort of tried to give you safety"</i>	Police bring safety	Safety	

<i>"So then I feel more safe because there's people are there that I know that they will not do anything to me"</i>	Known people bring safety	Safety	
<i>"So for me, when I see the car, I also feel like there are some people going to get a fine. Um, and then my concerns are mostly learned the data and the privacy."</i>	Unknown working	Want to know	
<i>"[00:58:00] What are they doing with it? How does it work? And then I think I'm honest with them, seals would be, um, take your faces instead of, I think they only have the number plates."</i>	Unknown data use Unknown working	Want to know	
<i>"what happens with the data afterwards? So do they keep it, do they use [00:59:00] it for something different? What's going on with that. So, um, yeah, I think that is, uh, that also has to do a bit with transparency."</i>	Unknown data use Transparency	Want to know	

<i>“I think, um, it would be just nice if you start living in a place where. In your neighborhood. There are places you are not allowed to [01:00:00] park or where you can park wrong. Because even though you don't have a car, you could have friends or bearings or whatsoever coming to visit you and they can come with a car.”</i>	Lack of awareness	Improved Scan Car	
<i>“So for me, um, this whole service felt a bit non transparent”</i>	Transparency	Improved Scan Car	

Workshop 4

Participant 1

Quote	Code	Category	Important Insight
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<i>“. I really like it because I know how long going to have to wait.”</i>	Liked tech	How to	
<i>“And what I like to do in my neighborhood [00:31:00] and also in other labels is to make pictures of the public space and kind of random objects or art”</i>	Liked activity	Likes	
<i>”young people, just even if it's, if it's just red or. If there's no one, they just go there and I'm all scared, like maybe an accident”</i>	Concern for fellow citizen	Dislikes	
<i>“And I also have a drone.[00:31:14] I am kind of scared to fly it because. Yeah, I live close to the, rather than close, maybe 10 or 15 kilometers and like a no fly zone”</i>	Not knowing Lack of awareness	Dislikes	
<i>“So, but I'm not really sure what I can do and how much they know about”</i>	Not knowing Lack of awareness	Dislikes	

<p><i>“it depends on the neighborhoods. Like, for example, if it's really crowded and. Yeah, there's happening a lot of stuff there. Maybe I see there are shootings or I don't know, violent crimes. And I think it's the regenerative cameras. They're not for me or the people. So I feel kind of more safe for them. I think just more safe in general, but for me, um, the, if there were a lot of grandmas places, then I heard like a benefit, like a shopping center.”</i></p>	<p>Police presence</p> <p>Camera presence</p>	<p>Safety</p>	
<p><i>“. Okay. It looks funny with the cameras on top and I look at it and then I just go on with whatever I'm doing.”</i></p>	<p>Looks funny</p>	<p>First impression</p>	
<p><i>“It's not a real interaction”</i></p>	<p>Human touch</p>	<p>Makes them feel</p>	

<p><i>“. It has to scan people. I don't know if it's, if it makes recordings of only scans their number plates, but I was, I was wondering like maybe if it, for example, drives past a beach, they're all kind of half naked people or, or in a city.[01:09:37] And are they kind of, they're recording this and. How well, can they identify individuals in those situations”</i></p>	<p>Unknown working</p> <p>Unknown data collection</p>	<p>Want to know</p>	
<p><i>“who has access to the data?” “And then where's the boundary and who can access the data.”</i></p>	<p>Unknown data access</p>	<p>Want to know</p>	

<i>“Yeah, the officers that are dealing with the parking they're kind of seen as the bad guys, they only get fines and there's no real good interaction possible with them.[01:09:09] So everybody hates him actually.”</i>	Bad guys	First impression	
<i>“I don't know if they are anonymising it”</i>	Unknown working	Want to know	
<i>“but for example, if they have so many pictures of me, maybe my, my future employer employee in. 10 years they have kind of a [01:12:00] skin is able to request all my kinds of things that I did when I lived there. For example, yeah, it was, I don't know what will happen with it in the future, but certainly not now for example, but what can, what they can do here.”</i>	Unknown consequences	Concerns	

<i>“. So maybe they can do something about it to also make it useful for the people”</i>	Societal benefit Secondary function	Improved Scan Car	
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Participant 2

Quote	Code	Category	Important Insight
<i>“I think I would feel safer if there's police around. On the other hand, I don't need it in the neighborhoods. So at the moment we don't, we don't need it. So we don't need a lot of cameras and we don't need a lot of police police”</i>	Police presence Police absence	Safety	

<p><i>“but when you are going to the train station there, especially you see these cameras it's full of them. So you're being noticed.[00:39:12] I don't know if I like that or not. So it has two sides, of course. Um, and on the one hand, I, I feel a bit, maybe a bit safer because you know that if somebody's gonna rock your whatsoever, they are being recorded on the other hand. Yeah. I don't know. Especially with, with the algorithms nowadays. I don't know what they knew about me and that concerns me a bit.”</i></p>	<p>Feeling Surveilled</p> <p>Camera safety</p> <p>Unknown consequences</p> <p>Unknown data collection</p>	<p>Feeling in the future city</p>	
<p><i>“I think it's about the government and at the moment I trust the government a lot, but you never know, you never know what's gonna happen then”</i></p>	<p>Trust</p>	<p>Feelings</p>	

<p><i>“Rotterdam now that give priority to bicycles when it rains. So they don't have to wait in the ring. Um, and I think that's a very positive point”</i></p>	<p>Liked tech</p>	<p>Likes</p>	
<p><i>“[01:03:05] These guys can work more efficiency and that's very positive. I think. So in the end it will increase the safety”</i></p>	<p>Liked aspect Scan car</p>	<p>Makes them feel</p>	
<p><i>“[01:03:37] Of the scan car is combined with other data subjects. I don't know data out mobile phones or whatsoever. If that data is combined with a bit of machine learning, it, people could have a very detailed overview of what we are doing. And [01:04:00] that is a major concern, of course. So devs is very, that that's. Um, uh, um, I would say that's worrying me a bit on the other hand, so that's very something we have to take care of.”</i></p>	<p>Unknown data use</p> <p>Unknown data collection</p>	<p>Want to know</p>	

<p>“So if it sees me once a week or so, it's not that big of a problem, but if. [01:08:00] I don't know if it's just a piece of the puzzle and all the pieces are combined, then they can see what I'm doing always.”</p>	Tracking	Feeling in the future city	
<p>“[01:04:17] Yeah. And that's why you need to anonymize those data or so directly”</p>	Data anonymized	How to	

Workshop 5

Participant 1

Quote	Code	Category	Important Insight
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<p>“Um, so I love to ride a bicycle through the old, old city center of Dells.[00:33:22] And in my previous job, I was a full time, uh, primary school teacher. Um, so I always, uh, yeah, went through the, with the bicycle, to my work. So that's why I put the bicycle first. I also really love to, to ride the bike. Um, well, um, after, after work, I try to take as many walks as possible, also running into park.[00:33:45] Uh, I love to take pictures of like, uh, cool places in the city, or like with the evening sun stuff like that, of course, having a drink or going to a two parties”</p>	Liked activities	Likes	
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<p><i>"[00:35:15] Um, I found out it, I'm actually, um, more concerned about seeing police on the streets than just cameras. Um, and I think it's maybe because. Uh, police officers can give you like direct feedback. So when I see a policemen around, I think, okay, I have to do cycle really. Um, Yeah with no mistakes now and don't use my phone and stuff like that.[00:35:39] But when I see cameras, I don't have the feelings."</i></p>	Police presence concerning	Safety	
<p><i>"So that's maybe, um, yeah, Its also odd also because I, I don't really know what these cameras and all these digital stuff are capable off, I think. Um, and yeah, I feel like I'm being watched when I have my curtains open in the evening with these drones or cameras or apps or whatever."</i></p>	Feeling surveilled Unknown capability	Dislikes	

<p><i>"Uh, so I do this with an app. So that's a, [00:35:00] yeah, that's better for my stress."</i></p>	Helping with stress	Improved Scan Car	
<p><i>"[00:37:18] And you only pay for the time your car, um, has been parked by, uh, seconds or minutes. So, um, I think that's really cool."</i></p>	Correct expectations Liked tech	How to	
<p><i>"What is the privacy of, of this scan car? Is it only like checking the number plate or also like the color of the car or who's in it, or maybe even the pavements, but people, uh, yeah."</i></p>	Privacy Unknown working	Why know	

<p>“[00:56:23] How many times do they go through the same, um, street? I thought twice a day, but I'm not really sure about this.”</p>	Unknown working	Want to know	
<p>“[00:58:51] And also the kind of concerns regarding data. Like how do they store it?”</p>	Unknown data storage	Want to know	
<p>“[00:34:22] Um, so at first, when I have to like unload all my stuff and, and moving, um, I was constantly like listening and staring out of the window if the scan cars were around. Because of course I didn't want to, to get a fine, um, because off the roads I thought, okay. Maybe it's a better idea for my stress balance to just, uh, um, get a sort of, um, Uh, yeah, a ticket.”</p>	Anxiety	Makes them feel	

<p><i>“I don't like it when there's no police. Cause they, you can't get direct feedback”</i></p>	Human touch	Makes them feel	

Participant 2

Quote	Code	Category	Important Insight
<p><i>“[00:31:19] It's a bit like a, I guess I would say Joanie, you, at least for me to my students die, I would have more, more, uh, spontaneous interaction with people. Because she would, you would have much more free time that they spare time to meet friends”</i></p>	Reduced interaction	Feelings	

<p>“but I know that you can, you can get a fine if you're like really unlucky”</p>	<p>Wrong information</p> <p>Unknown working</p>	<p>Makes them feel</p>	
<p>“So I, yeah, I'm a bit concerned about possible accidents happening with these cars and kids. [01:01:00] Um, so I don't know if they have anything in place for that where it's just up to the drivers to try to get, but it's, it's also more general concern.”</p>	<p>What if an accident</p>	<p>Why know</p>	
<p>“booklet that you miss sort of [01:05:00] the human eye and interaction”</p>	<p>Human touch</p>	<p>Improved Scan Car</p>	

<p>“[01:00:16] I put my, my parking lights on. I dunno if they scan it for those types of things. And if you, if you can get a fine for it or not, but, uh, that's one of the things I was concerned about this”</p>	<p>Unknown working</p>	<p>Want to know</p>	
<p>“On the other hand, I hope we don't get too much more an unemployment because of these types of cars, you know?”</p>	<p>Unemployment</p>	<p>Concerns</p>	
<p>“. I think like that they can also scancar for cars on street, like how basically traffic is and stuff. [01:01:34] And. With that information, they can help other people like me when I'm driving. I see like, Oh, this neighborhood is too busy”</p>	<p>Secondary functionality</p>	<p>Improved Scan Car</p>	

Workshop 6

Participant 1

Quote	Code	Category	Important Insight
<i>“, but it's not something that I'm like I've noticed is sometimes that there's a camera and darker camera, but it's not something that really influences how I behave.”</i>	No influence	Feelings	

<i>“[00:19:29] having to wait in a silly environment. I guess of you were standing on a station, um, with lots of people and like those moments where you, for example, have to crouch your way into a train. Um, and I guess the, the, the that's also what I. It's very, um, all yourself, like, even though you're with a lot of people, it's all about yourself because you're not really interacting with [00:20:00] anyone around you because everyone just like myself is doing something for themselves.”</i>	Feeling individualistic	Feelings	
<i>“I do agree on the fact that you feel in the individualistic”</i>	Feeling Individualistic	Feelings	

<i>“And, um, what I wonder about is, so [01:09:00] what was in it? Um, what, what does it do? Like it scans objects, but does it also scans. Uh, objects that are not number plates”</i>	Unknown working	Want to know	
<i>“what algorithms algorithm is behind it? What technology it feels for me, like, because I also don't really see the people in it.”</i>	Unknown working Who runs it	Want to know	
<i>“Is it, are they doing it with two eyes open or with one, are they only looking at certain places at certain people?”</i>	Unknown working	Want to know	
<i>“I would love to see the people behind the steering wheel for some reason. Cause then it will be less object”</i>	Unknown driver	Want to know	

<i>“, I was walking back from, uh, streets to my house when I saw the car driving through in our streets. And we just, we had just had moment from fuck.[01:09:54] Did we, did we, uh, did we, um, Um, [01:10:00] update at the time that we could park. And we were like, no, and we tried to, to, to, to immediately fix it, but we couldn't. And at the end I had to pay 90 euros for fine”</i>	Anxiety	Makes them feel	
<i>“it's not transparent at all”</i>	Transparency	Improved Scan Car	
<i>“So maybe that should be some kind of transparent public information or something like that.”</i>	Transparency	Improved Scan Car	

Participant 2

Quote	Code	Category	Important Insight
<i>“, this is what public space kind of, to me feels like it's, you're anonymous in, it's in a city.”</i>	Feeling anonymous	Feelings	
<i>“[00:38:04] So, you know, the, the municipality will come by. And actually it's a thing at the bell efforts in the central station. Every time they see the municipality coming by to cut open all the bikes that are placed, uh, outside. Not in the bike parking lot, but on the street they will shout. They wish the bar people, the bar people will shout like, Oh, he's coming to cutaway. [00:38:28] You're like, and then like, all people are your bike. This is really funny. It's kind of like this cat and mouse game, uh, when you're working there. So that's quite cool.”</i>	Community support	Likes	

<i>“[00:37:18] So it's the train station. You have these beautiful details, cameras that want to be, you know, not to, uh, you know, big brother's watching you”</i>	Feeling surveilled	Feeling in the future city	
<i>“It's like, I remember the first time I saw these cars, I was like, is this a Google street car?”</i>	Google street car	First impression	
<i>“. You know, uh, sometimes I also still question if they indeed are just for tickets or, or they also are, they also looking product things. I dunno. They could look for other things, but I don't know.”</i>	Unknown functionalities	Want to know	

“People have not been thinking of the implications of implementing such a system. I feel so only from like a. Policy engineering data. Science guys have been in a room for six months and taking these, making these cars. Yeah. So that's my feeling of them”	Thinking critically	How to	
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Participant 3

Quote	Code	Category	Important Insight
“to kind of see as many people around me and that's kind of what amazes me. That's what I like about the city and city life and public space.”	Seeing people	Likes	

<i>“[00:27:16] They dislike to them to do it, but I, I do notice I do it myself as well. Hmm. So it's kind of a, you're addicted to it or it's a habit or it's just more fun than interacting because interacting is scary.”</i>	Individualistic	Feelings	
<i>“I would love to see a future as a smart city where all the cars are gone”</i>	Car free city	Life in future city	
<i>“. How to collect the data can affect myself that I only think of what could go wrong with my data.”</i>	Unknown consequences	Concerns	
<i>“. So I kind of think I might be monitored”</i>	Feeling surveilled	Life in future city	

<i>“Uh, so this is Alexa, or maybe they scan my face in Schiphol and they make all kinds of calculations about it. But, um, that's kind of like, I may be concerned or I'm afraid of, uh, big corporates and not, not necessarily about the government or. They're just scanning cars.”</i>	Tracked Trust government	Feelings	
<i>“, I do perceive it a bit as a spy because you don't want to encounter it actually.”</i>	Scan car spy	Makes them feel	
<i>“So it's, it's a robots and pointed you, it says that you're doing something wrong.”</i>	Robot	First impression	

<i>“sometimes I park my car roll or I drive through a red light or something, and then I just hope that I can be just anonymous guy. So it kind of, I do have this rules, like. We set as a society, but then as an individual, I, I hope to escape these rules sometimes.”</i>	Little leeway	Improved Scan Car	
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Appendix 3. Evaluation sessions

2.4 Workshop material

Due to the large sizes of Mural canvases they haven't been added here but all the canvases can be accessed from <https://app.mural.co/t/idegar6750/r/1600785438951>

Appendix 4. Project Brief

DESIGN
FOR OUR
future

TU Delft

IDE Master Graduation

Project team, Procedural checks and personal Project brief

This document contains the agreements made between student and supervisory team about the student's IDE Master Graduation Project. This document can also include the involvement of an external organisation, however, it does not cover any legal employment relationship that the student and the client (might) agree upon. Next to that, this document facilitates the required procedural checks. In this document:

- The student defines the team, what he/she is going to do/deliver and how that will come about.
- SSC E&SA (Shared Service Center, Education & Student Affairs) reports on the student's registration and study progress.
- IDE's Board of Examiners confirms if the student is allowed to start the Graduation Project.

USE ADOBE ACROBAT READER TO OPEN, EDIT AND SAVE THIS DOCUMENT

Download again and reopen in case you tried other software, such as Preview (Mac) or a webbrowser.

STUDENT DATA & MASTER PROGRAMME

Save this form according to the format "IDE Master Graduation Project Brief_familyname_firstname_studentnumber_dd-mm-yyyy". Complete all blue parts of the form and include the approved Project Brief in your Graduation Report as Appendix 1 !

family name	Daswani	Your master programme (only select the options that apply to you):
initials	given name Siddharth	IDE master(s): <input type="radio"/> IPD <input type="radio"/> DfI <input checked="" type="radio"/> SPD
student number	4877209	2 nd non-IDE master:
street & no.		individual programme: - - (give date of approval)
zipcode & city		honours programme: <input type="radio"/> Honours Programme Master
country		specialisation / annotation: <input type="radio"/> Medisign
phone		<input type="radio"/> Tech. in Sustainable Design
email		<input type="radio"/> Entrepreneurship

SUPERVISORY TEAM **

Fill in the required data for the supervisory team members. Please check the instructions on the right !

** chair	Gerd Kortuem	dept. / section:	Design Engineering	<div>Chair should request the IDE Board of Examiners for approval of a non-IDE mentor, including a motivation letter and c.v.</div> <div>Second mentor only applies in case the assignment is hosted by an external organisation.</div> <div>Ensure a heterogeneous team. In case you wish to include two team members from the same section, please explain why.</div>
** mentor	Iskander Smit	dept. / section:	Industrial Design	
2 nd mentor				
organisation:	AMS Institute			
city:		country:		
comments (optional)				

o/t/

Procedural Checks - IDE Master Graduation

APPROVAL PROJECT BRIEF

To be filled in by the chair of the supervisory team.

chair Gerd Kortuem

date 9 - 3 - 2020

signature

Gerd Kortuem

CHECK STUDY PROGRESS

To be filled in by the SSC E&SA (Shared Service Center, Education & Student Affairs), after approval of the project brief by the Chair. The study progress will be checked for a 2nd time just before the green light meeting.

Master electives no. of EC accumulated in total: _____ EC

☒ YES all 1st year master courses passed

Of which, taking the conditional requirements into account, can be part of the exam programme _____ EC

☐ NO missing 1st year master courses are:

List of electives obtained before the third semester without approval of the BoE

name

date

signature

FORMAL APPROVAL GRADUATION PROJECT

To be filled in by the Board of Examiners of IDE TU Delft. Please check the supervisory team and study the parts of the brief marked **. Next, please assess, (dis)approve and sign this Project Brief, by using the criteria below.

- Does the project fit within the (MSc)-programme of the student (taking into account, if described, the activities done next to the obligatory MSc specific courses)?
- Is the level of the project challenging enough for a MSc IDE graduating student?
- Is the project expected to be doable within 100 working days/20 weeks ?
- Does the composition of the supervisory team comply with the regulations and fit the assignment ?

Content: ☒ APPROVED ☐ NOT APPROVED

Procedure: ☒ APPROVED ☐ NOT APPROVED

comments

name

date

signature

Responsible digital technologies in public spaces

project title

Please state the title of your graduation project (above) and the start date and end date (below). Keep the title compact and simple. Do not use abbreviations. The remainder of this document allows you to define and clarify your graduation project.

start date09 - 03 - 202003 - 08 - 2020end date

INTRODUCTION **
Please describe, the context of your project, and address the main stakeholders (interests) within this context in a concise yet complete manner. Who are involved, what do they value and how do they currently operate within the given context? What are the main opportunities and limitations you are currently aware of (cultural- and social norms, resources (time, money,...), technology, ...).

The Municipality of Amsterdam is increasingly developing and using Artificial Intelligence technologies to address key urban problems. One prominent case is the use of “intelligent” digital technologies called Scan car , a camera-equipped car for identifying illegally parked vehicles and automatically issuing parking fines. Similar uses of cameras and image recognition is now being investigated for a range of new use cases such as detecting trash on road sides and automatically taxing businesses for storefront advertisement. The municipality recognizes the ethical issues of Artificial Intelligence and has a strong interest in ensuring that digital technologies are used in an ethical and responsible way. Specifically, the municipality has developed a Digital Agenda [1] that outlines the vision of a “free, inclusive digital city”. This agenda lays out concrete priorities related to digital rights, privacy, data use, and citizen inclusion, partially inspired by the TADA manifesto [2].

Stakeholders
The Scan Car and related future use cases touch upon the interest of many stakeholders, such as:
- People Of Amsterdam (Citizens)
- Authorities
- Businesses/ Organizations

The use of AI in scan cars will affect citizens (and businesses) in a direct and indirect ways. Increasingly, citizens and businesses will be subject to automated decision making systems that are complex to understand and whose decisions are difficult to appeal. From the authorities the Municipality is responsible for deciding for what and where this technology will be used and how it will be monitored and governed. Most critically, the municipality has the mandate to ensure that all digital projects conform to the principles laid out in the Digital Agenda. Lastly the Scan car technology developers and manufacturers have a key role in determining the overall functionality, appearance, and user experience, as well as specifics of data collection, data management, data analyze and algorithms.

Prior Work
Prior work on design on a future scan car by UNSense [3] indicated a range of possibilities for tackling potential ethical and social issues. However, this work was not informed by a rigorous analysis of stakeholder interests and concerns and especially lacks a clear understanding of how citizens perceive and experience smart digital technologies in the city. The TADA principles (Figure 2 below) highlight a range of further design options which so far have not been explored. In recent months, the researchers, companies and governments have develop extensive guidelines for ethical and responsible AI [4,5]. However, as of now it is unclear how these high-level principles and guidelines can be applied.

Limitation
The situation around COVID-19 will require early planning, early discussion with stakeholders and online activities.

References:
1. Gemeente Amsterdam. (2019, March). Agenda Digital City.
2. Gemeente Amsterdam. (2019, June). tada. Retrieved from https://tada.city
3. AMS research Institute. UNSense. Designing the Human - Scale Scan car.
4. European Parliament. (2019, September). EU guidelines on ethics. Retrieved from https://www.europarl.europa.eu/
5. A., Hashmi. (2019, Feb). AI Ethics: The Next Big Thing In Government.

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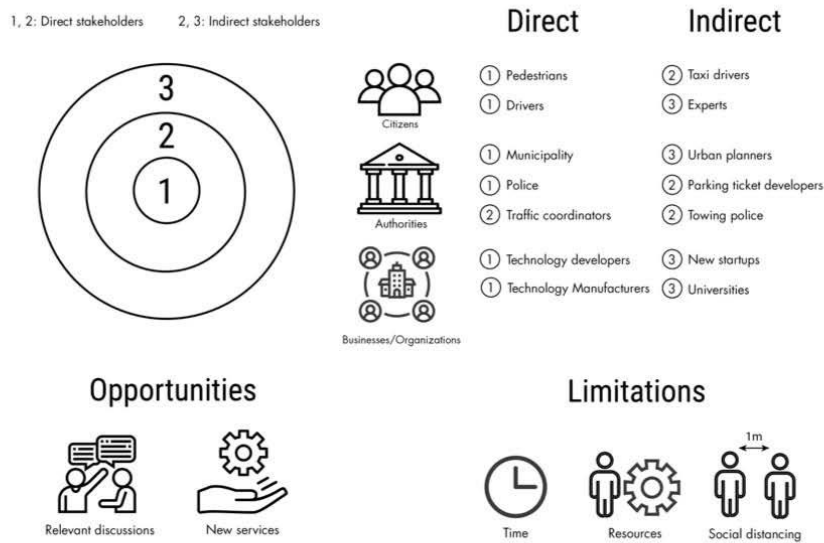


image / figure 1: Stakeholders, Opportunities, Limitations

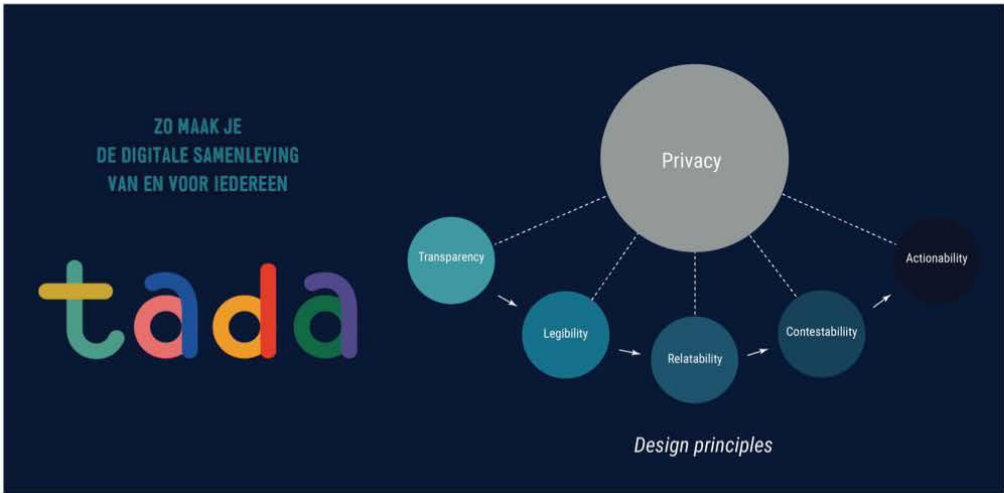


image / figure 2: tada, design principles proposed by UNSense for Scan car

PROBLEM DEFINITION **

Limit and define the scope and solution space of your project to one that is manageable within one Master Graduation Project of 30 EC (= 20 full time weeks or 100 working days) and clearly indicate what issue(s) should be addressed in this project.

Problem definition

At present, the municipality lacks a systematic approach for ensuring that values and principles expressed in the Digital Agenda, TADA manifesto and emerging AI guidelines are embedded in digital projects, especially with respect to “intelligent” digital technologies and AI.

In particular, it is unclear

1. How can citizens be included in the design, evaluation and assessment of such projects and
2. How the municipality can embed ethical criteria in the commissioning of digital products and services and ensure that developers and manufacturers take ethical criteria into account when developing and providing such technologies.

A recent proposal on “Principles for Accountable Algorithms and a Social Impact Statement for Algorithms” by the FAT/ML research community [1] provides a useful starting point for developing a missing systematic approach.

The key driving question for this project thus is: How can the “Principles for Accountable Algorithms and a Social Impact Statement for Algorithms” be used to develop a strategic framework for responsible AI innovation in Amsterdam.

References:

1. Diakopoulos, N., Friedler, S., Arenas, M., Barocas, S., Hay, M., Howe, B., ... & Wilson, C. (2017). Principles for accountable algorithms and a social impact statement for algorithms. FAT/ML.

ASSIGNMENT **

State in 2 or 3 sentences what you are going to research, design, create and / or generate, that will solve (part of) the issue(s) pointed out in “problem definition”. Then illustrate this assignment by indicating what kind of solution you expect and / or aim to deliver, for instance: a product, a product-service combination, a strategy illustrated through product or product-service combination ideas, In case of a Specialisation and/or Annotation, make sure the assignment reflects this/these.

The aim of this project is to develop a strategic framework for responsible AI innovation in Amsterdam that can be applied to current and future use cases of the scan car. Such a framework will provide concrete ways for the municipality to 1. Embed ethical criteria in the commissioning of future scan cars and 2. Include citizens in the design, evaluation or assessment of future scan cars

This aim requires research on several levels:

- What are the ethical risks and challenges of scan cars, for example with respect to privacy, transparency, fairness, accountability?
- What are the attitudes of citizens with respect to the use of intelligent technologies in public space?
- How does the municipality commission, purchase and contract scan cars or similar technologies?
- How does the municipality govern and assess value and impact of scan cars or similar technologies?
- What are valid and useful principles from public governance, strategic design, responsible innovation that can inform the development of a strategic framework for responsible AI innovation in Amsterdam?
- What is the specific value that strategic design can bring to the development of a strategic framework for responsible AI innovation in Amsterdam?
- How can the value and benefit of such a strategic framework for the municipality, citizens and other stakeholders be assessed?

The key outcome of this graduation project is a theoretically grounded strategic framework for responsible AI innovation in Amsterdam that that can be applied to current and future use cases of the scan car.

PLANNING AND APPROACH **

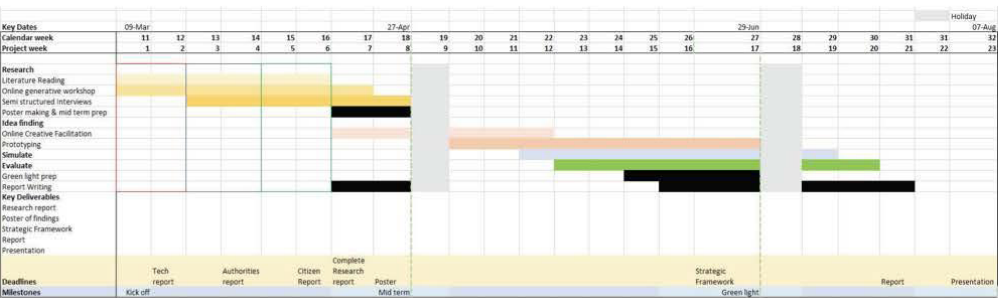
Include a Gantt Chart (replace the example below - more examples can be found in Manual 2) that shows the different phases of your project, deliverables you have in mind, meetings, and how you plan to spend your time. Please note that all activities should fit within the given net time of 30 EC = 20 full time weeks or 100 working days, and your planning should include a kick-off meeting, mid-term meeting, green light meeting and graduation ceremony. Illustrate your Gantt Chart by, for instance, explaining your approach, and please indicate periods of part-time activities and/or periods of not spending time on your graduation project, if any, for instance because of holidays or parallel activities.

start date

9 - 3 - 2020

3 - 8 - 2020

 end date



The project will be conducted with Cities of things from the Delft Design Labs for AMS Institute.

Research: Most of the research activities will be done online. The research will involve: interviewing relevant stakeholders, conducting an online generative workshop and reading literature. Conducting a generative research online will be done in consultation with the experts from the faculty and preparation for it will begin as early as possible. The insights from the research will be showcased in the form of a poster and a research report.

The research phase has been split in three clusters. The first cluster is the technology report that will entail details about Scan Car, why was it introduced, how does it work, and what are the challenges and risks involved with the technology, next cluster talks about the authorities, questions like how does the decision making for the approval of digital technologies happen within the municipality, how are the ethical concerns for a technology discussed and addressed and lastly the citizens report will entail who are affected, how are they affected and what do they value.

Idea finding: The next phase would be to explore ideas on the relevant strategic framework to be developed. An online creative facilitation session with stakeholders will be used for idea generation.

Simulate: Once a strategy has been formulated it would be tested and iterated on (at least 2 to 3 times). Design tools like Multi-lifespan time line and Envisioning cards will be used for simulation.

Evaluate: The prototypes will be evaluated to see if they comply with the TADA agreements and digital city ambitions of the municipality of Amsterdam.

MOTIVATION AND PERSONAL AMBITIONS

Explain why you set up this project, what competences you want to prove and learn. For example: acquired competences from your MSc programme, the elective semester, extra-curricular activities (etc.) and point out the competences you have yet developed. Optionally, describe which personal learning ambitions you explicitly want to address in this project, on top of the learning objectives of the Graduation Project, such as: in depth knowledge a on specific subject, broadening your competences or experimenting with a specific tool and/or methodology, Stick to no more than five ambitions.

Why this project?
Through out my masters degree I have had this question of wanting to know what are the kind of projects that I would like to work on and through regular reflection I have come to the answer that projects that can complement my technical background, has societal relevance and has element of education potential in it are the kind of projects that I would love to work on. And this is considering my tools and methodologies of design is applicable in the project.

The current project is one such project which fits my preference of choosing a project it has a technological element in it, a high societal relevance considering the current developments and also has the element of education potential.

Personal learning ambitions

- I would like to have a successful multi-stakeholder collaboration.
- An end deliverable that provokes a sense of action.

FINAL COMMENTS

In case your project brief needs final comments, please add any information you think is relevant.

Master thesis by Siddharth Daswani
Responsible Technologies in Public Spaces
Master Strategic Product Design
29th September 2020