

The Participatory Value Evaluation Method in Urban Mobility

Assessing the Effectiveness of Public Participation in Municipal Decision-Making

A Master thesis research proposal

by

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Executive summary

Mobility systems in municipalities will undergo significant changes over the next years. With increasing car usage among the Dutch population, streets become more crowded. However, with the need to comply with the Paris Climate Agreement, cities must redesign their streets and neighbourhoods to be less car dependent. In this context, developing an effective parking policy plan is crucial. These changes will impact residents, many of whom rely on cars for work, shopping, and visiting family. Hence, for many Dutch citizens, cars represent a form of freedom in public spaces. Given the rising demand for public involvement in decision-making and the introduction of new environmental act, municipalities are legally required to engage citizens, entrepreneurs, and organizations in shaping public spaces. Therefore, it is essential for municipalities to consider how to involve the public to meet these impending legal obligations, especially on emotionally charged topics like parking.

In the realm of public participation, numerous new methods are emerging. One such method is the Participatory Value Evaluation Method (PVE). This online participation method allows participants to assume the role of policymakers and make policy choices online. Due to a maximum resource allocation constraint, participants are faced with trade-offs. Research in recent years has explored the effectiveness of PVE on large-scale societal issues and small 'street-level' issues. A new research opportunity lies between these levels, focusing on a 'street-level' issue on a larger scale. This study examines the parking policy case in Gouda, a particularly interesting case due to the high emotions surrounding parking, allowing the effectiveness of PVE to be tested on an emotionally charged issue. The central research question is: ["To what extent does the use of PVE as a participatory method enhance the decision-making process within the mobility sector in Gouda?"](#)

The research begins with an examination of the democratic concept of public participation. After establishing an understanding and definition of public participation for this study, a thorough literature review was conducted to define 'enhancement' in the context of public participation. It was found that an enhanced participation process is one that is more effective than another. Based on this, ten criteria were selected to assess the effectiveness of public participation in this study, distinguishing between the participation process and the participation tool. These components were chosen based on their importance in existing research, their frequent application, and their relevance to this case.

Following the literature review, a case study method was employed to assess the added value of the PVE. The study compares the instrumental case study in Gouda with three comparative case studies, each applying a different participation method to a similar policy issue. An interpretivist assessment, based on document analysis and semi-structured interviews was conducted to evaluate the ten components of effective participation.

The results show that the PVE is more effective on several components compared to the comparative case studies. It achieved all the goals of policymakers, ensures that participants feel heard, and serves as a useful tool in a chaotic process. However, it is also important to recognize that the tool scores lower in terms of accessibility and inclusivity. A quarter of participants dropped out, and those with practical education were underrepresented. Additionally, some participants felt constrained by the online format, feeling less free to express their views or steered by the method.

Another final key insight is that while the tool can make the process more effective, effective participation can only thrive if the overall process is effective, with communication and feedback mechanisms from the municipality to participants being the most crucial aspect.

From a practitioner's perspective, this study recommends that municipalities and advisors align their participation goals with their policies to ensure better achievement of these goals. Understanding which participation method best achieves specific goals is crucial, as the participation method impacts goal attainment. In addition, participation goals inherently could conflict or be used interchangeably with each other, thus knowing how to use and balance these goals is essential. Policymakers thereby should reflect on how specific methods contribute to the achievement of goals, as this reflection can inform the design of more efficient participation processes in the future.

Furthermore, the study highlights the importance of clear communication and feedback throughout the participation process. Communication and feedback ensure participants understand when and why they are engaging and provides insights into how their contributions are utilized, fostering greater trust in the government. Thereby, clear, transparent, and streamlined communication strategies will enhance participation intensity, representativeness, inclusiveness, and the feeling of being heard.

Future research should determine the extent to which participants feel guided by an online or deliberative participation method. While the outcome of this study indicated that individuals felt more directed by digital participation, the researcher acknowledges that the opposite could also be true. Understanding this perception is necessary to enhance the design and implementation of participation methods, ensuring they provide sense of autonomy and fairness to participants.

Additionally, it is interesting to investigate the origins of dropout rates within the PVE and possibly other participation methods. Identifying these reasons will help improve participant retention and make the process more inclusive. By pinpointing specific barriers to sustained engagement, researchers can develop strategies to address these issues. This could lead to more robust participation methods that better cater to the diverse needs of all participants.

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List of abbreviations

PVE	:	Participatory Value Evaluation
CoSEM	:	Complex Systems Engineering and Management
IAP	:	International Association of Participation
DAD	:	Decide Announce Defend
CBA	:	Cost-Benefit Analysis
OECD	:	Organisation for Economic Co-operation and Development
STS	:	Science Technology Studies
SQ	:	Sub-question
RQ	:	Research-question
IPMI	:	International Parking & Mobility Institute
NCMM	:	National Centre for Mobility Management
UNTC	:	United Nations Treaty Collection
TU	:	Technical University
PWE	:	Participatieve Waarde Evaluatie

Chapter 1: Introduction

Mobility systems are essential for daily life, facilitating activities like commuting, socializing, and commerce (Loukaitou-Sideris, 2020). A new mobility policy therefore needs a strong foundation, as it operates within this dynamic society, accommodating the increasing population using these facilities (Cruz & Sarmiento, 2020). Thereby, mobility policies are crucial for both environmental improvement and the economic growth of a city (Alpokin, 2012). To this end, the Dutch Ministry of Infrastructure and Water Management (2020) advocates for sustainable mobility policymaking, aligning with the Paris Agreement's objectives to mitigate environmental impact. In addition, the Dutch Knowledge Institute of Mobility (2018) highlights the role of robust mobility systems in economic growth, and enhances various aspects such as activities, competition, and organizational structure. In alignment with these two principles, there is an imperative to achieve a balance among economic, and environmental interests, while also enhancing individual quality of life (Alpokin, 2012).

Parking policy issues are especially complex and sensitive in urban mobility, as they not only include economically viable, environmentally sustainable, and dynamically considerations, but also have a direct impact on the daily lives of road users and residents (Mingardo et al., 2015; Yoka, 2020; Conrad, 2020). In the Netherlands, each municipality is responsible for its parking policy. Even though the number of parking spaces is almost double that of cars, the availability and need for parking is not consistent across different times of the day or various places (Rijkswaterstaat, 2022). This is especially true in densely populated city centres and urban neighbourhoods, where parking can be a problem (Rijkswaterstaat, 2022). Research by Nos (2023) underscores the increasing parking pressures in the Netherlands' main municipalities, whereby it is important that each municipality adapts policies to their unique urban contexts (Kennisinstituut voor Mobiliteitsbeleid, 2023; Conrad, 2020).

This research centres on the introduction of a parking policy process in the municipality of Gouda. Gouda's Traffic Circulation Plan (n.d.) aims to transform mobility for a healthier and more sustainable future, highlighting parking as a crucial instrument. Policy makers in the municipality of Gouda, given the individually gripping complexities stated above, want to address the parking policy with the help of public participation (Gouda, n.d.). This moral aligns with the new Environmental and Planning act (2024) where public participation is part of new politics.

Public participation in mobility policies varies, including (i.e.) surveys, neighbourhood meetings and citizen forums. The Participatory Value Evaluation (PVE) method has recently emerged as a novel approach to public participation in policymaking (Mouter et al., 2019). While PVE was designed to be a robust alternative to traditional cost-benefit analysis (CBA), its application has expanded beyond purely technical economic and econometric analysis (Mouter et al., 2021b). Due to its relative novelty as a participation tool, little research has been done into its functioning as a participatory method in urban mobility (Mouter et al., 2021a). This presents an intriguing opportunity for additional research, particularly in examining how PVE can enhance the decision-making process within urban mobility.

1.1. Report outline

After providing a brief initial introduction in this chapter, Chapter 2 will formulate the knowledge gap and the main research question of this thesis. Consequently, this chapter will also outline the sub-questions that guide this research. Chapter 3 will then explain the methodology used to address this research question. Chapter 4 will delve deeper into the concepts of *public participation* and *effectiveness* through an extensive literature review to answer the first two research questions. Chapter 5 will introduce the Gouda case study, which will be examined based on the components of effective participation. Chapter 6 will cover the comparative case study analysis, where the three additional case studies will also be evaluated for effectiveness. Subsequently, Chapter 7 will provide a comparative analysis based on the previous two chapters. The results of this analysis will be discussed in Chapter 8, which will also present limitations and recommendations for future research and practitioners. Finally, Chapter 9 will serve as the conclusion of this research. The report outline is visually represented in Appendix A.

Chapter 2: Knowledge gap and research focus

The following sections will provide an initial overview of the existing literature of public participation, the PVE and parking policies. First, it will introduce the complexities regarding public participation, offering insights what the difficulties currently are in carrying out public participation, which stresses the importance of a clear participation method and process. Thereafter, an in-depth study on the current on the PVE will be exercised, resulting in a window of opportunity for future study. In response to this knowledge gap, the interesting aspect of specifically focussing on parking policies will further be introduced. These introductions will serve as a foundation for formulating the main research question of this thesis. In the ensuing sections, the research goal and sub-questions will be elaborated. Finally, the scientific, societal and educational relevance will be discussed.

2.1. Introducing public participation and complexities during the process

Sherry Arnstein introduced the Ladder of Citizen Participation in 1969, which is a highly cited and impactful approach in the realm of public participation. After her work came the rise of the New Public Management, prompting governments during the 1990s to seek ways to involve the public in decisions (Buitelaar, 2023). This not only unfolded in the Netherlands, but also spurred international initiatives, including the establishment of the International Association for Public Participation (IAP) in 1990. The 1998 Aarhus Convention further bolstered this, obligating governments, including the Netherlands which ratified it in 2004, to actively inform the public about environmental issues and involve them in related decision-making (UNTC, 1998). The positive results of working with citizens led to the formulation of the 2024 draft of a new Environment and Planning Act (IPLO, n.d.). This legislation explicitly facilitates more comprehensive engagement with and from residents (Buitelaar, 2023).

As this political awareness to public participation grows, there is an increasing need for the community to engage in the decision-making process of transportation and mobility policy to safeguard their interest (Hu & Ma, 2014). It has only been in more recent years that stakeholders have been invited to participate in various stages of the transport planning process and to share their ideas and aspirations for potential project options (Cascetta & Pagliara, 2013). Nevertheless, transport planning and infrastructure design often employ a hierarchical 'Decide, Announce, Defend' (DAD) approach without participation intentions (Cascetta & Pagliara, 2013). However, engaging stakeholders in the process of making transport decisions and finding a way to align their perspectives with the opinions of influential decision-makers can be difficult (Vandycke & Viegas, 2022). Due to the system's complexity, a transportation-related public-decision-making process may produce unsatisfactory results (Cascetta & Pagliara, 2013). The questions (i.e. surveys) can be too complicated for participants with little or no knowledge of the issue, causing them to abandon the process or provide thoughtless answers (Mouter et al., 2021b; Cortés-Cediel et al., 2019). As a result, ensuring a clear and understandable participation process can be time-consuming (Coenen & Coenen, 2009). This can make the process itself complex, as it requires active participation from a wide range of stakeholders (Mouter et al., 2021a). If too little people want to participate because of the complex process, research suggests that such participatory approaches can be biased due overrepresentation of younger, technology-savvy, and politically active groups, and therefore undermine the representativeness of certain groups (Damurski & Olesky, n.d.; Brereton et al., 2017).

Moreover, participants often experience feelings of their contributions being disregarded, which fosters doubt regarding the effectiveness of their involvement (Cascetta & Pagliara, 2013). This can lead to the potential of increasing public frustration and perceived powerlessness (Nabatchi & Amsler, 2014). The success of public participation is also heavily influenced by how and when it is carried out (Cascetta & Pagliara, 2013). A final issue related to public participation is that the proportion of people who indicate they want to engage (willingness to participate) is significantly lower than support for the idea of being able to participate (Den Ridder et al. 2021b). The existence of the instrument to participate does not imply that individuals are always ready and prepared to use them (Sociaal Cultureel Planbureau, 2024). This is partly determined by whether the subject interests them, if they have the time (many people do not), and whether they believe they have the necessary knowledge and abilities to engage (Den Ridder et al. 2021a). In addition, research shows that public engagement is often controlled by homogenous, privileged groups, such as white males with theoretical levels of education (Lambregtse, 2024). Finally, it is important to state that the strategic diversification of participatory methods and the timing of their deployment emerge as crucial factors in maximizing the impact of public participation. Insights from Bouwmeester (2021) and Guillory (2023), along with additional support from Tuit (2022), underscore that considering the broader participatory landscape beyond the confines of individual participatory consultations. This perspective aligns with the findings of Mulder (2023), Coelho et al., (2022), and Ullman (2023), who stress the importance of the temporal dimension in participatory processes, suggesting that the influence of public participation is heavily dependent on the stage at which stakeholders are engaged in the decision-making trajectory.

2.2. Introducing the PVE-method

The use of public participation tools in mobility policies varies, including (i.e.) surveys, neighbourhood meetings and citizen forums. Given the multifaceted challenges associated with public participation in the mobility sector, the exploration of innovative participatory methods becomes paramount (Mouter et al., 2021a). While traditional participation tools may partially overcome issues in the participation process, it is challenging to find a tool that may effectively mitigate a wide range of negative outcomes stated above, and therefore fully accomplish participation goals amidst the complexities. In response to this, the emergence of digital-participation practices stands out as a promising evolution (Itten & Mouter, 2022; Juschten & Omann, 2023; Coelho et al., 2021).

Among these, the PVE method shows potential in addressing and overcoming issues related to conventional participation tools (Mouter et al., 2021b). PVE is an online assessment technique that was initially developed to evaluate the overall social value of government policy choices by including a wide and varied group of citizens. The concept underlying the PVE is the facilitation of citizen input on a particular governmental decision-making issue in a readily accessible manner.

The PVE allows participants to examine three critical elements: 1) the range of policy options being considered by the government; 2) the potential outcomes of these options; and 3) the various challenges or constraints faced by the government. PVE therefore promises to offer a low-barrier entry to participation, encouraging wider participation, including among those who might not typically engage in such activities. Typically, participants dedicate 20 to 30 minutes to make their selections, with the freedom to choose when and where they engage in the online process. This flexibility is particularly appealing to younger demographics, known for their propensity towards online engagement.

Originally, the PVE was designed as an economic evaluation method to complement the CBA. Hence, the initial phase of studies into the PVE mostly centred on the technical aspects of economic or econometric analysis. The objective of these studies was to examine the conceptual distinctions between CBA and PVE in relation to the assessment of public project impacts. Additionally, these studies attempted to determine whether these two approaches rank public projects differently in terms of their social value.

However, recent research has begun to clarify under what conditions PVE can effectively foster public participation, marking a shift towards a better understanding of its practical applications and benefits in engaging a wider audience in government decision-making processes.

A critical examination of these studies reveals varied outcomes and illuminates key considerations for enhancing the inclusivity and efficacy of PVE. Concerns have been raised regarding the method's capacity to inclusively engage all community sectors, with particular attention to the need for more transparent feedback mechanisms and more accessible formats to deepen dialogue and participation (Mulder, 2023; Van den Berg, 2023). The digital foundation of PVE, while innovative, presents challenges in accessibility for those with limited digital literacy, pointing to a pressing need for diversified participation strategies that can accommodate a wider spectrum of citizen involvement (Termaat, 2023; Mouter et al., 2021a). Nevertheless, the potential of PVE to mobilize traditionally fewer vocal groups has been recognized as a substantial contribution to the democratic process, enriching public participation and representation (Populytics, 2022).

The implementation of PVE across varied scales and thematic areas has furthermore yielded insightful outcomes. Notably, its application in large-scale, public decision-making contexts, such as public transport in Israel (Golan, 2023) and climate policy initiatives (González Pecho, 2023), alongside other areas (Van den Berg, 2023; Mulder, 2023), has been met with positive feedback. These experiences underline PVE's capability to draw broad public engagement and instil a sense of impactful participation in policy development. Complementing these observations, Termaat (2023) highlights the inherent flexibility of PVE as both a merit and a challenge, facilitating adaptability to diverse contexts while necessitating more explicit guidance for format selection and result interpretation.

From PVE-study, it becomes evident that PVE is particularly effective in large-scale, regional, provincial, or national participatory projects (Populytics 2023). However, its utility diminishes as the focus narrows to more localized, municipal, or neighbourhood levels, where direct engagement may offer more value than anonymous online interactions (Lijkkema and Tom, 2023). Study by Pak (2018) shows that Integrating the outcomes of the PVE method into local decision-making processes required careful consideration. The local, street-level focus of the study meant that findings needed to be actionable within the specific context, challenging both in terms of political feasibility and practical implementation. Study by Nouws (2020), which focusses also on a specific, street-level case, highlights the significant challenge of effectively tailoring information provision to ensure both meaningful and useful participation. Nouws (2020) identifies that at the street level, the diverse needs, and preferences of participants regarding information complexity, accessibility, and relevance become more pronounced. This diversity necessitates a highly customized approach to information presentation in PVE, which is inherently difficult to achieve within the method's structured online format.

Therefore, while PVE shows potential for engaging communities on wider policy matters, its application at the micro-level of neighbourhoods reveals complications. This observation raises questions about the adaptability of PVE in balancing broad, regional considerations with the intricacies of more localized issues, such as parking policies, an area where existing literature has yet to provide clear guidance.

2.3. Introducing parking policy

The literature surrounding parking policies has historically been dominated by gray literature, comprising reports and non-scientific articles authored by industry professionals (Mingardo et al., 2015). Until the late 1990s, scientific publications addressing parking policies remained relatively scarce (Crow, 2017). Current publications tend to concentrate on specific facets or empirical evidence, such as paid parking or the incorporation of sustainable transportation (Ostermeijer et al., 2022; Van Ommeren & Wentink, 2011; Barter, 2020). The scarcity of research pertaining to parking policies has resulted in a dearth of studies examining the effects of public participation on parking policies. Scholars such as Tasente and Stan (2023) have initiated an examination of the convergence between public participation and parking policies, elucidating the potential ramifications of participatory methodologies on the development and execution of policies. In addition, the Technical Committee on Transport (2005) introduced broader research regarding public involvement in parking rules. However, these papers have been more generalised, as many writers have written about public participation in the context spatial urban planning (Levenda et al., 2020). Nevertheless, there is a dearth of study regarding the utilisation of the public's participation in relation to parking regulations, which are characterised by their sensitive nature.

Parking regulations are predominantly municipal policy. However, there are differences in policy forms between municipalities with large or small populations. Large municipalities face complex, multidisciplinary problems. Cars and parking spaces are a necessary evil. These municipalities often use parking regimes based on paid parking. They often utilize multiple ways to inform and entice target groups. Small municipalities have a very different context. Here, parking policy is often more linked to very specific local problems and political colour. The personnel capacity for parking policy is often small, and there is often a lack of societal support for paid parking. These municipalities often use less invasive and easily implementable instruments. Smaller municipalities are also more reliant on cars, and measures to improve bicycle and walking infrastructure frequently coincide with (or continue to) facilitate car use (Jorritsma et al., 2023).

The European Parking Association (EPA) (2005) agrees on the distinction between small and large municipalities. In smaller places, there will be mostly plenty of parking space, where in larger towns, meeting parking demand is challenging and may become an issue. In both cases, good parking policy is seen as an indispensable link in the mobility chain. In the absence of such regulation, there is a noticeable lapse in safety. Take, for instance, the disorder observed during youth athletic activities held at nearby parks or schools. Drivers frequently park without considering the safety of others, prioritising only finding a space near their children's play area. It quickly becomes obvious that human nature takes over human rationality.

The dynamics of parking, influenced by its cyclical nature and susceptibility to economic fluctuations, render municipal parking operations vulnerable. Nonetheless, the city of Pontevedra (Spain) stands as an example to the efficacy of progressive parking policies which turned out well for their economy. By gradually relocating parking facilities away from the city centre, Pontevedra has not only embraced a future with fewer cars but also highlighted the economic advantages of a car-free city centre (Bloomberg, 2023). This strategic shift has positioned Pontevedra as the economical fastest-growing city in the province of Galicia, marking a substantial 70 percent reduction in carbon dioxide emissions from vehicles within the city. Despite this clear example of benefits by relocating cars from city centres through parking policies, such measures often encounter considerable opposition. This resistance typically stems from concerns over accessibility, the potential impact on local businesses, and the challenge of altering long-standing habits and preferences related to car usage. So, it is critical that people are well included in this process.

2.4. Knowledge gap and research question

Public participation is inherently complex, involving numerous dynamic facets that policymakers must navigate throughout the decision-making process. To ensure a smoother process, the importance of a good method cannot be overstated. The Participatory Value Evaluation (PVE) method, while relatively new, has shown promising results in recent research, particularly for large-scale, national issues. However, its use diminishes when applied to smaller, street-level issues, highlighting a gap in its application.

This introduces an opportunity to explore the use of PVE in a new area of investigation, specifically at the intersection of street-level concerns and regional policy implications. Parking policy serves as a pertinent area for this exploration as it encompasses street-level issues within the broader scope of municipal decision-making. Moreover, this research direction is interesting because parking policy remains a relatively underexplored domain within urban planning and public policy, especially in the realm of public participation.

These results present an opportunity for academic research, particularly in examining the utility of PVE in the realm of parking policy. The central research question guiding this research is:

"To what extent does the use of PVE as a participatory method enhance the decision-making process within the mobility sector in Gouda?"

2.5 Research objective

The main objective of this research is to explore the effectiveness of the PVE method as a participatory tool within a large municipal policy context regarding a 'street level' subject. It thereby aims to understand how the PVE can enhance the decision-making process in the mobility sector, by comparing it with traditional participation methods. Through examining the design, implementation, and outcomes stemming from and surrounding the PVE, the research investigates its potential to address participation challenges in urban mobility. Therefore, it aims to give advice how and when the use of PVE has added value over other participation methods.

2.6. Sub-questions

In order to address the main research question and the objective of this research, the research question has been fragmented into four sub-questions. Below, the sub-questions will be briefly elucidated.

2.6.1. Defining public participation

First, public participation will be defined, since it is a multifaceted concept that can be applied in different contexts. Hence, it is imperative to delve deeper into the notion of public participation, and to define this concept within the given context and restrict the research's focus. Instrumental to this is the first sub-question (SQ1) this research will answer:

SQ1: "How can public participation be defined for this research?"

2.6.2. Setting out a theoretical framework

After conducting a definition of public participation, understanding what effective public participation entails is required for this study. This must be done to contextualise the concept of enhancement in the area of public participation, as is specified in the main research question of this thesis. The contextualisation of this concept will be done by answering the second sub-question (SQ2):

SQ2: "What is effective public participation?"

2.6.3. Executing the theoretical foundations

Finally, the research culminates in executing the theoretical framework outlined in SQ2. It will execute this by conducting a (comparative) case study analysis. First, an analysis will be performed on the Gouda case study. This is done to determine how effective PVE is in the Gouda case study. Therefore, the third sub-question (SQ3) outlined in this thesis is:

SQ3: "How effective is the application of the PVE method in the mobility sector of Gouda?"

After the Gouda case study is explored, the comparative case study analysis will be performed. This will be done to answer the fourth sub-question of this thesis:

SQ4: "How effective are different participation methods in similar mobility contexts?"

The fourth sub-questions contribute the understanding of how effective the application of different participation methods is in similar mobility contexts. This sub-question is essential to answer the main research question as it allows for the evaluation of PVE against other established methods. By comparing the effectiveness of various participation methods, the research can determine whether PVE offers distinct advantages or limitations as a participation method, thereby providing a comprehensive assessment of its utility in enhancing decision-making processes.

To summarise, the first two sub-questions will provide literature insights on the concepts of public participation and effective, establishing a theoretical foundation for this research. Subsequently, the final two sub-questions will apply the theoretical framework through a case study of the PVE method in Gouda and a comparative analysis of different participation methods in similar mobility contexts. These empirical investigations will offer practical insights into the application and effectiveness of various participatory methods in similar mobility contexts. Together, these four questions will help to answer the main research question within this thesis.

2.7. Scientific relevance

This research contributes to the theoretical understanding of public participation by examining the effectiveness of the PVE-method within the specific context of urban mobility and parking policy. This thesis therefore builds a new theoretical framework, based on existing literature about effective public participation, which can be applied in different studies. It tests the applicability of PVE based on this framework in a new case, offering insights into the method's generalizability and adaptability. By investigating a sensitive participation process like parking policy, which has direct and noticeable impacts on citizens, the study adds to the methodological discourse on how to engage stakeholders effectively in this and similar cases. It also provides an empirical basis for comparing the PVE with traditional approaches.

2.8. Societal relevance

The Netherlands is grappling with complex challenges and transitions in the mobility sector. Engaging the public is increasingly seen as a critical step in steering these changes towards sustainable and effective outcomes. The forthcoming Environment Act (2024) exemplifies this shift, urging governments to prioritize participation, particularly when the policies in question have significant repercussions for the physical living environment and the day-to-day lives of citizens. The urgency for innovative and inclusive parking policy planning is further underscored by the global commitments under the Paris Climate Agreement. Over the next five years, almost every municipality within the Netherlands, and many beyond its borders, will be tasked with implementing new parking strategies. Such policies are not only integral to enhancing the accessibility and attractiveness of city centres but are also important in improving environmental conditions. By reducing reliance on cars, these policies aim to alleviate urban congestion, thereby elevating the quality of public spaces and contributing to broader environmental goals. The choice of participation method can significantly influence the trajectory and reception of policy development. This is especially pertinent in the case of parking policies, which are often contentious issues that directly impact the lives of residents. Policies that are not well-received can lead to pushback, causing delays or even the failure to adopt necessary changes. Therefore, it is imperative to have a participatory approach that is not only transparent but also responsive to the concerns and suggestions of the community. Given that the PVE has demonstrated effectiveness as a participation tool in other transportation and sustainability initiatives, it is of particular interest to examine its efficacy in the sensitive context of parking policy. Parking policies can provoke strong reactions among city residents, often creating resistance that can impede the process. Therefore, this research will examine whether the PVE method can facilitate a smoother participatory process in the realm of parking policy, where decisions have immediate and visible impacts.

2.9. Educational relevance

As a CoSEM student, you learn to design within socio-technical systems. Before this design process, we learn to analyse problems within these systems from various perspectives. These two steps together are known as design thinking. Applying a participatory method in municipal policy falls within this framework of design thinking. In this research, the socio-technical system of a parking case has been analysed from different perspectives. Both process specifications (socio) and tool specifications (technical) were examined. Based on this analysis, a recommendation is made regarding the effectiveness of the PVE in this case. This research considers both public and design values, examining the physical system as well as the actor network, addressing not only technical issues but also managerial decisions.

Chapter 3: Methodology

The aim of this chapter is to introduce the research methodologies that will be employed to address the main research-question and the sub-questions of this study. In Chapter 3.1, the general approach of the methodology will be elucidated. Chapter 3.2 explains how the sub-questions are derived following the methodology and the introduction of this thesis. This chapter furthermore shortly introduces the qualitative method performed to answer the sub-question and gives an outline of the report. Following the steps outlined by Yin (2012) as explained in chapter 3.1, chapter 3.3 explains the (comparative) case study selection. In Chapter 3.4 & Chapter 3.5 a more detailed explanation of the qualitative research methods will be explained. Chapter 3.6 introduces how the qualitative data will be managed and chapter 3.7 explains the data analysis tool used in this research.

3.1 General approach

To address the identified knowledge gap, this thesis employs a case study approach. This approach is particularly adept for inquiries that probe into contemporary phenomena through questions where the investigator has little to no control over events as they unfold (Yin, 2012). The case study facilitates an in-depth exploration of Gouda's parking policy as a system, examining the dynamics within their context over time (Harrison et al., 2017).

Prior to conducting the case study, three steps outlined by Yin (2012) are adhered to guarantee a rigorous research design. The first step requires a definition of the case being studied to ensure its relevance and its ability to provide new insights to the overall research question. The Gouda parking policy case has been selected for its new use of the PVE method. This selection is based on the innovative nature of the case; it explores the relatively unexplored area of using PVE in this context, providing a chance to contribute new knowledge in the field of public participation. Following the articulation of the case, the second step involves the selection of a case study design. Building upon the previous sections, this study centres around a multiple-case study design, as it compares the PVE method with different participation methods. Whether single or multiple in design, Yin (2012) also states that the design can be holistic or embedded within an overall holistic case. Yin describes that, when studying two or more organizations in the same manner, the case study is an embedded case study design. An overview of this type of case study can be seen in Figure 1.

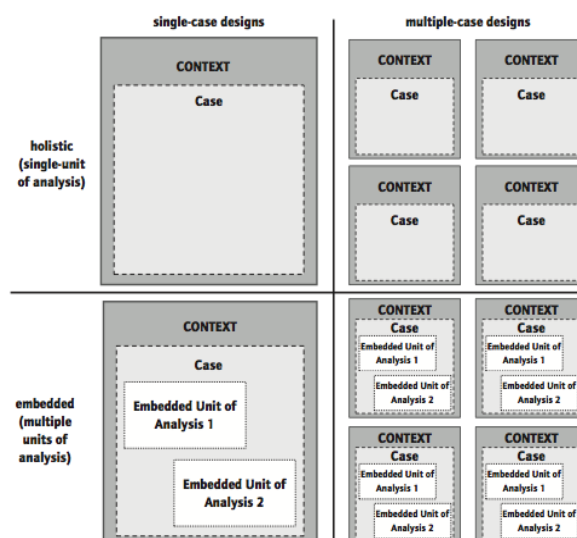


Figure 1: Case study design (Yin, 2012)

Therefore, the research employs a multiple-case study design, specifically an embedded version of this design. This approach has been selected because it allows for an in-depth examination of the primary case in Gouda, where the use of the participatory tool on the parking policy represents the core unit of analysis (Yin, 2012). This central focus is then complemented by the examination of additional cases, namely the use of participatory tools in different cities concerning parking policies. The juxtaposition of the Gouda case with the other cases aims to provide comparative insights and enhance the generalizability of the findings. This design is particularly advantageous as it facilitates the exploration of variations within the primary case and between the comparative cases (Stake, 1995). Such a design is instrumental in establishing a more robust conclusion regarding the efficacy and transferability of the PVE method (Stake, 1995). A more precise image of the case study design outlined in this thesis is shown in figure 2.

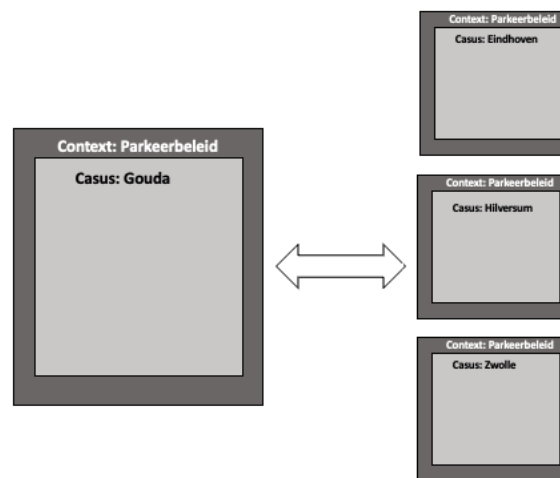


Figure 2: Final case study design (Own work)

Concluding the steps by Yin (2012), the third step requires a consideration of the types of data to be collected from the case study to ensure the capture of the phenomenon under study. The qualitative sources include literature, policy documents, and semi-structured interviews. Which type and how the qualitative analysis is structured is outlined in the upcoming sub-sections.

According to Yin (2012), Stake (1995) and Crowe et al., (2011), approaches to case studies vary depending on the researcher's epistemological standpoint. This refers to whether they adopt a critical perspective (questioning assumptions), an interpretivist perspective (seeking to understand social meanings), or a positivist perspective (following the criteria of natural sciences, such as generalizability considerations). The case study approach used in this research is *interpretivist* in perspective, as it will focus on theory building. It will do this by comprehending the individual and shared contexts/meanings as perceived from different perspectives. By engaging with this interpretivist approach, the research aims to delve beyond mere empirical observations, seeking to unearth underlying social constructs that shape the implementation and outcomes of participation methods in municipal settings.

3.2. Sub-questions and research outline

The sub-questions each have their own methodological approach on how to answer it. This chapter will provide a brief overview of these methods. In the subsequent chapters, the methods will be explained in more detail. The sub-questions in this study are as follows:

- SQ1: *“How can public participation be defined for this research?”*
- SQ2: *“What is effective public participation?”*
- SQ3: *“How effective is the application of the PVE method in the mobility sector of Gouda?”*
- SQ4: *“How effective are different participation methods in similar mobility contexts?”*

SQ1 will be answered through an integrative literature review. Snyder (2019) defines an integrative review as a strategy for assessing and synthesising the literature on a research issue in such a way that new theoretical perspectives can emerge. Since there are many different definitions of public participation in many different cases, a new, case-specific definition will be constructed to answer this question. This is in line with the purpose of an integrative literature review (Snyder, 2019), to overview the knowledge base and to reconceptualize the on the theoretical foundation of the topic.

By conducting a new theoretical framework based on existing literature about effective public participation, the exploration of SQ2 will likewise SQ1 be conducted through an integrative literature review. As discussed, this review method synthesizes representative literature on a topic in an integrated way, resulting in new frameworks and views on the topic (Snyder, 2019). The synthesis builds on the existing literature (the data) to create new perspectives about effectiveness and enhancement in public participation.

Finally, the research culminates in executing the theoretical framework outlined in SQ2. The analysis will be performed by doing a document analysis of policy documents and report meetings. It will thereby support this analysis with semi-structured interviews. This will be done by methodologically following the framework which is designed in the previous chapter. By doing so, the chapter first will be introduced with background information of the policy and participation trajectories of Gouda via a policy document analysis. Hereafter, the PVE-experiment will be researched via policy document analysis as well. This analysis includes the use of semi-structured interviews. Finally, this chapter will discuss the indicators outlined in the framework of chapter 4.

After the Gouda case study is explored, the comparative case study analysis will be performed. The fourth sub-questions contribute the understanding of how effective the application of different participation methods is in similar mobility contexts. This study will as well be performed via policy document analysis and semi-structured interviews. Prior to the analysis, it will provide an overview of the different case studies by conducting an analysis of policy documents. Hereafter, it will the theoretical framework based on the information provided via semi-structured interviews accompanied by policy document analysis.

The research steps, including the main research question and the related sub-questions, are presented within the research flow diagram in Appendix A. Following the three stages by Yin (2012), the next sub-sections will elaborate on the Gouda case study, the comparative case studies and the methods used during each sub-question.

3.3. Case study (comparison) selection

As elaborated in the previous chapter, this study will compare the participation method of Gouda's parking policy plan with different municipalities. To facilitate this comparison, three other municipalities have been selected for comparison. Each of these municipalities have been chosen due to their similar urban characteristics and different public participation methods used compared to Gouda. Each municipality, like Gouda, is facing increasing demands on urban space, a need to balance parking availability with sustainable transportation options, and the necessity to engage a diverse range of stakeholders in the policy-making process. In addition, each municipality uses its own participation method to engage citizens in a parking policy case. This gives an opportunity to compare each separate method with the PVE.

The case studies selected for this research include the municipalities of Eindhoven, Hilversum, and Venlo. An overview of the demographic characteristics and parking policy contexts of the municipality of Gouda and these selected municipalities will be presented in subsequent chapters. The case study chapters 5 and 6 will delve deeper into the processes that led to the development of their current parking policies. These diverse backgrounds will offer an understanding the current situation and complexities of the parking policy development.

3.3.1. Gouda case study

Gouda, which had maintained a stable population for numerous years, has experienced population growth in recent years. Soon, the growth of the municipality of Gouda will persist because of ongoing house construction projects, which are currently being prepared and will entice more individuals to settle in the area. The population of Gouda is projected to increase from around 73,000 residents in 2020 to approximately 78,000 to 80,000 residents by 2030. According to the recent Traffic Circulation Plan (2021), a substantial portion of travel within, from, and to Gouda is facilitated by various modes of transportation. Among these, cars dominate as the primary mode of travel, accounting for 54% of journeys, closely followed by bicycles at 38%, and public transport, including trains and buses, at 9%. Despite the prevalence of car usage, the municipality's overall parking pressure remains relatively manageable.

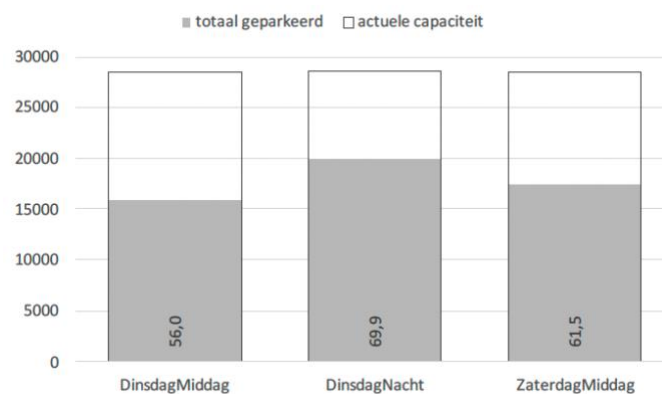


Figure 3: capacity, occupancy and parking pressure by measurement time across the municipality (Gouda, n.d.)

Figure 3 illustrates the parking demand throughout the municipality on Tuesday afternoons and evenings, as well as on Saturday afternoons. On average, the parking pressure remains at around 70%, which is significantly lower than the threshold of 85% at which parking issues usually arise (Trajan, 2023). However, research conducted by Trajan (2023) reveals a nuanced picture at the neighbourhood level. While some neighbourhoods exhibit low parking occupancy rates, others contend with rates exceeding 85%, and in some cases, even surpassing 100%, indicating a shortage of available parking spaces. Consequently, although Gouda boasts ample parking capacity at the municipal level, certain neighbourhoods face considerable parking pressure. Figure 4 depicts the area to which the parking policy will apply.

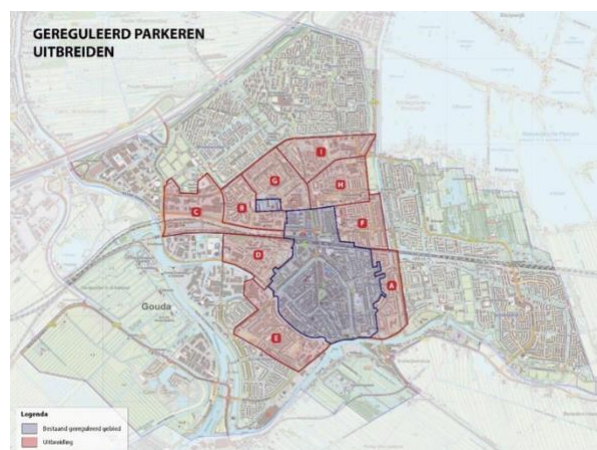


Figure 4: Parking area Gouda (Trajan, 2023)

The blue area in the figure represents areas of the city where paid parking via a permit has already been applied. The red areas represent the areas where expansion will occur. These are categorised into nine city areas. The topics that will be discussed are what people believe are most important for the city, their neighbourhood (blue/red area), and their own situation on their street/in their home. The topics that will be discussed in the participation trajectory of the parking policy are not limited to car parking, as parking policy is seen within spatial planning. Next to this are environmental topics such as walking and cycling paths, green spaces (parks and playgrounds), and easy access to the city. However, the insights provided by the PVE will be used for the parking policy because the topics revolve around this issue. Chapter 5 will elaborate on this. Annual surveys conducted by the municipality provide insights into residents' satisfaction levels regarding parking availability in their respective neighbourhoods. On average, 36% of residents express satisfaction with the number of parking spaces, while 42% report dissatisfaction. This data underscores the importance of understanding localized parking challenges and addressing them effectively to enhance the overall quality of life in Gouda. The demographic characteristics of Gouda are elaborated in Table 1. The demographic characteristics will serve later in this research of importance, as will be clear later in this study.

Table 1: Demographic characteristics of Gouda (Gouda, n.d.)¹

Population	Number of people
Inhabitants	72.903
Male	37.447
Female	35.456
18 - 34 years old	12.666
35 – 64 years old	41.627
65 years or older	19.423
Practical level of education	16.120
Secondary level of education	24.250
Theoretical level of education	21.500

¹ Practically educated includes: Primary school, MBO level 1, the first three years of HAVO/VWO, and VMBO.

Secondary educated includes: The last three years of HAVO/VWO, and MBO levels 2, 3, and 4 (the basic vocational training, the professional training, and the middle management and specialist training). Theoretically educated includes: Higher professional education (HBO) and University. (Note: MBO, HAVO, VWO, HBO, and VMBO are Dutch educational levels and systems)

3.3.2. Eindhoven case study

Like Gouda, Eindhoven is a rapidly expanding municipality. In 1920, the city had fewer than 6,500 residents; by January 1, 2023, it would have 243,721 residents. Cities attract young people, yet their populations are projected to age. The municipality also anticipates an increase in the number of persons from various origins moving to Eindhoven. The population is expected to reach around 300,000 by 2040. As a result, parking in Eindhoven presents a significant spatial challenge. Aside from the city's rapid growth in people, Eindhoven is becoming more divided into districts, as demonstrated by Gouda's spatial parking area (Figure 5).

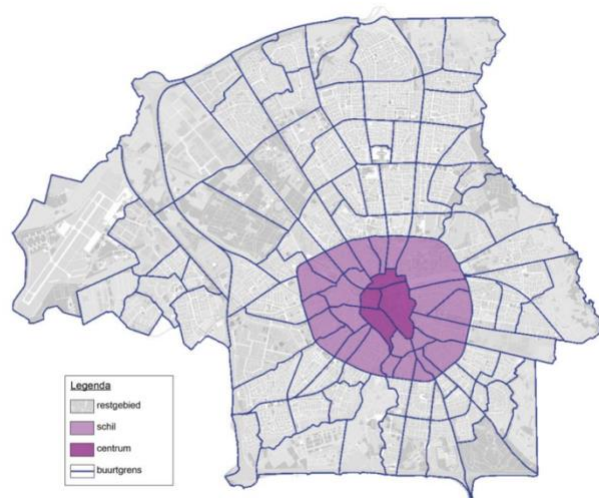


Figure 5: Parking area Eindhoven (Eindhoven, 2024)

Parking issues are prevalent in residential neighbourhoods near the city centre. When there is too much inconvenience, a person can contact the municipality to implement a paid parking programme. If enough individuals in the street or neighbourhood agree, the municipality will implement paid parking. The idea is to lessen the inconvenience while making optimal use of the parking space. The entire street then votes, and for or against result is produced. Voting is done by address, and the demographic characteristics of individuals voting are shown in Table 2.

Table 2: Demographic characteristics of Eindhoven (Eindhoven, n.d.)

Population	Number of people
Inhabitants	246.412
Male	125.670
Female	118.525
0 - 15 years old	33.512
15 - 25 years old	58.399
25 – 45 years old	56.674
45 – 65 years old	57.712
65 years or older	40.411
Practical level of education	59.386
Secondary level of education	161.495
Theoretical level of education	100.784

3.3.3. Hilversum case study

Hilversum is a city of 90,000 residents. Arenapark and Stationsgebied are among the ambitious developments planned years. Spatial developments are also taking underway in numerous Hilversum neighbourhoods. These developments may increase the density of current development. This may cause an increase in parking demand. Furthermore, there is little space to add new parking spaces. The number of cars per person continues to rise. Without precautions, this expansion will increase parking demand. The area distribution can be shown in Figure 6.



Figure 6: Parking areas Hilversum (Hilversum, 2024)

According to recent studies, the municipality has never developed faster in recent years (AD, 2024). Considering this expansion and the town's sustainability goals, the municipality has decided to change its parking regulation. This includes, as in all other case studies, charged permit parking zones. These zones should gradually relieve parking demand. Through an Enquete, Hilversum locals were able to help shape the parking rules. Table 3 depicts the population's numbers and demographic features.

Table 3: Demographic characteristics of Hilversum (Hilversum, n.d.)

Population	Number of people
Inhabitants	94.426
Male	45.969
Female	47.376
0 - 15 years old	15.634
15 - 25 years old	10.358
25 – 45 years old	25.023
45 – 65 years old	24.844
65 years or older	17.486
Practical level of education	16.550
Secondary level of education	24.500
Theoretical level of education	28.040

3.3.4. Venlo case study

In November 2021, the Venlo City Council approved the Parking Ambition Document. The plan aimed to provide a sustainable and supported parking policy for the municipality of Venlo during the next ten years. The municipality of Venlo faces a major issue in balancing public space, according to the aspiration document. Parking is becoming increasingly necessary in public spaces. The parking areas are shown in Figure 7.

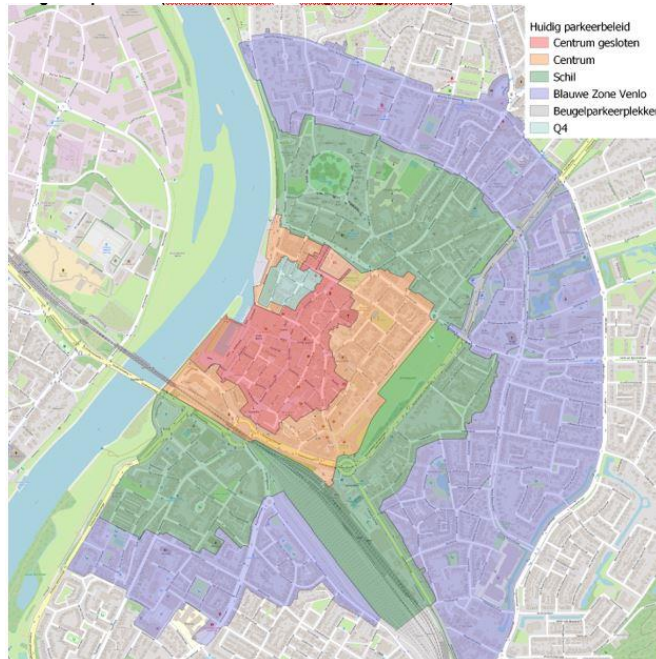


Figure 7: Parking areas municipality of Venlo (Venlo, 2024)

In 2023, Venlo experienced a net increase of 310 residents. According to data issued by the Central Bureau of Statistics, this municipality is seeing slower growth compared to the rest of Limburg. As of the beginning of current year, Venlo's population stands at approximately 103,638. Nevertheless, the municipality's parking policy plan has not been updated since 2008, indicating a substantial delay in addressing parking issues. Consequently, the town opted for a collaborative approach with its inhabitants to implement a comprehensive parking regulation. The development of this new parking regulation was facilitated by the active involvement of the public through residents' meetings. Table 4 contains the demographic information of the municipality.

Table 4: Demographic characteristics of Venlo (Venlo, n.d.)

Population	Number of people
Inhabitants	103.338
Male	56.300
Female	57.038
0 - 15 years old	17.590
15 - 25 years old	15.780
25 – 45 years old	23.665
45 – 65 years old	26.005
65 years or older	21.010
Practical level of education	34.299
Medium level of education	43.466
High level of education	25.235

3.4. Exploration of literature and policy documents

The study has utilised literature research in different ways. Thus far, it has been employed to develop a formulation of the research question and sub questions. At this stage, a systematic literature review method is used. According to Snyder (2019), a systematic literature review is used to locate and evaluate relevant research, as well as to gather and analyse data from that study. A systematic review seeks to discover empirical data that meets the pre-specified inclusion criteria to address a specific research question. The literature search methodology employed in this stage of the study relied on the utilisation of search strings and the corresponding criteria, which are elaborated upon in Appendix B. The Scopus and Google Scholar databases were utilised to identify scholarly papers.

Following initial examination of literature, the snowballing method was employed to discover other papers deemed relevant, using the ones already identified using the search strings. Given that public participation has been a subject of attention for several decades, with Arnstein (1969) introducing the "ladder of participation", no limitation was imposed on the publication year to ensure that relevant studies were not excluded. Another requirement for the search was that the papers had been published in either English or Dutch. A more detailed explanation of this literature review is described in Appendix B. Building upon the literature study conducted thus far, an integrative literature review will be done as is elaborated in chapter 3.2.2. This will be done to have a better understanding of the concepts of *Public Participation* and *effective* (SQ1 & SQ2). Thereby, the snowballing method will be used, to conduct additional literature regarding these concepts. The insights of the literature review are integrated in a framework for effective participatory.

Furthermore, policy documents will be addressed multiple times in this study. These policy documents are frequently accessible on a municipality's website. Furthermore, the company Mobycon also possesses these records at its disposal. The policy documents are implemented in multiple stages of the study (SQ3 & SQ4). First, the documents will provide insights for the instrumental case study and comparative case study chapters. They will serve for the introduction of the different case studies. Furthermore, the policy documents will serve as background information regarding the framework examined in chapter 5 and chapter 6. Here, the documents will serve as supplementary information next to the semi-structured interviews. Finally, the policy documents will provide background information about the participatory design of the PVE and the participatory design of the comparative case studies.

3.5. Case study interviews and selection of interviewees

This research will employ semi-structured interviews, in addition to the examination of documents and literature. Interviews are common method used to obtain data for case study research and is an effective way for gathering thorough and relevant information from participants in the target group, which is in line with the interpretivist assessment described in chapter 3.1 (Harrison et al., 2017; Marginson, 2004). The interviews will be conducted in a semi-structured manner because this will provide the opportunity for greater depth and flexibility (Meuser & Nagel, 2009). Unstructured interviews on the other hand produce inconsistent and variable results (Segal et al., 2006). Because this makes it difficult to compare interviews, this style of interview is not used.



Figure 8: Selected stakeholders for semi-structured interviews (Own work)

Figure 8 displays the stakeholders interviewed in this research. During SQ3, policymakers from the municipality of Gouda, as well as consultants from the companies Mobycon and Kwirkey are interviewed. It is important to note that these interviews are conducted after the literature review and document analysis, as these activities offer potential insights for the interviews. Thereby, the interviews are done prior the PVE implementation, to conduct objective standpoints of the PVE beforehand. An interview is done with these specific stakeholders, as they are the main stakeholders connected to the Gouda parking policy case. Thus, the interviews will gain a deeper understanding of the municipality's objectives and approach to public participation and the PVE. The interviews, along with the prior literature and material analysis, will provide a response for the result section of SQ3. At this stage, three interviews are deemed adequate, given the prior study conducted and the involvement in the project. Next, during SQ3, apart from conducting document analysis on the PVE, there will also be an interview conducted with a Populytics advisor. This interview will provide clarification for any ambiguous choices that are not well addressed in the documentation. Conducting an interview with a single expert is deemed satisfactory, as the PVE documents should already offer enough understanding of the decisions taken prior to and during the process.

Furthermore, during SQ3, semi-structured interviews will be conducted prior and after the implementation of the PVE with PVE-participants. These interviews aim to capture the (changing) viewpoints regarding the participation trajectory and the PVE.

Here, only one interview has been done prior and after using the PVE. This due to practical setbacks during the research. However, a total of 46 residents of Gouda has been spoken to about public participation within the municipality. Moreover, there were over 200 reactions on the PVE via the method itself. As a result, a proper picture can still be formed about the experience of the PVE. Finally, after the PVE implementation, the same experts will be interviewed to consider their standpoint regarding after the PVE implementation and to consider if their participation goals and expectations have been met.

Furthermore, interviews will be conducted with policymakers from the municipalities of Eindhoven, Hilversum, and Venlo (SQ4). Two semi-structured interviews will be conducted in each municipality to ensure an understanding of the full participation process and its results. An overview of the interviewees and number of interviews are presented in table 5.

Table 5: Number of interviews per stakeholder

SQ	Interviewee(s)	Number of interviews
3	Policymaker and consultants Gouda	7
3	Residents of Gouda	46
3	PVE expert	1
4	Policymakers comparative case studies	5

The questions that were guiding these interviews are included in Appendix D-I. The interviews with the PVE participants are conducted physically due to more practical reasons, because it allowed to do the interviews before and after completing the PVE. Finally, it is important to note that the approach of the interviews is non-directive and impartial (Magaldi & Berler, 2020). This approach ensures the elicitation of genuine, unbiased responses from participants. The interview process avoids the use of leading questions that may contain implicit value judgments, thereby precluding the inadvertent direction of respondents towards certain answers. Furthermore, the strategy excludes closed questions that limit responses to a simple 'yes' or 'no', aiming for more exploratory responses. Finally, I remained impartial and refrain from displaying any emotion, whether positive or negative, to prevent influencing the replies.

3.6. Data management and ethics

The interviewers were briefed with a procedure prior to the interview. This was a procedure that required them to sign a letter of consent. The document is given in Appendix B. The interviewees are approached with an email explaining the thesis and asking if they want to participate in an interview. If they agree, the interviewees must sign a letter of consent. In this they agree to the interviews being recorded and saved on a TU Delft page. They also agree to a summary being made of the interview, which is used in this thesis. Finally, they agree to the interview being used on the TU Delft repository. For more information, please refer to Appendix B.

3.7. Data analysis (tool)

This research utilizes various qualitative data sources. To use these sources, Atlas.ti (2024) was used. First, several labels were created within the tool. Here, participation goals from section 4.2.1 received a label and each component for effective participation was also assigned its own label. After creating the labels, both the interview transcripts and the policy documents were uploaded. When a paragraph, sentence, or statement matched one of the created labels, the label was added to that piece of text. This enabled to easily generate an overview of how often a label appeared within a specific qualitative database, simplifying the writing of the analysis sections in chapters 5 and 6. Finally, a Python script was used to generate Table 8, which compared the participation goals for each case study.

Chapter 4: Literature review

This chapter establishes a theoretical basis for the remainder of the research. This theoretical framework defines several concepts that are relevant to this research. First, the theoretical foundations of public participation will be elaborated on, using democratic theories. This will include an exploration of the different models of democracy, such as representative, direct, and deliberative democracy, and how they inform the practice and expectations of public participation within democratic systems. Second, the notion of 'Public Participation' will be defined, as it has been employed in various ways and forms throughout literature (i.e., public involvement, community engagement, citizen engagement, public engagement, civic engagement, and more). Thereby, it is essential to define public participation within the broader framework of democratic models (Fourniau, 2001), particularly as they are understood and practiced within the Netherlands (Uittenbroek et al., 2019). Following this notion, this research investigated when there is "enhancement" in public participation. This was done to answer the main research question, which included the word "enhance". In this study, public participation is enhanced when both the method of utilizing the tool and the tool itself are more *effective* than another tool. This means that its effectiveness of the PVE in this study will be compared to the effectiveness of other participation methods used in similar cases. Therefore, it is important to define what effectiveness entails. As a result, effectiveness is defined in terms of 10 components. These components are mostly based on the literature of Lui et al. (2018). However, several changes have been made since in the authors' opinion literature by Liu et al (2018) on effective participation is overly broad in some areas and overlooks information in others. During the case study analysis, these components will be examined through document analysis and interviews. This will determine whether using the PVE as a participation tool improves the participation process for a parking policy case in Gouda.

4.1. Defining public participation using democratic theories

Citizenship and public participation are high on the agenda of governments worldwide (Slingerland et al., 2020). The interplay between citizenship and public participation illuminates the different democratic models that shape our societies. The concept of citizenship traces its origins back in time to Greece and Rome. Citizenship, historically linked to the Latin word 'civitas' (city), evolved through various political transformations, marking the transition from city-states to larger political entities. In ancient Greece, citizenship was tied to participation in democratic governance, reflecting the ideals of 'demokratia' – consisting of 'Kratia (to rule) and 'demos' (people) (Crick, 2002). Aristotle's vision of citizenship emphasized citizen equality, stressing the importance of active participation in law-making (Bellamy, 2008). In contrast, Roman citizenship emphasized legal protection of private interests, diverging from the Greek focus on public engagement (Bellamy, 2015). Despite differences, both traditions underscore the intrinsic link between citizenship and democratic ideals. Citizenship intertwines with democracy (Crick, 2002). Linz & Stephan (1996 p. 28) aptly state, "without a state, there can be no citizenship; without citizenship, there can be no democracy." Voting, the foundational activity of democratic citizenship, underscores this relationship. The right to vote reflects the democratic principle of rule by consent and sustains democratic processes (Bellamy, 2008).

Within these theoretical perspectives, citizenship embodies the civic practices of individuals, encompassing their capacity to participate, cooperate, and deliberate (Mouter et al., 2021a). Public participation within democratic systems reflects varying degrees of citizen engagement. In the Netherlands, however, democracy is traditionally structured representative. This is a form of democracy where elected practitioners make rules and decisions for citizens (Michels & Binnema, 2019). Elections occur every four years across different governmental levels, allowing citizens to influence policy indirectly. Direct democracy, characterized by citizen-driven policy decisions, offers a more hands-on approach. While not fully realized in the Netherlands, aspects of direct democracy, such as referenda, have been incorporated into the representative model to address dissatisfaction with institutionalized representative structures (Geurtz & van de Wijdeven, 2010). Deliberative democracy emphasizes informed and inclusive debates among citizens (OECD, 2020; Uittenbroek et al., 2019). This model emerged from participatory democracy, advocating for citizens' increased influence on policy decisions. In the Netherlands, deliberative democracy seeks to enhance the legitimacy and rationality of policy decisions through public reasoning (Michels & Binnema, 2018).

This section's introduction to citizenship and democracy theory gave a descriptive review of the aspects that make up citizenship from a traditional, theoretical perspective. The following sub-chapter applies the concept of urban mobility and public participation, shifting the emphasis away from societal citizenship and towards participation in the context of mobility and transportation.

4.1.1. Defining public participation within the context of urban mobility

Despite growing dissatisfaction with political institutions among Dutch citizens in recent years, empirical research by the Sociaal Cultureel Planbureau (2024) indicates that the representative system remains the most trusted form of governance. To improve this representative form of democracy, it can be complemented by elements from direct and deliberative democracy. This is also referred to as public participation, as an 'enhancement' of representative democracy (Sociaal Cultureel Planbureau, 2024). The study conducted by Nabatchi & Amsler (2014) provides a definition of public participation as a way that enables individuals from the general public to voice their worries, wants, ideas, interests, and values. This can be done through both online and in-person means, with the aim of incorporating these inputs into matters of public significance. Although this definition fits good in this report, I wants to specify the definition a bit more to the thesis case. In addition, there are other definitions with elements that can be used. An example of this is the definition of Rowe and Frewer (2005), which broaden the scope of this term by adding an approach that classifies the several types of interactions an entity might have with the general population, such as interaction, consultation, and engagement. Here, communication refers to the transmission of information from the organisation to the public, consultation refers to the transmission of information from the public to the organisation, and participation refers to the exchange of information amongst the organisation and the public (Figure 9). The sponsor depicted in this figure is known as a policy-setting organisation.

Public Communication:

Sponsor



Public Representatives

Public Consultation:

Sponsor



Public Representatives

Public Participation:

Sponsor



Public Representatives

Figure 9: Framework of interaction by (Rowe & Frewer, 2005)

Furthermore, the Erasmus University (2019, p. 4), which prepared a knowledge base for participation in the physical environment, came up with the following definition: "Participation is a process by which individuals, groups and organizations influence and share control over public issues, decisions or services that affect them." Although I believe this is a fitting definition, the words influence and share control are not correct in the context of this study. This would precede the implementation of the research of all the abundant power of participants. The Transportation Research Board (2011, p. 10) defines public participation as "the process through which transportation agencies inform and engage people in the transportation decision-making process." I also believe this is a fitting definition for this study. However, the word 'inform' here is not the right term, as the inform described by Rowe and Frewer, is mere communication.

There are an extensive number of additional definitions that pertain to public participation (e.g., Quick & Bryson, 2022; Bobbio, 2019; Gil et al., 2011). However, for the purposes of this research, a combination of the above definitions is considered most accurate and comprehensive. Combining these concepts, the proposed definition of public participation is:

“An online and/or in-person two-way communication process that engages individuals, groups, or organisations to express their ideas, concerns, needs, interests, and values in the public policy-forming and/or decision-making activities process”

The goal of this definition is to simultaneously maintain specificity and remain sufficiently broad to encapsulate various forms of participation. Furthermore, this definition establishes the scope of this research. To further elaborate this choice of definition and to explain its relevance within this research, the key-terms will be briefly dissected.

First the term online refers to the PVE-method which is the focus on in this research. In-person is referred to because of the other participatory methods which will be studied. Secondly, two-way communication process makes it explicit that it is not about communication or consulting only. Lastly, individuals, groups, or organisations emphasises stakeholder involvement rather than wider public involvement, with stakeholders being defined as individuals who are impacted by or can influence a decision (Rowe et al., 2004). While the core principles of public participation for this research are now emphasized, the way policymakers and municipalities operationalize public participation may vary based on local priorities, governance policies, and community needs. The objectives for which public participation is conducted and the characteristics of effective public participation are fundamental to this. This will be clarified as the research advances.

4.2. Effective public participation

As can be understood in chapter 2.2, a participation process is characterised by numerous complexities. There is no formula for doing public participation well, which means that public participation needs to be designed for its context (Quick & Bryson, 2022). But if there is no formula for doing participation right, when is public participation enhanced? To determine whether public participation has been enhanced, we can evaluate its effectiveness, as suggested by Rosener (1978). This naturally leads to the subsequent question: when can public participation be considered effective? Well, it depends. A clear definition of "successful" or "effective" participation is currently lacking in the field of mobility and spatial planning. Although there are many trivial success-factors a participatory process can benefit from (i.e., cost-effectiveness) and there are some research that have a specific definition for *effective* participation based on one criterion (Rowe & Frewer, 2005), this research defines three main criteria of *effective* participation outlined in Figure 10.

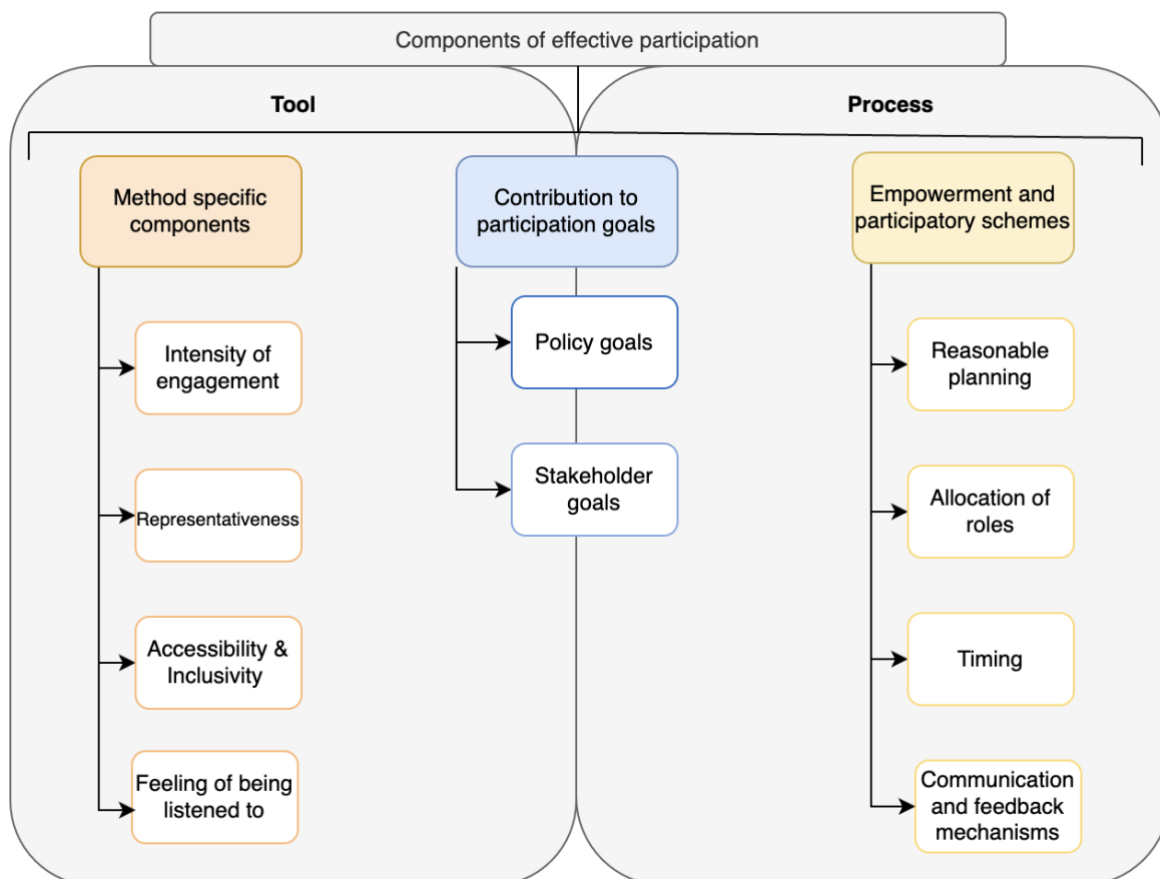


Figure 10: Components of effective participation (Own work)

Prior to exploring the components of effective participation as outlined in this thesis, it is important to highlight, like Bobbio (2019) in his design of effective participation, that the effectiveness of participatory processes is not solely dependent on the tool utilised, but also on the structure and implementation of the process. Based on this understanding, the framework will focus on evaluating both the efficiency of the process and the efficacy of the instrument. Consequently, it may be easier to conclude if the tool performed better due to its own capabilities, or whether this was somewhat influenced by the surrounding process. The left part of figure 10 is focussed on the effectiveness of the tool where the right side is focussed on the process itself.

The three main criteria of effective participation in this study are partly based on the work of Liu et al., (2018). In their work, Liu et al. determine 7 indicators with 30 underlying factors that characterise effective management of participation processes. These indicators are 1) Empowerment of individuals, 2) ensuring transparency through information disclosure and inquiry, 3) effective management of the participation process, 4) leveraging support from external resources, 5) appreciating the value of decision-making information, 6) understanding participant characteristics, and 7) implementing participatory schemes. Although these components have been a foundation for effective participation in some scholars (Bouwmeester, 2021), this study focuses on parts of these seven criteria, as their work does not link effectiveness specific to different participation goals. This approach tends to view evaluators as a uniform group, disregarding the diverse perspectives that arise from their distinct social roles and experiences (Yu et al., 2024). Yu et al (2024) argue that effective public participation should begin by addressing the objectives that stakeholders aim to accomplish through resident involvement. Rowe et al. (2004) highlight that stakeholder may have different objectives for a single public participation approach, resulting in different perceptions of its objectives. Furthermore, some of the factors outlined by Liu et al., (2018) are interlinked with each other and other studies, or not specific for the scope of this study. For example, supplying adequate funds and adequate technology support, two underlying components stated by Liu et al., (2018), are more related to external prerequisites of participatory processes and therefore not central to the evaluative focus of this study on the intrinsic qualities of a participation (tool) effectiveness. Thereby, it is discovered that the criteria outlined in the framework by Liu et al. (2018) were more clearly defined in other theories, such as those proposed by Rowe and Frewer (2004), Uittenbroek et al. (2019), Bobbio (2019) and Beierle (2005). In addition, the components outlined by Liu et al., (2018) are mostly focussed on the process surrounding the tool instead of the tool itself, which is seen as a disadvantage for this research. Furthermore, the framework developed by Liu et al. (2018) lacks the ability to evaluate the results of participatory approaches and beyond the conventional emphasis on tangible outcomes (such as particular choices or suggestions) by acknowledging 'social objectives'. According to Beierle (2005), public participation should aim to achieve larger goals that may enhance the whole decision-making process. Finally, it is recognised that previous research suggests that combining different involvement strategies can result in more effective participatory outcomes (Mulder, 2023; Termaat, 2023). However, integrating this as a component of effective involvement raises issues, owing to the difficulty of quantifying the efficiency of such a hybrid approach. As a result, I intend to address these problems in the study's concluding chapters.

Therefore, this research narrows its focus to two of the seven criteria outlined by Liu et al., (2018), combining two criteria into a singular criterion for a more streamlined approach. Specifically, "Participatory Schemes" and "Empowerment" are merged into one criterion, "Empowerment and Participatory schemes," echoing the synthesis seen in the works of several scholars (Fung, 2006; IAP2, 2017) who argue that empowering participants and valuing their input are inherently intertwined processes that jointly contribute to the effectiveness of participation. Additionally, "Contribution to Participatory Goals" underscores the importance of participatory processes in shaping policies that reflect the collective input and aspirations of stakeholders (Giering, 2011; Yu et al., 2024). Finally, "Method specific components" is added as one criterion. "Method specific components" addresses the increasingly digital nature of participation, focusing on overcoming barriers to digital engagement to ensure inclusivity and accessibility. In the subsequent sub-paragraphs, the rationale behind the four criteria of effective public participation will be further elaborated.

4.2.1 First component of effective participation – contribution to participatory goals

This section aims to explain why "Contribution to participatory goals" is considered one of the four criteria for effective participation (Figure 11).

It is outlined in this thesis as a criterion that is influenced by the tool, as this thesis searches for the enhancement of a participatory tool in a process. Acknowledging that the process itself can lead to goal achievement, this study will examine the contribution of participatory goals from both the tool and process perspectives.

According to Royo et al. (2011), public participation should not be regarded as an objective, but rather as a means to accomplish a certain purpose. Therefore, it is important to define this objective. With this line of reasoning, the primary objectives of public participation will be examined in this chapter. Before delving deeper into the policy(maker) objectives within the different case studies, this chapter will include an overview of participative objectives found in the literature. In the field of science and technology studies (STS) and the Directorate of Participation of the Ministry of Infrastructure and Water Management (2020), as well as other scholars (e.g., Uittenbroek et al., 2019; Beierle, 2005; Fiorino 1990), three main rationales are identified for public participation in public policy design: *substantive*, *instrumental*, and *normative*. These rationales will be discussed in the upcoming sub-sections. Further, these three rationales can be subdivided into sub-goals.

The end section of this subsection provides a reflection on the goals and rationales in relation to policy and stakeholder objectives.

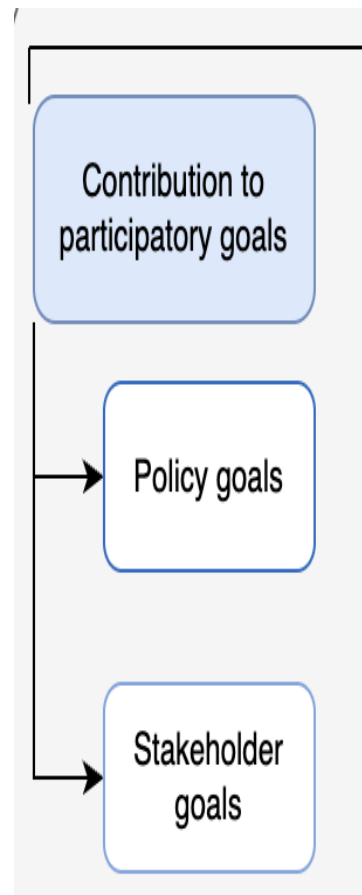


Figure 11: First component of effective participation

4.2.1.1. Substantive rational of public participation

Public participation is believed in improving the quality of public policy decision-making. This is what is in literature called the substantive reason for public participation (Mouter et al., 2021a). There are several substantial justifications how public participation can make better policy making.

First, the substantive rational consists of the goal of generating new ideas. People who are allowed to participate in the participation process each have their own creative ideas. These may represent new ideas that policymakers have not yet considered. Del Furia & Wallace-Jones (2000) emphasize the goal that public participation will lead to identifying alternative solutions, as it involves gathering a broader range of solutions and perspectives of a broad range of participants. For instance, the idea of the residential area (in Dutch *woonerf*) originated from public participation initiatives in the Netherlands during the 1970s (Nio, 1972). The success of this concept led to the adoption of residential areas in Dutch urban planning and has since been emulated worldwide as a model for creating liveable, pedestrian-friendly urban spaces. Another goal that falls within the substantive rationale of participation is that it aims to improve the quality of policies and decisions (Mouter et al., 2021; Uittenbroek et al., 2019). Although this is in line with the previous rationale, it also means that through participation we gain a better insight into the preferences of participants. This in turn helps policymakers to write policy in such a way that it improves and meets the public interest. This is by means of exchange in knowledge and information, whereby public participation can be used to bring different stakeholders or groups of citizens together. Although some scholars argue that the goal of public participation is just informing the public (Glass, 1979), this goal is not in line with the definition stated in chapter 4.1 and is seen as a participatory form with 'low' effectiveness of impact (IAP2, 2017). More on this in the discussion of this thesis. Finally, a substantive reason is to test the robustness of decisions (Uittenbroek et al., 2019). This is to ensure that policy really works in practice.

4.2.1.2. Normative rational of public participation

The normative rationale for public participation underpins our democratic values by advocating for engagement in decision-making processes that directly affect us, beyond merely casting votes every four years (Sociaal Cultureel Planbureau, 2024; Uittenbroek et al., 2019; Liu et al., 2022). The goals connected to the normative rationale can be linked to the operation of a republic, where participation is regarded as either influencing or bolstering democracy (Mouter et al., 2021b). One step further in the normative objective of public participation is the reason of legitimacy (OECD, 2020; Michels & Binnema, 2018). Wilcox (1994) emphasizes the democratic principle of collaboration and sustained engagement between the public and institutions, by working on relationships which benefit for the future. Finally, public participation in this rationale aims to achieve more legitimacy for the public policy making, as the viewpoint of the public impacted by a policy should be known. Only then there is a genuine integration of public sentiment and feedback into the policy-making process, ensuring that policies not only reflect the will of the people but also enhance the perceived and actual legitimacy of democratic institutions and decisions (OECD, 2020).

4.2.1.3. Instrumental rational of public participation

Public participation activities are driven by an instrumental rational thinking when they seek to attain a specific predefined goal (Liu et al., 2019). For example, by obtaining more public support for a particular parking policy, such as the paid parking regulations in Kort Haarlem & Korte Akkeren, or by rebuilding the trust of the public (Mouter et al., 2021a). Study by Liu et al., (2019) state that citizens may show greater acceptance towards policies if they participate in the decision-making process. Beyond achieving broader acceptance, an instrumental objective includes cultivating the trust of citizens, which is vital for enhancing confidence in government (OECD, 2020; Špaček, 2022).

This increase in trust can elevate the quality of public life and facilitate a more efficient decision-making process (OECD, 2020). Beierle (2005) finally emphasizes that public participation will reduce conflicts among stakeholders, as the process aims to identify a common ground and foster mutual understanding, thereby streamlining the decision-making process and enhancing the implementation of policies with broader support.

4.2.1.4. Concluding remarks

This chapter ultimately provides a high-level review of public participation rationales and goals (Figure 12)



Figure 12: (Overlapping) participation goals and rationales form literature (Own work)

The various objectives outlined in this chapter can often overlap among substantive, normative, and instrumental rationales, demonstrating the interconnectivity of these concepts in practice. Identifying alternatives and defining problems and issues (scoping) are primarily substantive in nature, aiming to improve policy outcomes through diverse input and comprehensive problem-solving. However, they can also be instrumental when these processes lead to more widely accepted solutions and smoother policy implementation, showing a clear overlap between improving decision quality and achieving predefined goals (Del Furia & Wallace-Jones, 2000). Reducing conflicts among stakeholders is often viewed through an instrumental lens, with the immediate goal of creating harmonious conditions for policy enactment (Beierle, 2005). Yet, this also substantively enhances policy decisions by integrating diverse perspectives and minimizing dissent, which inherently improves the quality of the policy. Finally, building working relationships for the future aligns with a normative rationale, advocating for democratic engagement and sustained collaboration (Wilcox, 1994). However, it also carries an instrumental purpose, as strong relationships can facilitate future policy acceptance and engagement, highlighting a shared boundary between democratic ideals and practical objectives.

Now that the three main rationales and its objectives of public participation have been outlined, this chapter continues to the framework outlined in Figure 10. Here, the policy goals and stakeholder goals are considered. The decision-makers'/stakeholders' view on the rationale and objectives behind public participation is a factor for its success. Scholars as Panopoulou et al. (2014) reinforce the need for clarity in defining intended outcomes, resonating with Wilcox's (1994) assertion that challenges in participation stem from organizations not being clear on their goals. Without a clear motivation and purpose, there is a risk that participants may end up disillusioned, especially if the participatory process fails to meet the high expectations set by their initial engagement. Therefore, it should be considered that there are project-specific goals, as outlined by the component of policy goals. These goals will be further elaborated within the Gouda case-study and its comparative case studies.

Investigating the alignment between theoretical goals of public participation and policy objectives highlights clearly defined objectives for the efficacy of public participation in policymaking (Erasmus University, 2019). Frequently, it is presumed implicitly that all parties entering a participation process have identical expectations. Nevertheless, this does not hold true, and one primary suggestion derived from research is thus to discuss the purpose of participation in an explicit manner: "Clarify and regularly revisit the purposes and desired outcomes of the participation process and design and redesign it accordingly." (Bryson et al. 2013, p. 26). Therefore, when discussing the purpose of participation, the local context of an issue should be accounted for. This perspective is emphasized by Uittenbroek et al. (2019), where they highlight the significance of aligning the goals of public participation processes with the broader objectives of policymaking to ensure effective engagement of stakeholders in decision-making. Ultimately, this discussion reinforces the role of clearly defined objectives in the success of public participation efforts, setting the stage for a deeper investigation within the Gouda and comparative case study.

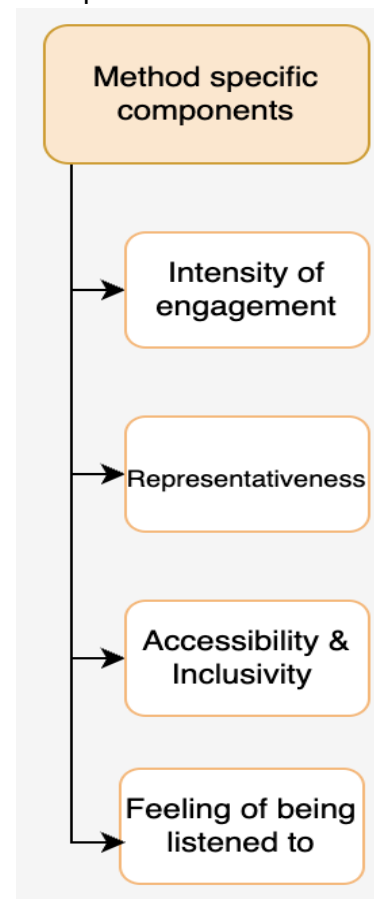
4.2.2. Second criteria of effective participation – Method specific components

Digital participation tools are particularly highlighted for their potential to improve intensity of engagement, representativeness, and inclusiveness (Mouter et al., 2021a). Effective participation in this study therefore must address and mitigate these three process-related issues, as they indicate the importance of leveraging technology to enhance the participation process. So, it is interesting to examine whether this is the case in this study, as the PVE is compared to other digital, as well as non-digital participation tools. I thereby acknowledge the fact that participants need to feel they have been listened to. Conrad et al. (2011) highlights that methods used in public participation often fail to adequately address the emotional dimension. Thus, ensuring that participants feel heard is the final component of method-specific considerations (Figure 13).

Firstly, digital participation tools promise to decrease the intensity of engagement (Itten & Mouter, 2022; Mouter et al., 2021a; Juschten & Omann, 2023). This suggests that because an online tool is easily accessible, more people can participate in the process. Such accessibility can enhance the effectiveness of a participatory trajectory when the goal (i.e.) of the municipality is to engage as many individuals as possible in the participatory process. It is referred to as a component of effective participation, as it stems with the democratic idea that more voices can be heard during a participation process.

Furthermore, digital participation is anticipated to amplify the representativeness of a group (Naranjo-Zolotov et al., 2019). This occurs because digital tools can break down geographical and temporal barriers, allowing individuals who might not otherwise can attend physical meetings—such as those with mobility issues, time constraints, or those living in remote areas — to participate easily

Figure 13: Method components (Coelho et al., 2022).



When doing public participation, it is unrealistic to expect that all residents of a municipality will participate. However, it is important that a wide range of opinions are heard (Krishnaswamy, 2014). People from different cultural or demographic backgrounds often have different perspectives on policy issues. Therefore, it is crucial to obtain as comprehensive a picture as possible of these differences. This is referred to as representativeness. Del Furia and Wallace-Jones (2000) suggest that the more diverse the representation, the better. In this thesis, representation is dependent on demographic factors such as age and gender.

The accessibility & inclusivity of the participant group in a digital participation process is criteria for effective participation in this research. This is also a criterion because digital platforms have the capability to cater to a wide variety of communication preferences and accessibility requirements. They offer different interaction modes like visual, textual, or aural, which are important for including those with disabilities or those who prefer non-traditional written or spoken communication (Juschten & Omann, 2023). Digital tools can be created to be user-friendly for all age groups, encouraging a broader audience to participate (Naranjo-Zolotov et al., 2019). However, some scholars suggest the deliberative form of participation is more accessible and inclusive, as every demographic group (with or without technological knowledge) can participate. Therefore, it is intriguing to research the accessibility of both the digital tools as physical participation methods.

Finally, it should be noted that the composition of participants in public participation is a subject of considerable debate among scholars (Uittenbroek et al., 2019). Opinions diverge primarily on two fronts. On one hand, there is disagreement regarding whether public participation should involve everyone indiscriminately or be limited to stakeholders representing the public interest, suggesting a clear demarcation between these groups. Involving the general public could boost democratic engagement and broaden legitimacy, but it may also be impractical and resource-intensive to process and categorize input from a vast populace (Uittenbroek et al., 2019). Consequently, some scholars advocate for a complete representation of interests rather than total inclusion, aligning with the notion that successful participation hinges on accurately identifying essential actors and their interests based on policy interdependencies and resource allocation for achieving policy aims (Mees et al., 2014). However, determining who qualifies as having a legitimate interest or being indispensable is contentious. Local governments, as facilitators of public participation, may perceive an individual or group as having a stake in the process and therefore expect their involvement, whereas the citizens themselves may not recognize or accept this interest, leading to reluctance to participate (Mees et al., 2014). Conversely, citizens may see themselves as stakeholders, but their interests might not be recognized by the government, potentially causing feelings of exclusion and discontent. This discussion is in line with the allocation of roles and will further be elaborated in the next sub-chapter in the allocation of roles. In line with reasoning, public participation is finally seen as effective if participants feel listened to. This component of effective participation is in line with the components of Beierle (2005) "Increasing trust in institutions & Reducing conflict". Within this thesis, the component is more specified to being heard and acknowledged within the participatory process by the tool. However, methods and techniques used sometimes lack the to cover the emotions during public participation. Therefore, feeling of being listened to is the final component of method specific components.

4.2.3 Third component of effective participation – Empowerment and Participatory schemes

This study finally focuses on key aspects of participatory schemes, which are partly defined as reasonable planning, and timing by Liu et al. (2018). The component of empowerment is outlined as allocation of roles and communication and feedback mechanisms, as described in chapter 4.2. As Mouter et al. (2021a) recognize, these elements are integral to the broader scope of decision-making. This approach ensures that the effectiveness of participation is not judged solely by the tools used but by how these tools are implemented within the process (Figure 14).

Public participation can have an impact on policy outcomes during the planning process (Uittenbroek et al., 2019). Liu et al. (2018) and many other scholars debate on when participants should be involved in the process as well as how this planning will be implemented.

A participation process typically involves several phases where the nature and scope of public involvement can vary greatly. According to Bobbio (2019), during the planning process phases, individuals may engage in policymaking, policy implementation, policy assessment, and maintenance. The contributions of participants differ as they may propose policies, execute measures, and manage or maintain implementations. Uittenbroek et al. (2019) argue for the importance of involving participants from the onset to ensure meaningful engagement. Early involvement allows participants to influence decisions, utilize local knowledge, incorporate diverse types of knowledge, and facilitate social learning. Although initiating participatory processes later can validate information from other sources, it might also serve merely to legitimize outcomes, suggesting superficial engagement by public decision-makers (Uittenbroek et al., 2019). Howlett (2009) and Boonstra & Boelens (2011) observe that late involvement diminishes the participants' influence as decisions have been finalized in governmental protocols, relegating their role to providing information and consultation.

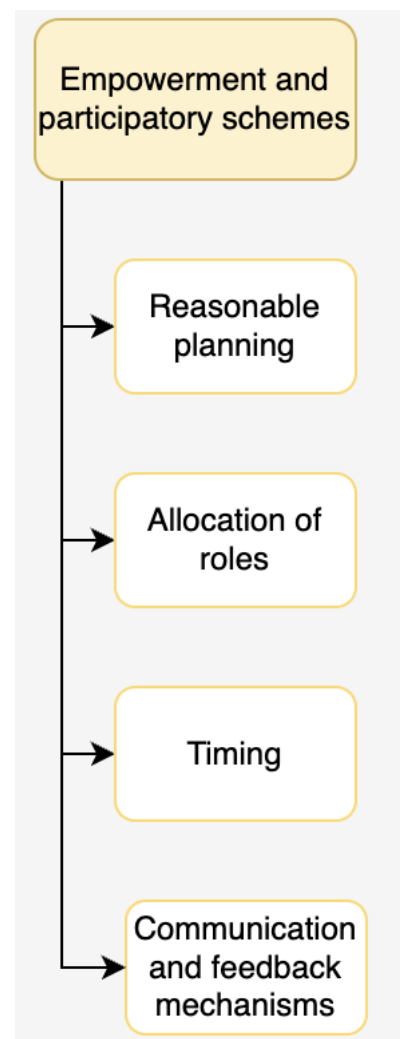


Figure 14: Process components

However, during the implementation phase, participants can still organize resistance to actions, potentially justifying their active involvement at this stage.

After examining when participants are involved in the participation process, it is important to examine how they are involved. Arnstein's (1969) work on the ladder of participation puts forth the idea that without the redistribution of power, participation is merely an empty gesture. True empowerment involves not just the opportunity to voice opinions but the assurance that these voices will lead to action (Giering, 2011). This aligns with the concept of allocation of roles, a component considered important for effective participation (IAP2, 2017). It entails not only listening to stakeholders but also integrating their contributions into the decision-making process in a way that can influence outcomes. This continues the debate about the exploration of fairness in involving participants, as detailed in chapter 4.2.2. From this discussion, it can be noted that the equitable allocation of roles is important to the integrity of the participation process, ensuring that all voices are heard and that the participatory efforts genuinely reflect the diversity of the community. This balance of roles also determines the effectiveness with which public input is integrated into policymaking, affecting both the process's legitimacy and the quality of its outcomes (Uittenbroek et al., 2019).

The allocation of power to citizens is contingent upon the specific type of democracy in which one lives. The political system in the Netherlands is characterised by a representative democracy, wherein voters exercise their voting rights to elect representatives who are responsible for implementing policy objectives. According to Michels (2006), most public participation methods are tools used to enhance the existing operation of representative democracy. The implementation of the Environment Act (2024) necessitates a change for municipalities in their approach to decision-making procedures. At the heart of this change lies the increased responsibility borne by municipalities in various areas. Out of the six components of the Environment Act, municipalities have direct authority over four: the environmental vision, the environmental plan, the environmental programme, and the project decision. These obligations suggest that municipalities may need to implement organisational changes not simply to comply with the new legal requirements, but also to promote and incorporate citizen involvement into their operational procedures. Furthermore, the Environment Act underscores the significance of early and proactive engagement of stakeholders in initiatives. Municipalities have the responsibility of engaging people, businesses, and other important stakeholders in the decision-making process, specifically through the environmental permit system. This implies that it is necessary for them not merely to endorse and foster citizen involvement, but also to demonstrate that this involvement has indeed influenced the process of decision-making. The obligation to give reasons mandates that towns must adhere to an open and verifiable process, clearly demonstrating how the input from residents and other stakeholders has been considered in the final choices. Although there is no clear demonstration of a concrete change in authority, this does indicate the significance of citizen engagement within our democratic framework.

Furthermore, the importance of timing in both the policy process as elections or other participatory activities and in relation to external developments (like avoiding periods of vacations) for effective public participation is recognized in literature (Innes & Booher, 2004; Barnes et al., 2007; Leach & Wingfield, 2014). This dual perspective on timing acknowledges that both the internal dynamics of policy development and the broader context in which participation occurs can significantly influence the effectiveness and outcomes of participatory processes. “Effective” timing ensures that public participation is integrated into decision-making processes at a moment when it is politically stable and is mindful of external factors that could affect participation rates and engagement quality.

Finally, for the participation process deemed to be effective, participants should genuinely feel acknowledged and understand how and when their input will be utilized or implemented (IAP2, 2017). This criterion underscores the importance of *effective* management by transparent communication and feedback mechanisms to ensure participants see the value and impact of their contributions (Giering, 2011; IAP2, 2017). In ensuring that this empowerment is done fairly, the participation process must be inclusive and equitable. It should be designed to allow all voices, especially those from marginalized or less heard groups, to be expressed and considered. Del Furia & Wallace-Jones (2000) suggest that public participation is at its most effective when it captures the diversity of opinions and perspectives, which leads to more robust and resilient policy formulations. Moreover, transparency is not just about sharing information; it is about doing so in a manner that is accessible and understandable (IAP, 2017). Furthermore, appropriate feedback mechanisms can stimulate the effectiveness of a participatory process. They allow for the assessment of how public input is utilized and provide a channel for communicating the outcomes of participation back to the stakeholders. This feedback loop not only increases transparency but also builds trust in the process, as noted by Rowe & Frewer (2005). When participants see that their input is valued and has a tangible impact, it reinforces the substantive quality of the decisions made. Liu et al., (2018) refer to the described components as ‘clarity of information disclosure’ and ‘timely feedback and result representation’. In this thesis however, the criterion refers to as “Communication and Feedback mechanisms”.

4.3 Concluding remarks literature review

Given the multitude of definitions for public participation and similar terms, a definition for this research has been designed. This definition is derived from definitions within the mobility, spatial planning, and transport sector, ensuring a consistent narrative throughout this study.

Thereafter, three main criteria for effective public participation have been identified, which are subdivided into 10 components in the literature review. The components are chosen for this study as they are cited many times within literature or deemed important within this study. The first criterion comprises participation goals. Literature identifies several participation goals. In this research, these goals have been identified to explore whether these goals align with goals by policy(makers). The goals identified in the literature can be categorized into three rationales. Although these goals stand alone, they can overlap between rationales. This insight from the literature review is interesting, indicating that while there may be a specific goal, the rationale behind the goal could differ. Therefore, it is intriguing to investigate if this rational-goal differentiation varies among policymakers in the case studies. The second criterion for effective participation to be tested is examined since this criterion is method specific. The four components outlined in this criterion are four components found in literature which are specific to (digital) participation tools. Additionally, it is worth investigating whether the PVE scores better than other digital participation methods (such as a survey) on this component.

In the final criterion the entire participatory trajectory surrounding the PVE (and the comparative case studies) will be examined. Literature indicates that the configuration of this participatory trajectory can contribute to achieving participation effectiveness. Thus, aspects of reasonable planning, allocation of roles, empowerment, and timing can streamline the process and therefore make it more effective. Now that a framework on literature has been designed to assess whether or not the PVE enhances the decision-making process, the subsequent chapter delves deeper in the case study.

Chapter 5: Gouda case study analysis

As became clear in chapter 3.1, this research uses an instrumental case-study method which is collective in design. This means that the focus is on one case, the one in Gouda, but that it is compared to several other case studies. This comparison is supported by the qualitative analysis of literature research, policy document research and semi-structured interviews.

First, an introduction of the case of the municipality of Gouda will be discussed. This will provide background information into the important policy trajectories so far. This background will serve as information to assess the process area of the framework. Following this, the Gouda case study and the PVE will be analysed based the corresponding components of effective participation, as described in the previous chapter 4. Finally, an overview of the insights based on the results will be discussed.

5.1 Introducing the Gouda case study

The municipality of Gouda is actively preparing for the urban and social changes that are reshaping the city. Anticipating a population of up to 80,000 by 2030, together with increasing visitors and job prospects, it is understood that innovative solutions are needed to address mobility and accessibility challenges (Gouda, n.d.). The city faces specific challenges such as traffic congestion, limited parking availability, and environmental sustainability concerns. These challenges necessitate a multifaceted approach to urban mobility and parking, integrating technological innovations and community engagement to create accessible and sustainable urban environments.

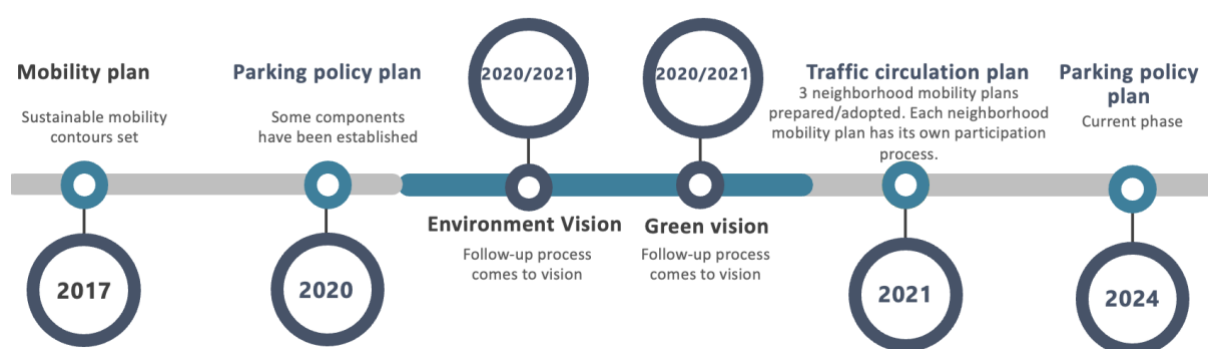


Figure 15: Policy plans and documents leading to the current parking policy plan (Own work)

Recently, there have been many policy directions in the realm of mobility and parking (Figure 15). In 2017, Gouda drafted a mobility plan that incorporated the principles of sustainable mobility, which were approved by the city council. Progressing in its urban mobility strategy, Gouda introduced a parking policy plan in 2020. Nevertheless, due to opposition of the city council, only a portion of the policy's standards were implemented. Specifically, it resulted in the introduction of paid parking in the neighbourhoods Kort Haarlem and Korte Akkeren. Furthermore, a traffic circulation strategy was formulated in 2021. This entailed a participatory approach, utilising a public think tank composed of representatives from neighbourhood teams and interest organisations. Subsequently, 3 neighbourhood mobility plans were designed and finalised. Parallel to these developments, Gouda also dedicated efforts to broader environmental objectives, articulating visions for environmental sustainability and green initiatives. Early 2023 marked the drafting of a document that provided a detailed analysis of Gouda's parking pressures, offering insights into parking

capacity, demand, and the overarching pressure on urban parking resources. These policy initiatives and visions laid the groundwork for the formulation of a new parking policy plan.

Influenced partly by the challenges encountered during the policy trajectory and partly by the advent of the new environmental law, the Municipality of Gouda aspires to incorporate public participation into its forthcoming parking policy plan.

Since the municipality has a history of engaging public participation in mobility policy development, valuable lessons have been drawn to inform the new Gouda parking policy plan. Key considerations for establishing this parking regulation have emerged from past engagements:

- Not all residents participate to the same extent in current engagement initiatives. In certain neighbourhoods, residents remain silent until the changes are clearly defined.
- Several citizens and stakeholders are unaware of the outcomes of neighbourhood mobility plans. The stakeholders' understanding of the current policy varies.
- In Kort-Haarlem, an action group has been formed to oppose paid parking.
- Experience in other cities demonstrates that the opportunity to reorganise parking mostly involves seeing parking as an integrated aspect of spatial planning.

5.2 Executing the framework and reporting results

This chapter will conduct an examination of the framework discussed in Chapter 4.2 to determine the effectiveness of the participatory process and the use of the PVE tool. In order to do this, it will discuss each of the 10 components outlined in Figure 10. The analysis is based on policy document analysis and semi-structured interviews with experts and PVE participants. First, the component “Contribution to participation goals” will be discussed. Thereafter, the tool and process components of “Empowerment and participatory schemes” and “Method specific components” will be discussed.

5.2.1. Contribution to participation goals – Gouda

In order to discuss the participatory goals of the municipality of Gouda, an exploration of the participation objectives as articulated in the policy documents of the municipality of Gouda will be discussed. Finally, it will provide the insights given from the interviews conducted in this chapter. This will be done by reporting insights from the interviews conducted before and after use of the PVE. The alignment between the goals will be elaborated on in chapter 5.3.

5.2.1.1. Participation objectives of the municipality of Gouda

In recent years, the Municipality of Gouda has gone through several policy processes in mobility and parking. These have been discussed in section 2.3.1. In addition, there are many different stakeholders with differing views. These documents have led to the development of various participation guidelines.

Based on these guidelines, the municipality of Gouda has drawn up its participation plan for its parking policy. For the municipality, the goal of participation is not to arrive at a plan that justifies all the divergent viewpoints. The goal is to look for the common interest (see Figure 16) and make it as large as possible.



Figure 16: Mutual interest goal municipality of Gouda

Thus, the municipality wants to work with different stakeholders to arrive at an integrated, supported parking policy plan. Specifically for participation (involving residents/entrepreneurs etc.), the municipality has agreed on three main goals for the participation process:

1. Engage a wide range of residents (including the silent majority). This means involving those who typically do not voice their opinions in public forums, ensuring that the participation process reflects the views of a broader section of the community.

2. Increase understanding/acceptance among residents for the choices that policymakers must make. This goal focuses on fostering a greater appreciation among residents for the complexities and trade-offs involved in policy decisions, thereby building trust and support for the final policies.
3. Enable policymakers to better align policies with the values, preferences, and concerns of residents. This is achieved by incorporating resident feedback into the policy-making process, ensuring that the final policies are more reflective of the community's needs and priorities.

In addition to the three objectives, the participation process also requires inclusivity as a prerequisite. By doing so, the municipality will strive to ensure that every demographic group within the community is adequately represented and is afforded an equal opportunity to participate in the discourse.

5.2.1.3. Participation objectives by stakeholders of Gouda – before PVE-implementation

The interviews reveal varied goals of participation. Firstly, it becomes apparent from the interviews that the primary reason for participation is substantive. The substantive rationale focuses on improving decision quality through local and experiential knowledge. All three interviewees demonstrate in their responses that they consider it important to gather information from the residents of the municipality. Interviewees (2D and 3D) particularly mention the importance of collecting insights from 'the silent majority'. Moreover, Interviewee 1D emphasizes the rationale of understanding how important the issue of parking is to the people in Gouda. This fits both the normative and substantive reasons, as the PVE is designed to demonstrate that parking involves a distribution of space (normative reason) (Interviewee 1E) and is about harnessing local information and knowledge. Interviewees (2D and 3D) acknowledge this normative reason since, according to them, the PVE also revolves around encouraging participants to think about the decision-making process. Finally, Interviewee 3D mentions the importance of the decision being understood by the public.

Interviewees indicated that they chose the PVE as participation tool because they anticipate that the data obtained through this method will be useful for informing their policies (1D & 3D). The PVE is designed to reveal deeper insights into the reasons behind people's choices, a point that the designer also highlights during the interview (1E). Furthermore, previous study states that individuals who participate with the PVE report feeling that their voices are genuinely heard, a factor mentioned by all interviewees as important. Interviewee 3D adds that the topic of parking policy is very sensitive, hence useful for this participation trajectory.

Whether participation goals are achieved is always difficult to predict (Interviewee 1D). Interviewee 2D and 3D add that it is not often measured to what extent participation goals are achieved. This measurement is important because it allows for the evaluation and improvement of participation processes, ensuring that they meet their intended objectives effectively. Interviewee 2D states the importance that participation is viewed as more than just gathering what the majority wants. People often think that if the majority finds something agreeable, then that's democracy, and we should follow it. But that's not the case. Democracy involves considering what the majority wants while also considering the interests of the minority. This is crucial because true democratic processes must balance majority rule with the protection of minority rights and interests. Participation can contribute to this balance by providing a platform for all voices to be heard, ensuring that minority perspectives are integrated into decision-making processes. However, measuring the outcome of a participation trajectory should be done more often (Interviewee 3D).

Finally, the interviewees also perceive risks in achieving participation goals in Gouda. For instance, there are concerns that older adults or those less digitally skilled might not engage with the tool (Interviewee 2D). Particularly, older individuals are highly dependent on cars to prevent social isolation, making this a critical issue for them, which poses a risk to the goal of inclusive participation. Other risks to achieving the participation goals are primarily procedural, linked to the unrest within the municipality regarding the topic of parking (Interviewees 1D and 3D). These issues will be discussed further in this chapter.

5.2.1.4. Participation objectives by stakeholders of Gouda – after PVE-implementation

Overall, all four interviewees were impressed by the in-depth results of the PVE. They all found the insights very valuable. Interviewee 4G mentioned that making data-driven decisions in situations where conflicts may arise is needed and thus well-founded decisions are very valuable. Therefore, the results of the PVE could definitely benefit in public support.

Additionally, all four interviewees indicated that their participation goals were achieved. However, interviewees 2G and 3G added that they were unsure whether the participants understood that parking was assessed as part of the public space, demonstrating how policymakers must also make trade-offs. This understanding is important because it ensures that participants are aware of the broader context and the necessary compromises in public policy, which can lead to more informed and supportive community feedback.

It is also difficult to determine which ‘elderly people’ completed the tool and to what extent digitally unskilled individuals were reached, as this is not measurable. Finally, interviewees 1G, 2G, and 3G noted that it is unfortunate that practically educated people were clearly underrepresented, suggesting that not every target group was reached (1G).

Despite these concerns, all four interviewees indicated that they would strongly consider using the PVE again. Two policymakers intend to use the tool again in the short term. Interviewee 4G added that the applicability depends on the type of policy or process underway in a city. This interviewee stated, "You always have an ideal scenario within policy or process. In municipal execution, this ideal scenario never happens. You cannot calmly inventory what everyone wants, as many things overlap. If an important issue arises, it is important to act quickly." This interviewee indicated that although the PVE is very useful, its usage is still scenario dependent.

Lastly, to better achieve participation goals of reaching as many people as possible, two improvements could have been made according to the interviewees. First, interviewee 2G suggested that the tool should have been made available in other languages. This is important because it could potentially increase the inclusivity and accessibility of the tool, ensuring that non-native speakers can also participate and provide valuable input. Whether this would have increased responses is uncertain. However, many people with a migration background attended the walk-in evenings, suggesting that parking is an important issue for them. Although this application is possible within the software, it was not chosen due to time and money considerations. Another improvement is communication from the municipality. Interviewees 1G, 2G, and 3G all indicated that this could have been better, which would have likely resulted in a higher response rate. More on this in the upcoming chapters.

5.2.2. Method specific components - Gouda

In addition to achieving participation goals, the PVE is evaluated based on four specific components: intensity of engagement, representativeness, accessibility & inclusivity, and the feeling of being listened to. Table 6 provides an initial overview of the data required for the analysis in this chapter.

Table 6: Data collection PVE consultation Gouda (Populytics, 2024)

	Residents Gouda (61.903)	Closed PVE (n=558)	Open PVE (n=438)
Gender			
Male	49,2%	55,6% (214)	51,6% (145)
Female	50,8%	44,4% (171)	48,4% (136)
Age			
18 - 34	14,0%	14,9% (59)	17,6% (51)
35 - 64	62,7%	60,0% (237)	63,4% (184)
65 - Older	23,3%	25,1% (99)	19,0% (55)
Education			
Practical	27,1%	5,8% (22)	3,9% (11)
Secondary	38,0%	24,3% (93)	20,7% (58)
Theoretical	34,9%	69,9% (267)	75,4% (211)
Neighbourhood			
City centre	11,5%	14,0% (55)	34,4% (98)
Bloemendaal	13,0%	15,2% (60)	8,8% (25)
De Korte Akkeren	13,1%	11,2% (44)	11,2% (32)
Goverwelle	14,8%	12,9% (51)	7,7% (22)
Kort Haarlem	13,3%	13,2% (52)	15,1% (43)
Noord	14,0%	11,2% (44)	10,2% (29)
Plaswijck	16,8%	7,9% (31)	7,7% (22)
Stolwijkersluis	0,6%	5,3% (21)	0,7% (2)
Westergouwe	2,8%	9,1% (36)	2,8% (8)
Does not live in Gouda	-	-	1,4% (4)

The objective was to have 2,000 individuals successfully finish the PVE. Eventually, a total of 996 individuals completed the PVE. Of these, 558 participated via the closed PVE, and 438 participated via the open PVE. For the closed PVE consultation, 3421 letters were sent out, resulting in a response rate of approximately 16.3%. Overall, about 1.6% of Gouda's residents completed the PVE.

The PVE consultation reached a significant number of new participants. Notably, 62% of respondents answered "no" to the question: "Have you previously provided your opinion to the government on this subject?" This suggests that the "silent majority," which interviewees 2D and 3D hoped to engage, was partially reached. However, it is noteworthy that approximately 500 people attended the five information sessions held in the Korte Akkeren and Kort Haarlem neighbourhoods. This attendance is nearly half the number of PVE respondents. Although the subjects and the context of these sessions did not fully align with the PVE, I consider this information pertinent to the overall results.

In the general population of Gouda, the gender distribution is approximately equal, with 49.2% male and 50.8% female. The closed PVE consultation has a higher proportion of males (55.6%) and a lower proportion of females (44.4%) compared to the general population. The open PVE consultation, however, is more balanced, with 51.6% male and 48.4% female, closely mirroring the gender distribution of Gouda. This indicates that the open PVE is more representative of the gender distribution in the general population.

The age distribution in Gouda shows that 14.0% of the population is between 18-34 years old, 62.7% are between 35-64 years old, and 23.3% are 65 years or older. The closed PVE respondents are similarly distributed, with 14.9% in the 18-34 age group, 60.0% in the 35-64 age group, and 25.1% in the 65+ age group, indicating a close match to the general population. In contrast, the open PVE shows slight deviations, with a higher proportion of 18-34-year-olds (17.6%) and a lower proportion of 65+ year-olds (19.0%). While these differences are relatively minor, they suggest that the open PVE might slightly underrepresent older residents.

Education levels in Gouda are divided into practical (27.1%), secondary (38.0%), and theoretical (34.9%) respondents. The closed PVE respondents show a significant deviation, with only 5.8% having practical education, 24.3% with secondary education, and a high 69.9% with theoretical education. Similarly, the open PVE is skewed, with 3.9% practical, 20.7% secondary, and 75.4% theoretical education. These distributions indicate an overrepresentation of respondents with higher education levels in both the closed and open PVEs, suggesting that individuals with theoretical education are much more likely to participate in digital participation tools.

The distribution of respondents by neighbourhood in Gouda shows some differences between the general population and PVE respondents. For example, the city centre comprises 11.5% of Gouda's population but is overrepresented in the open PVE (34.4%). Furthermore, Westergouwe, is surprisingly overrepresented in the closed PVE. However, the distribution of neighbourhoods in general is representatively distributed.

Overall, despite some components showing deviations in representativeness, both the open and closed PVE consultations provide a representative overall picture of the residents of Gouda. The variations in certain demographic categories do not significantly undermine the general representativeness of the consultations. Nevertheless, it can be said that the practically educated are under-represented.

Furthermore, many interviewees highlighted the accessibility and inclusivity of the tool as a significant point, each in their own way. Interviewee 1F emphasized that the language used should be understandable for everyone, corresponding to the B1 level in the Netherlands. Although this decision regarding the language is set through, the municipality and the advisors chose to offer the consultation only in Dutch, even though Gouda has 19,000 residents with a migration background (CBS, 2022).

For the design of the PVE, advisors and the municipality of Gouda conducted several work sessions. This meant that the digital platform had to be constructed in such a way that it would also be clear to those with limited digital skills. The PVE therefore consisted of several help buttons and videos to support the different questionnaires. In response to the statement, "I found the consultation difficult to understand," 89% of respondents answered 'no,' while only 7% answered 'yes.' There was almost no difference between educational levels: 9% of practically educated participants found the consultation difficult to understand, compared to 6% of those with secondary and theoretical education. Although the differences are minimal, the results table clearly shows that the PVE was predominantly completed by theoretically educated individuals. Furthermore, the PVE made use of two design options: The points mode PVE and the slider PVE. The points-mode PVE was chosen, so participants good divide 'points' to their subject of interest. So, if participants thought having enough parking spaces near home was very important, they would give that more points than (i.e.) space for green. In the second slider option, participants good divide public space according to their interest, with a maximum amount of space they could divide.

Interviews conducted on the streets revealed that some people still encountered difficulties in completing the PVE. Some respondents mentioned that it took them longer than the prescribed 20 minutes (1E, 2E, 4E and 6E). Some of them also indicated that it was not immediately clear how the space was allocated (1E, 3E). Older respondents particularly noted having difficulty completing the consultation (6E). This aligns with the primary concern of interviewee 2D, who stated that digitally less proficient individuals would have significant difficulty or be unable to complete the PVE. Nevertheless, there were positive remarks as well. The explanatory buttons and videos within the PVE were found to be very helpful according to all the interviewees. Furthermore, most of the interviewees understood after completing the PVE that parking involves spatial planning, a point emphasized by interviewees 1D, 2D, 3D, and 1F.

Although people indicated at the end of the consultation that they found the PVE understandable, many did not complete all the choice tasks. Approximately 120 people dropped out between completing the first-choice task and the second-choice task in both cases. This concerned interviewee 1G, suggesting the PVE was maybe too long. It also is stated by many of the PVE participants at the end of the consultation, as is shown by quotation 12H. Figure 17 shows the number of participants who completed each part of the consultation.

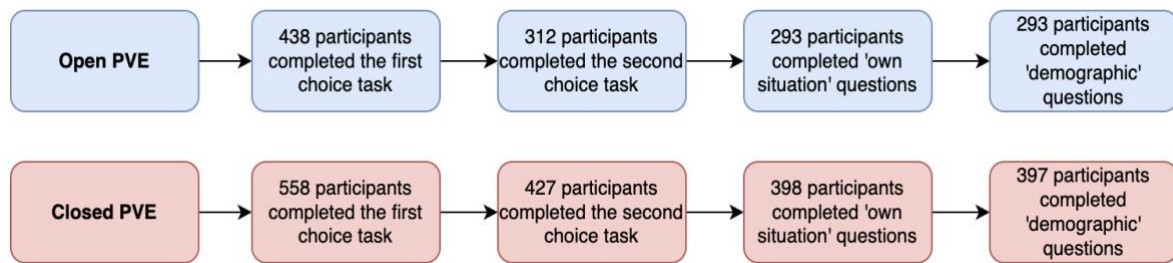


Figure 17: Number of participants completing PVE

Next to the feedback on dropout rates, other participants gave suggestions about the accessibility and inclusivity of the PVE. After the PVE consultation, participants were asked the following question: “Is there anything you would like to comment about this consultation?”. They provided feedback on the comprehensibility of the public space (11H) and noted that such a questionnaire as the PVE was not suitable for everyone (10H), which is also articulated by participant 6E. However, most of the feedback on this question was focused on the process surrounding the PVE, which will be elaborated on in the subsequent sub-chapters.

Determining whether people felt more heard through the tool is challenging. Street interviews revealed that participants found the tool better than a conventional survey. For instance, some respondents remarked, “Finally, a normal survey instead of Google Forms for once. Very professionally set up.” (4E). Additionally, illustrative quote 13H indicated positive feedback about the PVE: “Happy to share my opinion and point of view on this. Hopefully, we will go into Gouda’s future a little greener, calmer, and safer.” However, this response does not directly imply that people felt heard through the PVE. There were also negative comments from individuals who stated: “Engage with residents and devise solutions together” (2H) and “A plebiscite is fine, but I don’t feel confident that it contributes anything. All the questions relate to Gouda politicians and their agenda.” (5H). These comments more clearly indicate dissatisfaction with the consultation and a desire for direct dialogue with the municipality.

5.2.3. Empowerment and participatory schemes - Gouda

Having examined the tool-side components of effective participation, the subsequent chapter will delve into the process-side components that contribute to participation effectiveness. The goal of this chapter is to investigate whether or not the process is designed according to the components of participatory schemes and Empowerment. Observations made during the research, document analyses, and semi-structured interviews with stakeholders provide insights into the design decisions that were implemented for the process.

Before beginning the participation process, the Gouda municipality and the advisory team created a planning. This planning consisted of 6 phases, as shown in Figure 18.

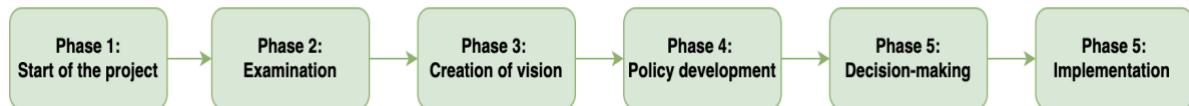


Figure 18: Project phases Gouda

In phase 4, the PVE was to go online, indicating that residents were allowed to have their say during the consultation phase of the project (Chapter 4.2.3). The initial idea was for the PVE to close on February 2, 2024. However, this was not accomplished. The revised date for the PVE's closure was set for the third week of May. The planning was delayed in part due to involvement processes that began in the Korte Akkeren and Korte Haarlem neighbourhoods (Interviewee 3D). There was a lot of pushbacks in these communities, as described in chapter 5.1. As quoted in chapter 5.1: "You always have an ideal scenario within policy or process. In municipal execution, this ideal scenario never happens (4G)". However, the scenario in Gouda was far from ideal, as stated by interviewee 2D, 3D and 4G. The intertwined planning and different policies within Gouda really caused some major pushbacks from residents. Quotation 1H states that, "I don't have much faith in these kinds of surveys from the municipality in the past too, and municipality mainly does what it feels like", indicating there is not much faith anymore due to these process interwinding. However, the schedule delay did not result in a change in when citizens were allowed to participate in the process. This was only shifted up.

As the first step of its participation process, the Municipality of Gouda used the Goudse participatiewijzer (2022), based on Arnstein's Ladder of Participation (1969,) to identify relevant stakeholders and determine the level at which all stakeholders will be involved. The participation ladder distinguishes five forms of involvement in the participation process. These five levels consist of:

1. Informing: The municipality updates stakeholders about plans or progress through various channels like letters or websites, controlling the agenda without stakeholder input.
2. Consulting: The municipality seeks stakeholders' opinions and ideas through methods such as surveys, incorporating feedback into the planning process without obligation.
3. Advising: The municipality requests stakeholder advice on issues and solutions, fully integrating their feedback into policy development with a commitment to follow through unless justified otherwise.
4. Co-producing: The municipality and stakeholders collaboratively set the agenda and develop solutions, with the municipality committing to the jointly decided outcomes.
5. Co-deciding: The municipality empowers stakeholders to share in the decision-making process, maximizing their influence on policy.

Figure 19 contains the participation ladder for the parking policy plan. It shows at what level which relevant stakeholder participates in the participation process in Gouda.

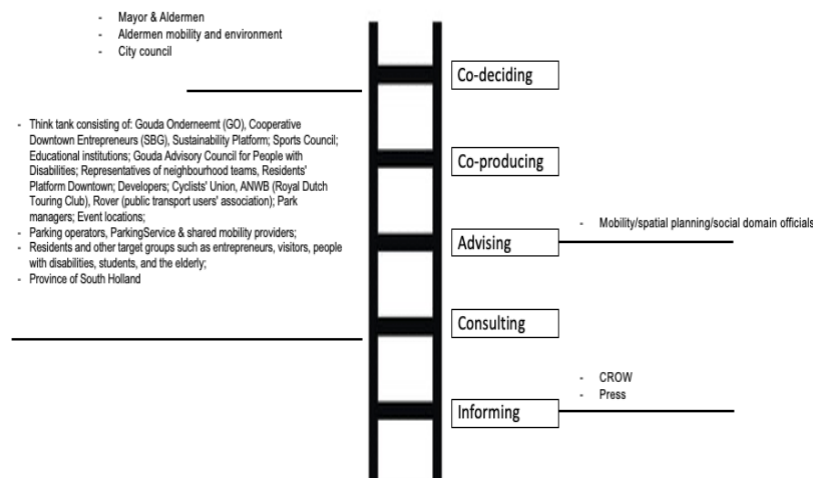


Figure 19: Ladder of participation in Gouda

Figure 19 depicts how the municipality engaged various parties throughout the process. In relation to this, participants were asked the following question: "In this consultation, we seek advice from a large group of residents. The municipality also seeks advice from independent experts. Whose advice do you find most important?" Just under half (45%) of the participants indicated that the advice of residents should weigh as heavily as the advice of experts. A relatively large proportion of residents (38%) indicated that they find the advice of residents more important. Although the municipality and the advisory firm ultimately decided on the approach together, this still shows the high value that residents place on having their opinions considered in the parking policy decisions. Within the allocation of roles, one thing did not go well. Interviewee 1G noted that the feedback loop with the think tank (Denktank) and colleagues did not yield much from the design phase. According to the interviewee, this does not necessarily pose a problem, but it should be improved in the next participation process to enhance the impact of stakeholder input.

In terms of timing, Gouda is in a difficult circumstance. The preceding parking memorandum is dated 2020. The municipality proposed progressive reforms, but the city council rejected them. According to the council, Gouda was not prepared at the time (Interviewee 3D). Furthermore, the municipality said back then that it would begin a participation procedure based on a referendum (street-by-street) approach. However, this was changed by the new municipal council. As a result, certain decisions have already been made in Gouda that are different from the overall parking policy. For example, paid parking was introduced in the city centre and two neighbourhoods of Gouda, while other parking policies still need to be made. This produced dissatisfaction in the participation process, resulting in delays (Interviewee 3I). All the individuals interviewed acknowledged this issue and observed that it resulted in delays in the process. Initially, they perceived this as a disadvantage to the trajectory (Interviewee 1D and 2D). Communication and feedback mechanisms from the municipality received the most criticism and attention throughout the process. First, as noted in Chapter 5.2.2, older adults interviewed on the street had difficulty completing the PVE. This aligns with the primary concern of Interviewee 2D, who stated that digitally less proficient individuals would have significant difficulty or be unable to complete the PVE. The municipality organized several walk-in evenings to support digitally less proficient people in completing the tool. However, it turned out that no one in Gouda utilized these sessions, suggesting that no one was aware of these opportunities, highlighting a communication gap.

Additionally, people on the street were not positive about the municipality's communication. Of the 46 people I spoke with, only 6 had heard of the PVE. Table 7 shows how many of the 40 people who had not heard of the PVE were registered with one of the communication channels used by the municipality.

Table 7: Answers Street interviews – Participants PVE

# Of people interviewed on street	# Of people never heard of PVE	# Of people with local newspaper	# Of people with Gouda app	# Of people with social media linked to Gouda
46	40	28	2	18

Many of the people interviewed on the streets expressed regret that they had not completed the PVE. Almost all of them indicated that they considered parking an important issue. This aligns with the PVE results, where 92% of the respondents indicated that they found parking important. Statements given on the street were often in the context of, "It looks like the municipality doesn't want us to participate." (1E) and "(How) do we receive the outcomes of the survey? I hope not via the same channels as before." (5E). These comments suggest a perception among residents that the municipality's communication and engagement efforts are insufficient, leading to a sense of exclusion and frustration among the community.

In addition to the negative feedback about the municipality's communication from people on the street, those who completed the PVE also expressed suggestions and dissatisfaction. Participants stated, "As a participant, it would be nice to get feedback on the overall results of the survey" (3H) and "Feedback on this research would be important" (8H). There were also concerns about the communication: "I don't think this survey will reach a lot of people" (15H).

The PVE facilitator played a supportive role in the physical and digital dissemination of the PVE (1F). They facilitated the drafting of concept letters and advised on channels through which the PVE could be distributed. They also strongly recommended implementing both an open and closed consultation. An open consultation means that the survey is distributed through as many channels as possible and is thus available to everyone. The drawback of an open consultation is that it is likely to attract only those who are already interested in the topic. In a closed consultation, a representative sample receives a personalized letter, thereby engaging people who might not otherwise participate (1F). In Chapter 5.2, it was observed that the closed consultation had a higher turnout than the open consultation. This suggests that the advice from the PVE facilitator was indeed helpful.

Finally, social media is often seen as a good impression of how a government decision is received by the public. During the parking policy process in 2020, the parking survey in 2023, and the residents' meetings in Korte Akkeren and Kort Haarlem, many negative comments appeared on social media. Interviewee 2D indicated that this was a significant concern with the PVE, as many people have diverse opinions about parking in the city. However, there were no responses to the PVE from local newspapers nor social media.

5.3. Discussing and interpreting results - Gouda

This chapter analyses and interprets the results of the Gouda case study. It offers insights that will inform the conclusion of this study. Additionally, it serves as a basis for discussion in Chapters 7 and 8, where these results will be compared and discussed further.

5.3.1. Contribution to participatory goals - discussion

The goals between policy and the goals of consultants matched well. In addition, the interviewees were convinced that participation goals had been achieved. Although consultants expressed scepticism regarding the extent to which participants understood the distribution of space in parking assignments, street interviews suggested that participants did gain this understanding through their involvement. The alignment of participation goals among various parties likely contributed to the achievement of these goals. Interviewees noted that the goals were met through the use of the PVE, with the key benefit being the acquisition of local knowledge. All four experts reported a significant gain in data and knowledge from the PVE.

However, there have or may have been some conflicts that arose in the Gouda case study between the achievement of goals. The goal of increasing residents' understanding, and acceptance of policymakers' decisions can inherently conflict with the goal of aligning policies with residents' values, preferences, and concerns. When residents' values and preferences differ significantly from what policymakers consider feasible or optimal, a tension arises between genuinely considering public input and making practical policy decisions.

Thereby, improving policy quality through diverse input can conflict with the goal of reducing conflicts and achieving consensus. In Gouda, the attempt to gather a wide range of opinions to enhance policy quality could lead to inadvertently increased conflicts. Differing views on parking policies led to significant unrest and delays in the participation process. These conflicts highlight the challenge of balancing democratic engagement with goal-oriented governance.

5.3.2. Method specific components - discussion

A diverse group of respondents participated in the PVE, though individuals with practical education were significantly underrepresented. This underrepresentation could be attributed to several factors: potential difficulty of the PVE for this group, lack of interest in digital participation, or inadequate reach during communication efforts. Among the participants, 9 percent with practical training and 6.5 percent with theoretical training found the PVE 'difficult.' Interviewers noted that individuals with practical education tend to participate more in resident evenings which are advertised through brief invitations, suggesting a possible preference for non-digital forms of engagement.

There was a notable dropout rate during the consultation, which might indicate issues with accessibility or comprehension rather than a lack of interest, as participants had already shown interest by clicking on the tool and answering the first question. Street interviews also supported this, revealing that there was significant interest in the PVE among residents. Street interviews revealed the usefulness of help buttons, particularly among the elderly, though one interviewee reported needing assistance to complete the digital tool. The municipality offered support sessions for this group, but no attendees were recorded. The PVE was only available in Dutch, a design choice that limited accessibility for individuals with migration backgrounds, making it difficult to assess how this decision affected overall response rates.

Lastly, this research revealed that several participants felt they were influenced by the tool to answer with 'more sustainable' solutions. This perception is interesting as it suggests that the design of the tool might have implicitly guided participants' responses, reflecting on the influence of tools on participant behaviour. Whether this focus was due to the digital nature or other factors will be further discussed in this study. However, most street interviewees indicated that participants felt they could effectively communicate their views and felt heard.

5.3.3. Empowerment and valuing decision information

First, the Gouda Participation Guide aimed to ensure "appropriate" engagement of stakeholders at various levels, though responses were mixed. Many participants felt that their opinions should have equal or greater importance compared to those of experts. The previous chapter discussed that this may be partly because it is a digital participation tool. On the process side, it is believed that this may be because planning and policy are intertwined in Gouda. People have less confidence in the overall process as a result. From street interviews and expert interviews, it emerged that municipal communication could have been better managed. For instance, the closed PVE, which involved sending letters, achieved a much higher participation rate than the open consultation. Many people on the street reported not hearing about the PVE, although they would have liked to participate. Additionally, there was minimal media attention given to the PVE on social media or in local newspapers. This suggests two things: either the PVE was positively received, or poor communication in Gouda.

Chapter 6: Comparative case study analysis

Having addressed the Gouda case study in the previous chapter, this chapter outlines the comparative case study analysis. As discussed more elaborately in Chapter 2, three comparative cases are selected because of their comparable situations, as each municipality has written its own parking policy. Making it intriguing for this chapter, each municipality used a different participation method regarding their parking policy. First, results of each of the three comparative case studies will be analysed separately. Thereafter, insights found during the comparative case study analysis will be discussed.

6.1. Hilversum case study

The municipality of Hilversum formulated its Mobility Vision in 2021. The primary input for the Mobility Vision stems from the commitments in the Coalition Agreement 2018-2022 to develop a sustainable, forward-looking mobility vision for the medium term during this council period to improve Hilversum's accessibility. This agreement aligns with Hilversum's green vision, written in 2022. The second input is the Environment and Planning Act, which requires an integrated description of the ambitions for the physical living environment, including mobility, in an Environmental Vision (Gemeente Hilversum, 2019). The Mobility Vision must be incorporated into the Environmental Vision (Figure 20). The Mobility Vision consists of 11 pillars, one of which is parking. As interviewee 3H indicated, this choice clearly shows that parking has been included as a policy issue. This is important because parking is often seen as a dissatisfier (3H). Additionally, by incorporating parking in this manner, responses can be weighed within a larger policy issue.

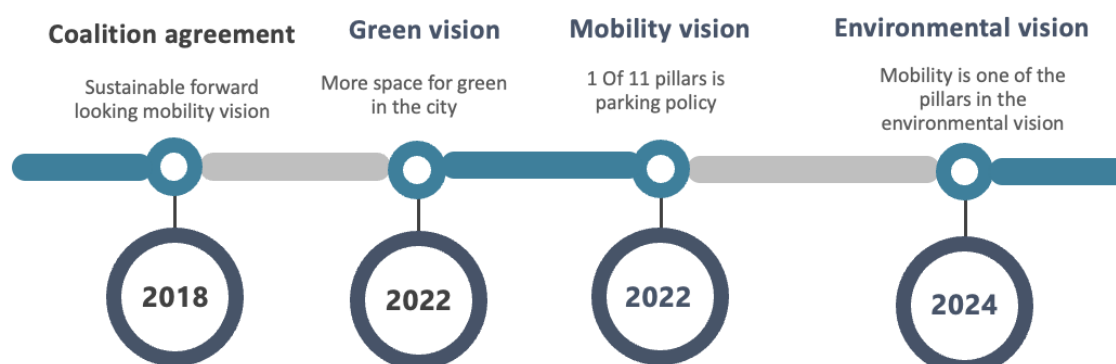


Figure 20: Policy agreements leading to parking policy plan (Own work)

The current state of the parking policy focuses on the introduction of paid parking up to the outer ring, which entails doubling the paid parking area. The challenges lie in the implementation of this vision and the mobility problems, such as lack of space and traffic congestion on the ring (Interviewee 1H). During the implementation of the vision an online petition against the expansion of parking permits in Hilversum is created, which has now been signed 2,600 times (NH, 2024). The subsequent chapters will analyse and discuss the results of each of the 10 outlined components in Figure 10.

6.1.1. Contribution to participation goals - Hilversum

To investigate the objectives of public participation in the municipality of Hilversum, policy documents and the results of semi-structured interviews were analysed.

First, it was challenging to find a concrete goal for participation within the policy documents. A recurring theme in these documents was the aim to gather information that citizens find important. From this information, the municipality of Hilversum could establish a 'thinking direction' in which the input from residents would be considered (Hilversum, 2022).

According to the parking policy advisors, the objective was slightly different. Interviewee 1I mentioned that the "main objective was to create support and inform citizens." Additionally, interviewee 4I noted that the municipality of Hilversum had already decided before the participation process to implement paid parking up to the outer ring of the city. This decision was due to the high traffic congestion in the city and the desire to create more green spaces, aligning with their green vision established prior to the Environmental Vision. The different sources of information do not present a coherent narrative of the participation goals. The rationale found in policy documents is more substantial, whereas the rationale behind public participation according to policymakers is more instrumental.

Interviewee 1I acknowledged that not everyone feels heard, despite the involvement of 'many' citizens through the survey, which was filled out 903 times. Although this is hard to achieve on a subject with so many different mindsets, this sentiment is also reflected in the petition against the parking policy, which has been signed 2,600 times, which is three times the survey was filled in. Besides showing that people disagree with the plan, this also shows that people are more likely to participate in a petition against the design than a survey about the design. Interviewee 1I does acknowledge that there has been some success in informing citizens, although it is hard to measure this. According to interviewees 1I and 4I, an intentional decision was taken to include parking as part of a broader environmental plan, allowing people to understand the overall context. Nevertheless, individuals were unable to compare and evaluate the significance of space and budget in relation to one another. This makes it difficult to determine whether they have implemented a fair allocation of space and budget.

6.1.2. Method specific components – Hilversum

For the survey, the Citizen Panel Hilversum was consulted. The panel consists of 2,386 members, who are residents of the municipality of Hilversum that have registered to participate in the municipality's online surveys. The panel members were invited via email to participate to the survey. Additionally, the municipality of Hilversum shared an open link of the survey through a campaign, allowing all residents to participate. A total of 819 citizen panel members completed the questionnaire. This is a response rate of 34%. The questionnaire was completed 84 times using the open link. A total of 903 individuals participated in the survey.

It is interesting to note that in most citizen surveys in Hilversum, a table of the population groups based on demographic characteristics is presented (e.g., Green Vision, 2022). However, this was not the case with the survey on the Environmental Vision. Interviewees 1I and 4I were also unable to provide a demographic characteristic of the respondents. Furthermore, it is notable that of the 903 people who completed the survey, only 84 did so via the open consultation. This suggests that a group that is keen to be actively involved in participation processes is likely overrepresented.

Additionally, the interviewee indicated that the specific criteria for choosing the participation method were unclear (1I). However, he emphasized that considerable effort was made to make the survey as accessible and inclusive as possible. The survey contained only questions where respondents could select a single answer from multiple-choice options and was designed to be completed in 10 minutes. Furthermore, the survey was both in English as

in Dutch accessible. The interviewee mentioned that citizens who participated seemed to have a positive experience, although this was not concretely measured.

Whether people felt listened to by the survey is difficult to determine, as no research or question was conducted on this aspect. However, there was a certain amount of resistance to the questionnaire. According to the interviewee, "a constant challenge is to make everyone feel heard and to involve everyone." He suggested that an improvement to the participatory trajectory would be to "find a method that better balances the diverse interests of different groups" (1I).

6.1.3. Empowerment and participatory schemes - Hilversum

Based on interviewee 1I, the survey took place during the implementation phase of the policy. The municipality already knew the direction they wanted to take within their policy, and the participation aimed to determine how to achieve this (4G). Interviewee 4G also noted that Hilversum's planning had a predetermined direction for their policy.

The role distribution therefore was also clear. Participation was partly to inform and partly to consult (1I). During the participation trajectory, many citizens on social media felt that they were guided within the policy implementation and did not have a real choice.

Regarding timing, the participation took place during a relatively calm political period in Hilversum. However, there was criticism about the timing of the green policy and how citizens were generally guided within the participation process. The political challenge was that the politicians decided to implement paid parking all at once, which caused some unrest within the municipality (4G). This was, as stated before, a political challenge because the participation trajectory was partly about how paid parking should be implemented within the municipality.

For the survey communication, the municipality emailed its panel members, resulting in a relatively high response rate. This is likely because these panel members are interested in participating, as they signed up for this mailing list. Additionally, only 84 other residents participated in the survey. The communication for this survey was conducted through various social media channels and newspapers.

After the survey, the collected information was used by the municipality's traffic experts to develop four scenarios. Municipal officials involved in green spaces, sustainability, economy, and the Environmental Vision actively contributed. This was done in collaboration with a group of residents, entrepreneurs, and other parties. This collaboration can ensure clear feedback on the research results. However, it is unclear which resident groups were involved in this collaboration. It is highly likely that it involved people who completed the survey, because they could be invited via an email or asked in the survey if they want to participate afterwards. However, this data is unclear. Finally, the municipality created a video and a digital map of their overall mobility vision, highlighting potential directions for each neighborhood, so residents can clearly see what is happening in each area.

6.2. Venlo case study

In 2021, the city council established its new 'Parking Ambition Document' and thereby the new parking policy plan (Venlo, 2024). The original parking policy was formulated between 2003 and 2007. Since then, much has changed, including a significant increase in the number of residents and cars. In the inner city of Venlo alone, the number of residents has doubled in recent years (Venlo, 2024). Due to the outdated nature of the previous parking policy, the municipality aimed to develop a future-proof and widely supported parking policy plan. Within the municipality, several policy ambitions were lagging. The organization wanted to implement new policies quickly on several fronts. This meant that the participation process for the parking policy had to be conducted in a short period. The form of participation employed by the municipality of Venlo was information evenings.

6.2.1. Contribution to participation goals – Venlo

The municipality of Venlo (2024, p.2) describes its participation goal in the ambition plan as follows: "Parking policies that lack support are ineffective. Therefore, fostering support is essential in the process of developing a new parking policy plan." Furthermore, the municipality states that parking is never an isolated issue and that many interests are always involved. They assert that "Collaborating on solutions is the way to cultivate understanding and achieve widely supported solutions" (Venlo, 2024 p.5). In both goals described, the instrumental rationality is evident, with a primary focus on creating support for decisions.

Interviewee 3I emphasized that fostering engagement was a key objective for the participation evenings in Venlo. This also falls under instrumental rationality, but with a different focus. Additionally, he mentioned that understanding societal concerns was another objective for participation, which falls under substantive rationality.

According to interviewee 3I, there was more than sufficient engagement during the participation process. This was because the policy had not changed in 14 years. Many elements mentioned by participants were incorporated into the parking policy. This does not mean that everything suggested was directly adopted. The project manager noted that it is important for policymakers to achieve their objectives (the 'why'), while allowing residents to contribute to the process (the 'how'). This was a key principle for the participation process in Venlo (Interviewee 3I), suggesting the substantive rationale was more important than the instrumental. This indicates that while the primary goal was to understand and address societal concerns (substantive rationale), the process also aimed to ensure that the resulting policy had broad support (instrumental rationale).

In Venlo, contrasting participation goals between policy and policymakers is observed. The extent to which these participation goals were achieved was not measured. A petition was found against the parking policy that was signed 1,500 times. This suggests lack of public support. The project manager responded that there is always resistance when developing parking policies, although this resistance in Venlo, especially from the media, was quite significant. He also noted that after the policy was implemented, there were positive responses as well. Ultimately, it was believed that the result was positively received.

6.2.2. Method specific components – Venlo

For the parking policy plan, Venlo was divided into five sub-areas. Hence, it was easier to organize participation by neighborhood. Therefore, a total of five residents' meetings were held in these sub-areas. According to interviewee 4I, attendance at these residents' meetings in Venlo was high. During the interview, an attendance of 200 residents per evening was estimated, leading to a total of 1000 residents participating. Since there is no documentation of these figures, this is the number that must be assumed. This high turnout was partly due to the 'extremely' high interest from residents, with many people wanting to be involved and heard in the process. The interest was high because the municipality of Venlo had not changed their parking policy in over ten years and thus many rules and also infrastructures were outdated.

Interviewee 4I noted that, unlike typical residents' meetings where a specific pattern of attendees is observed, Venlo's meetings were different. Although interviewee 4I recognized the usual pattern of middle-aged men attending residents' meetings, he noted that in Venlo, there were many young people (aged 20-35) and particularly women overrepresented. The interviewee could not precisely determine the cause of this. However, he mentioned that this overrepresented group had many followers on social media, meaning that dissenting voices are more prevalent on platforms like Facebook and Instagram than among other demographics. This resulted in a lot of commotion on social media. Therefore, the anger and media attention within Venlo was very high.

The residents' meetings were fully attended each evening, indicating that accessibility was limited by the capacity of the venue. Since it was a physical meeting, all age groups could 'easily' participate. However, attendees still needed to be available on the specific dates and times, unlike digital participation where the timing is flexible. The inclusivity of a residents' meeting is debatable. On the one hand, people are free to share their opinions at such meetings. On the other hand, with a sensitive issue like parking, opinions can vary greatly, potentially making some people feel uncomfortable speaking up (Interviewee 2G). The meetings were conducted entirely in Dutch, which could be an issue for some municipalities. However, this was not a problem in Venlo, as most of the population is of Dutch origin (CBS, 2024).

Furthermore, there is a consensus among several interviewees that residents feel heard through a residents' meeting. This was evident from the meetings in Venlo and from the meetings in Korte Akkeren and Kort Haarlem, where the atmosphere was more amicable and calmer after the meetings. Interviewees believe this effect is less achievable with digital participation. However, it is important to note that this often applies to a specific group of participants who attend such meetings.

Finally, it is interesting to note that participants did not feel directed by the participation method, where they did in an online environment.

6.2.3. Empowerment and participatory schemes – Venlo

Public participation began once policymakers had a clear understanding of the situation in Venlo. Prior to the participation process, they gathered information through various channels to avoid unnecessary data collection and analysis. This resulted in a relatively well-coordinated approach. However, there were issues with the planning in the preliminary phase, which will be discussed in more detail later in this chapter. The timing at which citizens could participate in the process, as in the other case studies, was 'late' in the participatory phase. The project manager mentioned that the lengthy planning process was a disadvantage, not only for them but also for people who wanted to see quick action. This delay was partly due to the need to organize the meetings and properly process the data.

According to the municipal "toolkit", the participation was primarily intended to engage in dialogue with residents. Here, no specific role for the citizens was defined. However, the toolkit included solution-oriented actions such as 'behavioural influence and education' and 'promoting alternatives.' This suggests that the political role towards citizens was primarily informational. However, Interviewee 4I noted that it was also important for citizens to voice their opinions and for these opinions to be considered in decision-making. This indicates that the role also had a consultation aspect.

Regarding timing, there was significant unrest in Venlo. The interviewee was not only the project manager for the parking policy but also responsible for reviewing the organization (4I). This was partly due to organizational delays, resulting in a somewhat chaotic and vulnerable process, which led to substantial criticism from citizens.

Finally, communication and feedback from the municipality were hardly needed. The parking plans and the entire policy were in the media, keeping citizens well informed about decisions. The results of the participation process were consolidated in the 'Parking Ambition Document' (Venlo, 2021), which was frequently referenced on social media.

6.3. Eindhoven case study

The current state of the parking policy in the municipality is characterized by its integration within the broader framework of the Mobility Master Plan 2050. This master plan focuses on a future vision for mobility in the municipality, with particular emphasis on transitioning to various modes of transport and reducing car dependency. Recently approved by the city council, the master plan highlights the necessity for changes in mobility behaviour rather than focusing on specific parking issues. Despite discussions on various topics such as zero-emission zones and climate goals, parking issues did not emerge as the most urgent aspect of the debates.

Within the participation process for the master plan—which included information and inspiration evenings, dream labs, and knowledge labs—parking themes were addressed, although they were not identified as the primary challenges (Interviewee 2I). However, it is worth noting that the municipality of Eindhoven employs a unique approach to implementing parking regulations, namely via a referendum. This process involves consulting residents about their desire for parking regulation in their neighbourhood, which is regarded as a form of participation. The decision to implement parking regulation is based on the majority support of the residents. This chapter will therefore focus on the implementation of the parking policy in the municipality of Eindhoven.

Specifically for parking issues, participation is organized when signals from a neighborhood or district indicate the need for a survey on parking regulation. This approach is outlined in the policy rules regarding paid parking, which detail the criteria such as required response rates and other relevant conditions.

The choice for this method is based on the principle that the municipality does not want to impose policies but rather act according to the wishes of the population. For issues like parking, where citizens have a direct interest, the choice is entirely left to them, although this decision is made collectively within a street or area, not individually. This ensures that decision-making is inclusive and that as many people as possible can take advantage of this participation opportunity, given the simplicity of choosing between yes or no. This policy aligns with the broader vision of the current administration as reflected in the master plan.

6.3.1. Contribution to participation goals – Eindhoven

Input from residents is gathered through a referendum when indications arise from a neighborhood or district pointing to parking problems or a desire for changes in the parking policy. The reason for this approach is that the municipality wants to base decisions about parking on the explicit preferences of the residents themselves. “This method is direct and straightforward: citizens can vote ‘for’ or ‘against’ a particular parking regulation.” (2I). The goal of this participation is characterized by instrumental rationality. The aim is to achieve broader acceptance of the paid parking policy, build trust and reduce conflicts, and enhance the of decision-making by ensuring sufficient public support before implementation. These goals are both mentioned by the policymaker and the policy rules regarding paid parking.

6.3.2. Method specific components – Eindhoven

The municipality sends letters to a designated research area based on complaints from the neighbourhood. In determining this research area, several aspects are considered: (1) the origin of signals/requests from citizens, (2) physical and natural boundaries, and (3) neighbourhood-specific characteristics. Through the letters received, residents can participate in the referendum. This approach allows the research area to be larger than the initial area where the intent for paid parking was demonstrated through a petition. It is also possible to choose sub-areas within the research area, which is communicated before the survey is conducted. Within the research area, sufficient support is determined if:

- The response rate is 50% or higher.
- Of the respondents, 50% or more are in favour of paid parking.

This approach emphasizes, according to interviewee 2I, the democratic principle that parking policy should not be imposed but that residents should be able to decide on their own living environment. “This method is considered to provide an inclusive representation of the neighbourhood, making it easy for a large group of people to express their opinions. It is an approach that not only aims to achieve a majority but also to facilitate active citizen participation in policymaking.” – interviewee 2I.

Interviewees 2D and 4G clearly indicate in their interview, without being directed to this topic, that a referendum form does not promote inclusiveness and feeling of being listened to.

Interviewee 2D states that: “Participation is more than just picking up a majority. If you are focussing on parking, the question should be: do you have enough information and a good picture to make and implement that parking policy in such a way that you are not just serving the majority, but that you can shape a nuanced and well-considered parking policy.

Interviewee 4G adds that: “You should never hold a referendum. There can never be a referendum on parking questions”. These different opinions indicate that on paper the referendum seems like an easy and ‘effective’ method, yet there are clearly different opinions on it.

The experiences of residents with these participation methods seem to be mixed and partially dependent on the outcomes they personally desired. It is noted that residents who did not see their preferences realized may tend to view the process negatively, while those who did get their way are likely to be positive. Generally, it is believed that this method is appreciated and finds broad support among the residents. However, these insights are based on interviews and have not been measured quantitatively. Figures such as percentages per research area and representativeness are also not measured.

Finally, it is important to mention that the referendum method results in the ‘waterbed effect’ within the city. Since parking issues are addressed area by area, the problem keeps shifting. This causes complaints to gradually emerge from a different neighborhood (Eindhovensdagblad, 2024). It is therefore logical that most people vote in favor of the plan, as the problems slowly shift to their neighborhood. Nevertheless, many citizens perceive that the resolution lies within their own control.

6.3.3. Empowerment and participatory schemes – Eindhoven

When sufficient reports or complaints about the current parking policy are received from a neighborhood, the municipality acts. This means that all addresses are informed about the referendum survey being conducted. The referendum asks whether people are for or against the introduction of paid parking. A deadline for submitting the surveys is communicated to residents and businesses. If the vote is in favor of paid parking, the regulation is implemented as soon as possible. If the decision is against it, residents can initiate a new referendum procedure a year later. An exception is made when the vote is very close (40%-60%). The procedure aims to act quickly, but the entire process is considered time-consuming (4G).

The role of the residents is referred to as delegated power (Arnstein, 1969). Residents have an idea and voice it. They take the initiative and bring their plans to action. However, the power to implement the policy still lies with the municipal council. Additionally, the power is not entirely with the residents because if the response rate is equal to or greater than 40% but less than 50%, and at least 50% of respondents are in favor, the council can decide to implement paid parking based on their discretion.

Finally, the previously addressed residences in the research area receive a letter outlining the results and a brief explanation of why paid parking will or will not be implemented in (part of) the research area. The letter also includes information on the next steps toward the actual implementation of paid parking.

6.4. Discussing and interpreting results – comparative case study

This chapter analyses and interprets the results of the comparative case study. It offers insights that will inform the conclusion of this study. Additionally, it serves as a basis for discussion in Chapters 7 and 8, where these results will be compared and discussed further.

6.4.1. Contribution to participation goals – comparative discussion

An initial observation from comparative case studies indicates that the participation goals between policy and decision-makers often do not align. This could be attributed because the participation took place some time ago. However, it also implies that goals have not been adequately established, resulting in a trajectory that has not commenced with all parties aligned. I noted a pattern in responses during interviews with policymakers and consultants. While consultants' goals mostly align with those of the policy, this alignment is less common among policymakers.

Furthermore, a frequently mentioned objective is to inform stakeholders about policy developments, which tends to generate more resistance where it occurs. This resistance is partially due to the low participation rate associated with mere information provision (Arnstein, 1969), and it is also not recognized as a valid participation goal in the literature (Uittenbroek, 2019). In Eindhoven, the normative/democratic goal of empowering and emancipating marginalized individuals and groups is reportedly achieved through the referendum. However, many experts contest this, arguing that it does not constitute a fair and sustainable method of participation within parking policy.

6.4.2. Method specific components – comparative discussion

While extensive data on intensities, findings, and demographic characteristics of participants were available for the PVE, this was not the case in any of the comparative case studies. Consequently, the assumptions in this chapter primarily stem from explanations provided by interviewees.

All three comparative analyses exhibited high participation intensity. I believe this is partly due to the emotional nature associated with parking. However, physical meetings have a maximum capacity based on the venue size and are restricted to specific times and dates. An interviewee acknowledged that more people could have participated if the event had been conducted online. In the referendum, the intensity of addresses voting must exceed 50%. This can be attributed to the ease of completing a referendum. Further explanations about the process using this method will be discussed in the next sub-chapter.

Little is known about the representativeness of the tools used. Results from the PVE indicate that the 'silent middle' was reached via the online participation tool, but this is not confirmed in other cases. Many interviewees recognized the pattern of non-representative participant groups at residents' evenings, although this was not the case in the Venlo case study. A key insight from the comparative analysis is that a group of people find deliberative participation very satisfying. While there is often significant commotion at the start of a residents' evening, it typically diminishes or disappears by the end.

6.4.3. Empowerment and participatory schemes – comparative discussion

In most comparative case studies, the process was turbulent, characterized by unstructured planning that led to conflicting policies. This was evident in the implementation phase, which garnered significant media attention in almost all instances. The timing of participation and role division between policymakers and participants is found important. In the three comparative case studies, participation was noted as occurring late in the process, reducing participants' perception of their influence on decisions. This analysis extends to the case study in Eindhoven, where planning is also delayed, exacerbating existing problems, which is unjust to the residents of the research area.

The previous chapter noted that a 50% participation rate in referendums often appeared credible. I identified two explanations: firstly, the severity of the problem in the research area might compel residents to support the introduction of paid parking. Secondly, residents receive an announcement a few weeks before voting, followed by a brief message inviting them to vote a few weeks later. The research indicates that invitations via brief messages tend to increase participation. The importance of participation was emphasized in the comparative case studies, amidst considerable controversy over parking policies in all three cities.

An interesting observation is that people appreciate being able to engage deliberatively, or when they perceive a higher degree of influence in the participation process. The potential implications of this for the reduced impact of participation will be discussed later.

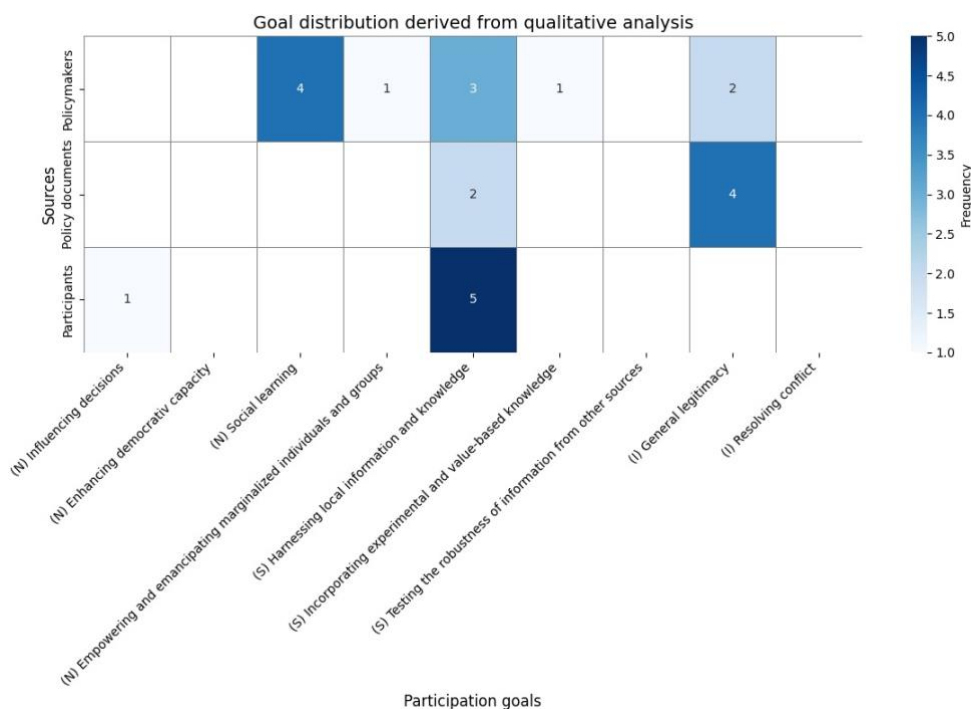
Chapter 7: Analysing and discussing results of the case studies

The results of the Gouda case study and the comparative case studies have been assessed in a similar environment. However, simply presenting the descriptive occurrences of the subjects under analysis is insufficient to meet the objectives of this research. Consequently, the results require more in-depth interpretation, thus comparison must be drawn concerning the components within the context of the study. Thus, a discussion regarding the result analysis, the comparison analysis and the conclusion of this thesis will be held in chapter 8. Following this, Chapter 9 will utilize these interpretations to address the main research question of this research.

7.1. Comparing policy objectives

Table 8 presents an overview of goal frequencies that were mentioned in different qualitative sources within this research. Thus, every number above the goals underneath the table indicates how many times that goal has been addressed by a policy, policymaker or consultant. Both the aforementioned results chapters as Appendix E and H were conducted for this analysis. The qualitative data was coded and divided between the different goals of public participation mentioned in chapter 4.1.

Table 8: Goal distribution (comparative) case studies (Own work)



First, it is interesting to note that harnessing local information and knowledge is an important goal for all three sources. Here, the intention however is stated differently. We can observe a vice versa effect where (policy)makers want to learn from participants and participants want to give information to policymakers. It should be noted that harnessing local information only is mentioned by consultants of Gouda and the consultant of Venlo, where no policymaker answered this. Participants however felt harnessing local information was the most important goal of participation. PVE-designer 1F argues that an added value of the PVE is to achieve this specific goal, which is confirmed by all interviewees in Gouda.

Moreover, creating public support and therefore general legitimacy is mentioned in almost every policy document, where policymakers in Gouda not even mentioned this. They identified this as a stand-alone facet of participation, and not as a goal itself. Social learning is a participation goal mentioned by all three policymakers of Gouda, where only one other policymaker mentioned this as important.

Drawing on the frequencies outlined in table 8, policy, policymaker and participant goals did align with each other in Gouda, where in the other case studies goals vary. The explanation may be attributed to the communication at the initial stage of the process or the contribution of advisors. Further details will be provided in the discussion and recommendation sections.

Furthermore, all policymakers in the comparative case studies mentioned that informing people about why choices are applied is an important goal. In chapter 3.1, it was previously stated that researchers have varying interpretations of the term 'participation'. These interpretations range from empowering participants in decision making to less influential types of consultation and information sharing (Arnestein, 1969). This resulted in conceptual debate in the argumentation about the objectives, or intended advantages, of public participation (Uittenbroek, 2019). Here, informing is not a goal of public participation, rather a 'low' form of participation.

In addition, all decision-makers in Gouda indicated that their participation goals had been achieved. However, they did express doubts about the extent to which participants had learnt something during the process- referred to as 'social learning'. Street interviews in Appendix E, however, suggest that participants did. This because most of the interviewees stated that they thought the slider question was interesting and gave a 'learning effect' on they should allocate a maximum amount space. They thereby learned parking is a matter of spatial planning, something a participant also stated in the output of the PVE. In the comparative case studies, most decision-makers thought their participation goals had been achieved. Also, some of them stated that they did not know to what extent the goals had been achieved.

It furthermore appeared that when policymakers align on common goals during the policy formulation process, the likelihood of successful implementation and achievement of these goals increases. This observation is made where goals in Gouda did align and those in other case studies did not. Finally, I noted a distinction in the reactions of policymakers and consultants. While advisers had clear goals for engagement, policymakers did not always have such clarity. These findings will further be elaborated in the discussion of this research.

7.2. Comparing method specific components

In order to assess the efficacy of a participation method, it is necessary to obtain data from it. An interesting observation is that only the PVE provided informative data about participant demographics and perceptions of the method, whereas it is challenging to examine the other methods.

An observation that can be made is that participation intensity was high in each method. For the case study in Eindhoven, this is slightly more difficult to establish, as the intensity is examined on a street-by-street basis. However, the project leader did tell that there is almost always a turnout higher than 50%. Whether this is solely due to the convenience of the tool, however, cannot be concluded. Here, the communication from the municipality and the problems in an area (via the waterbed effect) play a too significant role. About the PVE, it can be concluded that a large new group of people has been reached. This cannot be concluded about the other methods. Another observation is that when an issue holds significant importance for individuals, as in the case studies, participation rates are consistently high. Nevertheless, there is a maximum level of attendance at a physical

gathering. Still, it was interesting to note that the physical meetings in two neighbourhoods of Gouda were very well attended, where digital attendance was relatively lower. Although the focus of both trajectories was different, this does show people's willingness to go to a physical meeting.

The representativeness of the comparative case studies cannot be assessed due to the absence of data. Nevertheless, all interviewees concurred that during residents' evening, specific demographic groups are consistently over-represented. Although this was not the case in Venlo, the project leader acknowledged recognising that picture. At the PVE, there was a significant lack of individuals who had received practical education. This may indicate a lack of interest in utilising an online collaboration platform, as discussed in chapter 5.3.2.

In general, the survey and referendum are considered the most accessible and inclusive. However, many of those interviewed question whether you can cover everything and collect all the necessary information through this method. They believe that parking policy should be a consideration of public space, and that this consideration should also be clearly visible in trajectory. The drop-off rates within the PVE are however relatively high. This can be due to several reasons.

For instance, the PVE takes about 20 minutes to complete. Street participants found this very long and, in some cases, claimed to spend longer on it. At the PVE, for instance, you saw that relatively many people had dropped out. Yet experts state it is necessary to retrieve all useful information.

A residents' evening, however, takes even more time to 'complete'. With a residents' evening, there are also restrictions on the date and time of the evening, which is not the case with online participation. The results do not show whether older or younger people prefer a digital or physical method, as the results differ in this study.

However, we do see that through the digital participation method, people feel very directed in their response directions. This response comes less from the physical meeting or referendum. This is a very interesting finding for a number of reasons. First, we would expect that in the deliberative process people would feel more directed, since experts lead these evenings. In addition, via the 'waterbed' effect (referendum form), people are actually steered towards a policy rather than having a 'free' choice. Yet, through both forms, participants experience less steering from the government. This could be due to being able to speak freely in the deliberative form and the large amount of power people experience with the referendum.

7.3. Comparing the empowerment and participatory schemes

In municipal contexts, the ideal scenario in policy or process often diverges from actual execution. In this research it became evident that policy documents may conflict or interfere with one another. For instance, the predetermined implementation of paid parking in three neighbourhoods in Gouda led to substantial resistance, resulting in considerable delays in policy progression. In Hilversum, one policy 'served' as a precursor to another, with the green vision preceding the parking policy. The planning for the referendum is seen as direct and uncomplicated. However, a street-by-street approach elongates the process, creating challenges for residents. In Venlo, an outdated organizational structure contributed to a chaotic process and heightened emotions. It has been noted that across four case studies, the absence of streamlined planning resulted in delays and increased media scrutiny.

The portrayal of participants' roles, as with how many 'power they participated' differed between policy documents and policymakers' descriptions. Lack of clear communication on this discrepancy fostered commotion within the community, leading to perceptions of manipulation by the policy. This corresponds with Arnstein's (1969) concept of tokenism in participatory processes. Clear communication of the objective, particularly if the goal is merely to inform, is vital before conducting surveys or meetings. This research found a strong link between reasonable planning and role allocation: Timing in deploying participation tools is crucial, as participants need to feel their contributions are meaningful.

Communication and feedback to residents were identified as critical during the participation process. Clear and adequate communication influences individuals' engagement and extent of participation. Early communication prepares residents and prevents claims of unawareness. Personalized communication methods, such as emails or letters, were most effective in reaching residents. Municipalities may need to explore new strategies for other channels, potentially favouring more personalized letters despite higher costs. The 'open' communication channels via local newspapers or specific social media platforms (like Twitter) simply does not reach many people, showing Hilversum with an attendance of 87 people as a great example.

A significant number of participants in the PVE, including those active on social media, consider feedback on how their input will be implemented as a crucial concern. They expressed a strong desire to receive regular updates regarding the outcomes of the participation process. I discerned from the street interviews and the replies to the PVE that this concern was attributable to two primary factors. First, individuals are keen to observe the tangible outcomes of their contributions, as they have invested considerable time and effort into the participation process. They want to see that their efforts have not been in vain and that their input has a meaningful impact on policy decisions. Furthermore, this sentiment arises from a lack of faith in the government. Many participants exhibit scepticism about whether their input will genuinely influence policy outcomes. This lack of trust can be alleviated through feedback channels, which demonstrate transparency and accountability from the government. Providing regular, clear updates reassures participants that their voices are heard and valued, thereby fostering greater trust in the participatory process.

The analysis concludes that the effectiveness of a tool is contingent on its use. While a tool can facilitate a smooth process, inappropriate use can obstruct it. Despite flaws in the process, a tool can still yield useful results. For successful participation, an efficient process however is indispensable. Further discussion on this topic will be included in the concluding chapter of this research.

Chapter 8: Discussion and Recommendations

In this section, I will reflect on the key findings from the results chapters and offer recommendations for future research and practices in public participation. The discussion will thereby use other theses and literature about the PVE to provide a more in-depth discussion. This analysis aims to enhance understanding and provide actionable guidance for improving participatory methods in policymaking. This section will provide key recommendations based on the analysis within this study. Appendix J provides an overview of more recommendations intended for practitioners based on knowledge and study conducted during this thesis, supported by an additional study on PVE reports conducted from Populytics (2024).

8.1. Discussion

Discussion on the relative importance of the components of effective participation

The components for effective participation selected in this study have been frequently cited in literature and are considered important by various researchers. However, this study did not differentiate the relative significance of these components, which opens up a topic for discussion. While it is advantageous to meet all the criteria outlined in this study, it could be argued that some components are more critical than others. This study, including studies by Mouter et al., (2021a), Uittenbroek et al., (2019) and Rowe and Frewer (2005), indicates for example that achieving goals and thus producing usable results is one of the most important components. While it is also important to include (for instance) a representative group of participants, it can be discussed that the attainment of goals and the generation of demonstrable results are fundamentally more significant than the representativeness of the research group. However, due to the complexity in assigning importance to each component, this study did not undertake such a differentiation.

Discussion on participation goals

This research identifies a relationship between the alignment of policy and policymaker goals and the effectiveness of participation. The congruence among various participation goals appears to contribute to the attainment of these goals, supporting the definition by Rowe and Frewer (2005). Further study into this alignment, as explored by Bouwmeester (2021); Mouter et al., (2021a) and Mouter et al., (2021b), highlights the importance of clear communication and alignment between the policy goals and stakeholders' objectives. Moreover, a relationship is observed between the goals of practitioners and participants. While this relationship was specifically tested in Gouda in this study, Bouwmeester (2021) and Mouter et al., (2021a) suggests that this indicates a form of effective policymaking, as they and many other scholars (see previous chapter) state this is the most important component of effective participation.

This study reveals that various rationales are mentioned in different case studies, which is intriguing given that each case occurred within the same sphere. This observation aligns with the findings of van den Berg (2023), who notes a lack of consensus among stakeholders regarding the objectives for employing participation. An observation in this research is that goal discrepancies between stakeholder and policy tend to occur among policymakers rather than consultants.

In the Gouda case study, just as in the research by Termaat (2023); Mouter et al., (2021b); and Bouwmeester (2021), substantive rationales are prominently discussed and achieved. Mulder (2023, p. 15) suggested that "Further research could explore the PVE's educational impact on the public,". Now, various studies demonstrate that the substantive goal effectively can be achieved by the PVE. Additionally, it is observed across these studies that the PVE is less meaningful when used solely for instrumental rationales, namely when no policy choices need to be made.

Another discussion on participation goals focuses on the overlaps and contradictions that arise when executing and attaining goals (Chapters 4.2.1.4 and 5.1.3). For example, the aims of gathering local information from participants and reducing conflict may be inherently conflicting. Glucker et al. (2013, p.109) state that "harvesting local knowledge would suffice with the consultation of a few participants, while enhancing democratic capacity would imply the involvement of the general public. This illustrates that, while the causal mechanisms need to be clarified, there is a connection between the aim and design of public interaction. We may also approach this from the reverse direction, in which gathering as much local information as possible can lead to greater disagreements throughout the participation process because so many different voices are heard. Uittenbroek et al. (2019) observe that, while all nine objectives may be expected benefits of a public participation process, they are not usually realised concurrently. One goal may require a different involvement procedure than another.

I want to highlight how important it is to gather multiple perspectives on a certain topic. However, it is critical to recognise that accomplishing one objective may result in less progress towards another. Fine-tuning the correct strategy for reaching a goal is critical here, as will be stated in the recommended section.

Discussion on the significance of data

A discussion pertains to the importance of the data obtained from participation studies. Only the Gouda case study was able to provide comprehensive data: identifying who participated, their perceptions of the participation tool, and the outcomes. None of the other case studies provided this information. While it is acknowledged that the outcomes of the surveys likely reside within municipal records, this highlights a broader discussion on evaluating participation processes.

It was observed that the interviewees generally did not evaluate their participation initiatives. This oversight is likely due to the additional time required for thorough evaluation and the rapid transition from participation to policy implementation. However, I believe that incorporating evaluation into participation processes is crucial. By learning from both the successes and, more importantly, the failures of past initiatives, participation strategies can be designed more intelligently and effectively. This approach not only rectifies errors from previous projects but also fosters the development of innovative participation strategies.

Discussion on perceived direction between digital and deliberative participation

There is a difference observed between digital and deliberative participation in terms of how directed participants felt by the tools used. This finding could be perceived as both expected and surprising. On one hand, digital participation frameworks can guide responses within a predefined structure, whereas deliberative participation allows individuals the freedom to speak openly. On the other hand, in deliberative processes, the influence of experts can be more pronounced due to their presence and authority in the process, potentially shaping the discourse. Conversely, in a digital participation setting, the influence of experts might be less apparent as their input is often integrated into the design of the tool, presenting as if it were factual. Recent study on the comparison of the PVE and a deliberative form of participation by van Beek et al., (2024) also noted this observation, inviting an interesting knowledge gap for future research.

An additional intriguing aspect is the lack of complaints regarding the referendum format, where the perceived 'power' of participation is quite high. This might seem straightforward and can be explained by participants feeling they are exercising their democratic rights directly. However, I view this differently, noting that participants (specifically in the Eindhoven case) are positioned in such a way that they have little choice but to vote in favour. Despite this, the substantial level of power afforded by this method gives participants the impression of control, although I believe this control is indirectly exerted by the municipality.

Discussion on drop-off rates

Another intriguing aspect to discuss is the drop-off rates observed during the participatory processes. Although the drop-off rates for the survey and cancellations at residents' evenings are not documented, it is interesting to discuss the available data on drop-off rates, drawing comparisons with other studies for context. Research by Van der Berg (2023) indicates that the drop-off rates for the PVE are significantly higher (66%) compared to those for the survey method (25%). Similarly, Tuit (2022) reports relatively high drop-off rates (40%) in her studies. Interestingly, the drop-off rates observed in Gouda are lower than those in other studies, a variation that is attributed to the sentiment surrounding the topic. Research by Mulder (2023) suggests that drop-off rates may correlate with the length of the PVE, a hypothesis supported by comments from interviewees. However, it posits that the drop-off rates could also relate to the technical nature of the questions or the complexity of the tool and the subject matter. While only a small fraction of participants reported finding the PVE challenging, this group completed the evaluation. Consequently, no assumptions can be made about the experiences of those who discontinued their participation. Further research is necessary to determine the underlying causes of the 'high' drop-off rates.

Discussion on the accessibility and inclusivity of two different sub-categories

"Practically" educated individuals were underrepresented in the PVE conducted in this study. It is noted that this is a recurring theme in the 'open PVE' across various reports published by Populytics (2024) and studies by Rotteveel et al., (2020). The analyses attempt to correct this by assigning slightly more weight to these groups. Additionally, the 'closed consultation' appears to provide a more representative view of this demographic. While it is encouraging that the PVE has reached a large new group of participants, enabling them to express their opinions, it can be important to understand how to engage the practically educated demographic in participation processes. Although it is suspected that this underrepresentation might be due to the digital nature of the method, it cannot be stated with certainty. There could be various practical and psychological reasons why this group does not participate in the process.

Moreover, within this PVE and other reports from Populytics (2024), it is observed that older adults are well-represented. While this finding surprised the interviewees positively, it is of interest to explore which subgroup of older adults participates in the PVE. This is particularly relevant for a parking case study. For many elderly individuals, owning a car is important, even if it is infrequently used. The vehicle provides a sense of freedom and independence, which is an instrument of preventing social isolation (NCMM, 2020). The age category of older adults in the PVE is indicated as 65+, which encompasses a broad spectrum. It would therefore be interesting to investigate who is behind this sub-group, so that for any new PVE application in similar case studies, this would be known.

I suggest that the absence of these two sub-categories could be addressed through a deliberative form of participation, such as a residents' meeting. Interviewees in this study, as well as those in Termaats' (2023) research, supported by advice from van den Berg's (2023) study, indicate that this could indeed be a valuable addition. Research conducted by Collewet et al., (2021, p.7) also states that: "With the help of the PVE there are more voices heard than with a regular residents evening. However, the variety of people is more diverse during a resident's evening than in the PVE". Further research is needed to determine why and when this is the case.

Discussion on how participants feel heard

Participants in participatory processes primarily seek to feel heard. This research has shown that every process is unique and, although it is desirable, there is no perfect starting point for participation. However, the participatory process can still be well-designed around this constraint.

First, it was observed in the comparative case studies that policymakers often cited informing policy as a goal. However, mere information dissemination is not a goal but a low form of participation that often elicits resistance. As noted by Renn (2006, p.41), participatory practices should foster "a dialogue in which participants can share arguments, increase their knowledge base, reflect, and look beyond their personal preferences." This is particularly crucial in areas like parking, where diverse opinions play a role.

Furthermore, the timing of when participants are allowed to engage - another aspect linked to planning - is shown to be essential. This research indicates that engagement should occur before any official decisions or directions are established. However, opinions and ideas about the timing of participation vary within the literature, making this component context specific.

Another element that may be challenging for policymakers to influence, but is no less critical, is the political timing within a municipality. Although this is the responsibility of the municipal body, it is preferable to apply participation during politically calm periods. This knowledge is also beneficial for advisors to prevent unexpected challenges during the participation process.

The most significant discussion point in the literature, expert interviews, and among participants is the communication and feedback from the municipality. In issues such as parking, which can affect personal freedom, people expect to be involved in the participation process. Communication in Gouda was found lacking in this respect. Although an attendance of approximately 1,000 people is substantial, a significant number of residents felt overlooked on this issue. Furthermore, the turnout could have been higher for a subject that resonates so deeply within the community. Additionally, many individuals, both on the street and through the tool, expected feedback from the municipality. It is believed that by being transparent about the outcomes of the PVE, which is feasible given the volume of data generated, future policies could be implemented with considerably more public support.

8.2. Limitations of the study

In Gouda, an in-depth case study was conducted, involving pre- and post-PVE interviews with stakeholders, discussions with participants, easy access to documents, and attendance at project meetings. This comprehensive approach was not feasible in the comparative case studies. I attempted to minimize this limitation by conducting thorough literature/document research and requesting all available information from interviewees.

In this line of reasoning, another limitation was the limited amount of data available from these methods. While it is tried to establish connections between different participation methods, this was not always possible. To address this, the study also considered comparative research on the PVE. Additionally, interviews from both the Gouda case study and the comparative case studies provided valuable responses that informed this research.

A further limitation of this study is its inherent subjectivity, stemming from its reliance on qualitative data. Interpretations could introduce bias. For this reason, the discussion was formulated as suggestively as possible, and conclusions were drawn only where justifiable. Repeating similar research could better verify these suggestive discussions.

One limitation was that I did not influence the final questions in the PVE about the perception of the method, which might have better illuminated respondents' view. While the it is tried to mitigate this by synthesizing general trends from PVE responses and conducting street interviews in Gouda, incorporating more nuanced questions in the PVE could have provided deeper insights.

Furthermore, there was no engagement with individuals who discontinued the PVE. Although not crucial for this study, understanding why participants opted out could yield interesting insights for future research.

Within the PVE, various design combinations are possible, where in this study, a combination of the 'points' mode and the 'slider' mode is utilised. Based on this combination, conclusions and recommendations have been drawn. It may be considered a limitation that I did not delve into other PVE design types, as well as other designs of surveys, community meetings, and referendums. The methods were evaluated based on their presentation in the various case studies. This approach may overlook an aspect of assessment, namely, that within these four methods, various design choices are possible.

Finally, where in the other case studies the policy trajectory was fully completed, this was not the case in Gouda. As a result, there is no complete picture of how people receive the policy and how they feel their opinions have been voiced. This creates an incomplete picture for the section of feeling listened to, since the policy is not formed yet.

8.3. Recommendations

In this chapter, recommendations will be formulated based on the results and discussions presented earlier. Two distinct types of recommendations will be provided. First, recommendations for future research will be outlined. Subsequently, recommendations for practitioners will be offered. The recommendations in this section are those considered most important, as they address the most critical issues identified in the discussion section. Appendix J contains an informative report for Mobycon, which includes additional recommendations for the company and thus practitioners.

8.3.1. Recommendations for future research

This study examined digital and deliberative participation methods. It found that participants felt more directed during digital participation compared to deliberative processes. This finding is intriguing as I acknowledge the opposite could also be true, where expert presence in deliberative settings would exert greater influence over participants.

Understanding why participants feel more guided in digital or deliberative settings can improve public participation methods. It raises questions about the design of digital tools and the role of experts in both contexts. Further research should explore how the structure and presentation of digital participation tools influence participants' perceptions of guidance. This could include examining how and which experts are appointed in the digital platform and testing whether resident involvement in the design phase affects the perception of guidance by potentially reducing steering questions by policymakers. Additionally, it should investigate whether the presence of experts in deliberative settings impacts participants' sense of autonomy differently than in digital settings, with various forms of deliberative processes being tested.

By addressing these points, future research can provide valuable insights into the dynamics of participant guidance, ultimately leading to more inclusive and equitable participation processes.

Furthermore, this research examined four different methods with four different designs. When individuals take the effort to engage, one would expect them to continue through the participation process. Although this study did not record the number of individuals who dropped out during the participation processes, it was noted that a significant number of participants discontinued the PVE. Understanding the reasons behind this can be important, as different design strategies could possibly lead to higher completion. I suggest there are several potential reasons as the cause of drop-off rates which invites future research.

Firstly, participants may find the tool too lengthy, opting not to proceed to the next question—although the primary drop occurs from the first to the second-choice task, suggesting duration may not be the primary factor. However, street interviews revealed that participants found the tool excessively long, indicating this aspect warrants further investigation. Although attending a residents evening takes much more time, people in an online environment may perhaps place more value on investing longer time for participation.

Secondly, the difficulty level of the tool could be a contributing factor. While many participants who completed the PVE did not find it complicated, this feedback does not capture the opinions of those who dropped out. Therefore, those who disengaged during the process did not provide input on this aspect.

In addition, the semi-technical nature of parking issues, which are sometimes challenging to conceptualize in public spaces, may cause participants to disengage. Lastly, the perception of being directed by the method could be a variable influencing the participant to stop. By investigating these, or possibly other factors, future research should determine what contributes to the dropout rates of the PVE.

8.3.2. Recommendations for practitioners

In this study, various components for effective participation have been examined. From these ten components, participation goals are directly shaped by policies and policymakers. For advisors and municipalities, it is important to align these objectives amongst themselves, as this alignment ensures better achievement of goals. Therefore, it is important for advisors to understand which method will best achieve which goals. The design of the participation method can significantly impact the attainment of these goals (Appendix J). For instance, this study found that the PVE method is effective for achieving various substantive goals rather than instrumental goals. Additionally, goals can sometimes conflict with each other, which may result in one goal being less effectively achieved by one particular method. Therefore, fine-tuning a combination of appropriate participation methods and strategies is essential.

An additional recommendation for policymakers is to reflect on how a specific method has contributed to the achievement (or non-achievement) of a goal. In this study, it has been noticed that none of the policymakers spoken to took time to reflect on their participation trajectory and the achievement of goals. However, this reflection can help in designing more efficient participation processes for future policymaking.

Furthermore, both the process and tool aspects highlighted how important participants and non-participants perceive communication before, during, and after the participation process. Communication and feedback are crucial to ensure participants understand when and why they are engaging and to provide insights into how their contributions are utilized. This transparency helps them feel less excluded during the policy-making process and fosters greater trust in the government. Thereby, having clear communication provides higher intensity rates and could foster a more representative group, as strategies could steer to reach less represented groups (as practically educated during this research). To achieve this, it is recommended to develop clear and specific communication and feedback strategies (Appendix J). That involves developing new, transparent, and streamlined ways to reach more individuals in an understandable manner.

The fine-tuning of (new) communication strategies should ultimately improve participation intensity, representativeness, inclusiveness, and the feeling of being heard, making the participation process more effective.

Chapter 9: Conclusion

The population in the Netherlands, and consequently the number of car users, continues to increase. However, municipalities lack additional space to accommodate these vehicles. Moreover, in adherence to the Paris Agreement's, cities are compelled to transition towards a more car-free environment. Despite this, the dependency on cars in daily life makes it challenging to implement significant changes. With the implementation of the Environment Act in 2024, residents will be enabled to actively participate in shaping their living environments, thus having a direct impact on what constitutes 'liveability' for them.

This presents complex challenges for municipalities, particularly in engaging citizens in developing environmental visions and formulating plans for public spaces. In response to these complexities, this thesis sought to contribute to a broader understanding of the Participatory Value Evaluation method, a relatively new method in the realm of public participation. Here, the effectiveness of the will be PVE examined, as little research has been done on this topic within this specific context. Therefore, this research was designed to address the main-research question:

"To what extent does the use of PVE as a participatory method enhance the decision-making process within the mobility sector in Gouda?"

To address the main research question, several sub-questions were formulated. The study utilised literature research, policy document analysis and semi-structured interviews to acquire the necessary knowledge to respond to these questions. Initially, conclusions will be drawn from the sub-questions. Subsequently, a comprehensive answer to the main research question will be provided.

9.1. Answering the sub-research questions

The sub-questions, introduced in Chapter 3, are outlined below. The first two sub-questions are addressed through conclusions derived from the literature reviewed in Chapter 4. The following two sub-questions are focused on applying the theoretical foundation established.

- **SQ1: "How can public participation be defined for this research?"**

Public participation is variably defined across the literature. For consistency in this study, a definition originating from the mobility, transport, and environment sector was designed. Additionally, the definition was crafted to avoid overly empowering stakeholders, which could conflict with the framework discussed in Chapter 4.2. Simultaneously, it was important that the definition was not overly broad and remained applicable to this thesis. Therefore, public participation was defined as follows:

"An online and/or in-person two-way communication process that engages individuals, groups, or organisations to express their ideas, concerns, needs, interests, and values in the public policy-forming and/or decision-making activities process"

- **SQ2: “What is effective public participation?”**

Effective participation is a multifaceted concept, as there is no universally correct method for achieving it. An extensive literature review led to the identification of ten components that can enhance the effectiveness of participation. These components were categorized into tool-based and process-based groups. The selected components were chosen because they are frequently mentioned in academic literature or deemed significant in prior studies. In developing the framework, certain components were consolidated into a single component. The ten components that collectively define public participation are illustrated in Figure 10.

- **SQ3: “How effective is the application of the PVE method in the mobility sector of Gouda?”**

We can conclude that the tool was effective in many aspects in Gouda. The PVE facilitated substantial engagement from a large diverse group of stakeholders, reaching individuals not typically involved in traditional consultation methods. Additionally, we conclude that the tool significantly contributed to achieving participation goals. We could also conclude that people felt heard by the PVE itself, as they perceived the different choice tasks with point distribution to be pleasant. However, it must be acknowledged that the tool falls short in some areas. Some did feel steered by the questions and felt unheard because of this. Moreover, the underrepresentation of practically educated individuals and the relatively high dropout rates makes the tool less representative and inclusive.

When examining the tool within the process, it proved to be very effective. In a chaotic process with diverse opinions, the tool could provide a nuanced reflection of the 'voice of the people'. Based on this research, it is concluded that the tool is highly suitable for addressing issues within personal living environments, where space must be allocated, and opinions may vary.

- **SQ4: “How effective are different participation methods in similar mobility contexts?”**

The analysis of different participation methods across the comparative case studies highlights varied effectiveness. Each method, whether digital platforms like the survey, residents' meetings, or referendums, brought advantages and challenges to the participation process.

Information evenings: The physical setting facilitated direct interaction, which is advantageous for assessing public sentiment. However, the representativeness of these meetings was questioned due to tendencies to attract specific demographic groups, potentially skewing the diversity of input. Because of this, it can also be concluded that not every group felt heard or was comfortable speaking during an event. Moreover, a greater number of participants could have been involved through an online method. Finally, it can be concluded that not all objectives were achieved by this method.

Survey: Based on the analysis in Hilversum, it is challenging to draw a concrete conclusion about the effectiveness of the survey. It can be concluded that the policy goals were not met, and the goals of the policymakers were partially met, albeit with some uncertainty. It is also noted that a large number of people participated in the survey, although the majority did so through the citizen panel. No conclusions can be drawn about representativeness, accessibility, and inclusivity. Additionally, little can be concluded about the participants' sense of being heard by the tool, other than the fact that there was considerable resistance in Hilversum, which was partly due to the process.

Referendums: At first glance, one might conclude that the referendum as a tool is highly effective. A referendum simplifies the decision-making process to a binary choice, which can easily consolidate community opinion on a specific issue, thereby making people feel heard. The method is straightforward and has the potential to directly influence policy based on majority preference. However, referendums do not capture detailed insights into the complexities of mobility issues. Additionally, although people may feel that it promotes democratic decision-making, it does not account for a significant portion of voters, which would be considered in a more nuanced approach. Consequently, gathering a comprehensive understanding of everyone's opinions within the research group proves challenging. In conclusion, although it seems to be 'effective' in certain aspects, its usage is not desirable for the participation process, nor as a last resort.

9.2. Answering the main research question

It can be concluded that the Participatory Value Evaluation partially enhanced the participation trajectory in Gouda compared to other participation methods analysed in this study. The term 'partially' is used here because the PVE in this study involved both negative, and positive aspects in achieving effectiveness.

First, it must be noted that certain groups of people feel more heard through deliberative forms of participation, or those where the power of the voter is significant. They perceive these forms of participation as more accessible, whereas others appreciate the anonymity and convenience of online participation. It is also acknowledged that the representativeness of individuals with practical education in this study is notably low. The accessibility and inclusivity are also 'lower' in terms of dropout rates.

Nonetheless, we argue that in the Gouda case study, the PVE is effective, and that despite these 'flaws' in the process, it helped to move the policy process ahead effectively. Many people were able to take part in the process, it generally reflected a very representative picture of residents and participation goals were achieved. The main aspect in achieving goals was that both policymakers and participants acquired knowledge from one another. Furthermore, the PVE stands out as the only mechanism in this study capable of making a wide variety of in-depth data readily available to policymakers. This nuanced perspective is crucial in a process often overwhelmed by conflicting negative opinions, allowing policymakers to make more informed and carefully considered decisions.

Finally, it can be stated that all case studies encountered difficulties in their respective processes. Despite these flaws within the process, a tool can still yield useful results. For effective participation, I can conclude that an efficient process however is indispensable.

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Appendix A: Research Flow Diagram

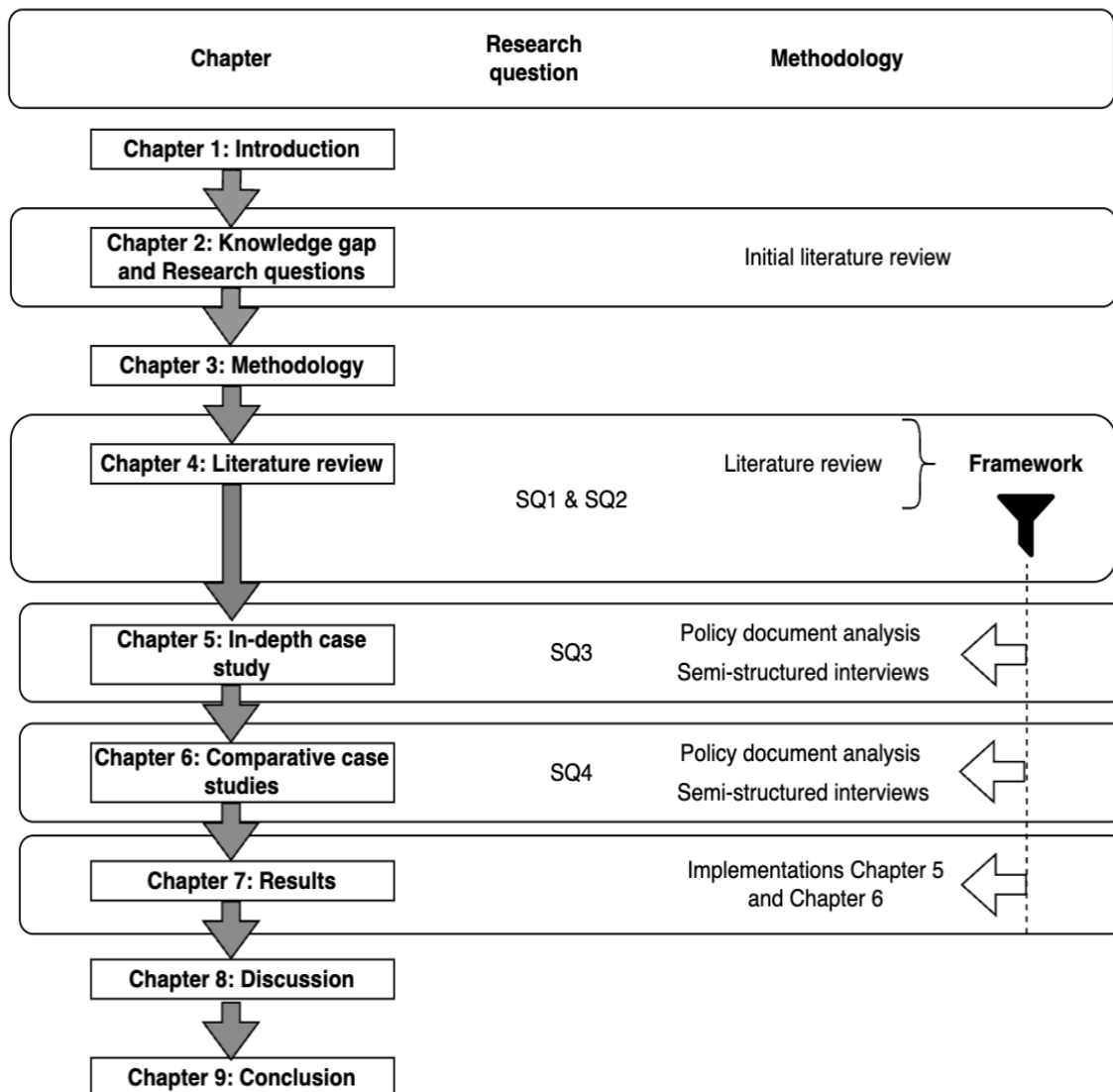


Figure A1: Research Flow Diagram

Appendix B: Literature research

Chapter 1 serves as an introduction to the topic, laying the groundwork for further exploration. The insights presented in chapter 4 stem from an extensive literature review. The methodology and scope of the literature research are detailed within this chapter.

The primary search engine utilised in this study is Scopus. The choice of Scopus is motivated by its comprehensive indexing of peer-reviewed literature, which ensures access to a broad spectrum of academic journals and conference proceedings. In addition to Scopus, Google Scholar is employed as a supplementary resource. While Google Scholar is not a curated academic database and thus may include a wider range of materials, it is valuable for its ability to uncover grey literature and sources beyond the reach of conventional databases. The construction of this search string for the literature review was guided by the concepts identified in the introductory chapter and refined discussions with academic advisors and mobility consultants. The search string in figure 1 is tailored to encapsulate the core themes of urban mobility, citizen participation, and innovative policy evaluation techniques, such as PVE, within the context of municipal planning.

Search string 1

("urban mobility" OR "transport policy" OR "mobility management" OR "parking policy") AND ("citizen participation" OR "public engagement" OR "community involvement" OR "stakeholder engagement") AND ("Participatory Value Evaluation" OR "PVE" OR "public decision-making")

Figure B1: Search string one – literature review

The second search string (Figure 2) includes Dutch translations and equivalents of the key terms related to your topic to find relevant literature from Dutch databases and publications.

Search string 2

("Mobiliteit" OR "Stedelijke Mobiliteit" OR "Vervoersbeleid" OR "Mobiliteitsbeheer" OR "Parkeerbeleid") EN ("Burgerparticipatie" OR "Publieke betrokkenheid" OR "Gemeenschapsdeelname" OR "Stakeholder") EN ("Participatieve Waarde Evaluatie" OR "PVE" OR "Openbare besluitvorming")

Figure B2: Search string two – literature review

A total of 40 sources came from the search terms in Scopus. These sources were then reviewed based on their title and the criteria given in Table B1. It is important to note here that the titles must meet one of the criteria, and not all of them.

Table B1: Criteria literature research

Criteria 1	Criteria 2	Criteria 3
Public participation AND Case in the Netherlands OR Case regarding Mobility	PVE reflection on case study OR PVE general introduction	Burgerparticipatie in mobiliteit

Given that public participation has been a subject of attention for several decades, with Arnstein (1969) introducing the "ladder of participation" theory, no limitation was imposed on the publication year to ensure that relevant studies were not excluded. From this initial selection, 17 sources were then found to be of interest. The abstracts, figures, and conclusions were then read from these sources. This resulted in 12 sources that were found interesting to read entirely for the literature review. These sources were found interesting as they are all case studies or explanation reports on the application of the PVE.

In addition to the literature search in Scopus, a literature search in Google Scholar was also applied. This was done to expand the current literature review and to ensure that all valuable

sources were included in this research. Thus, additional sources on other participation methods or more generic sources on public participation are found to be necessary for the introduction of this research. For the literature search in Google Scholar, extra care was taken to ensure that the sources were reliable by looking at which journal published the source. For the literature search through Google Scholar, the same search strings and criteria were used. The titles of the initial 481 papers generated by the search strings were reviewed to assess their alignment with the criteria outlined in table B1. Subsequently, 10 sources matched the search in Scopus, so they were not further included in the search. Also, four duplicate sources occurred, which were also discarded. Ultimately, after applying the criteria and removing duplicates, 87 sources were identified as relevant for a detailed review. For each of these sources, the abstract, figures, and conclusions were meticulously examined. After this preliminary review, 20 sources were selected for comprehensive reading due to their thorough explanation of public participation. Additionally, a few supplemental sources were noted, particularly those pertaining to the application of PVE in case studies. After the sources were read, the Snowballing principle was applied to supplement the literature. Since many interesting sources had already been read using the initial search strategy, only five more sources were read using the Snowballing effect. These sources were mainly to supplement concept definition. This finally resulted in the 66 sources used in Chapter 3. An overview of the literature research can be found in Figure B3.

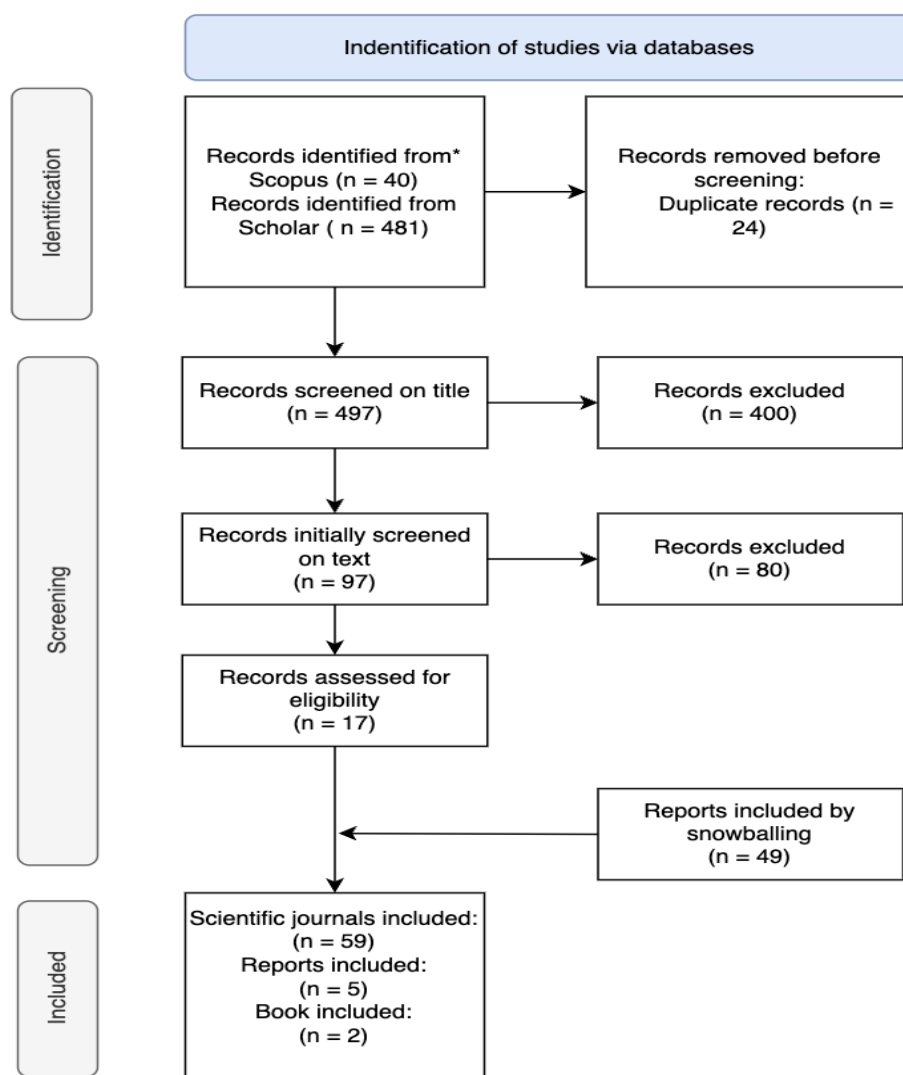


Figure B3: Identification of literature review chapter 4

Appendix C: Informed consent form

The following e-mail is a concept version for the e-mail sent to the different interviewees. However, the content of the mail is different for each stakeholder interviewed in the different sub-questions.

Verantwoordelijke onderzoeker
Diederick van Gaalen

Geachte [Naam],

Mijn naam is Diederick en ik ben momenteel bezig met mijn thesis aan de Technische Universiteit Delft. Voor mijn thesis onderzoek ik de toegevoegde waarde van publieke participatie. In dit kader wil ik graag onderzoeken hoe in uw gemeente publieke participatie wordt ingezet bij het parkeerbeleid.

Ik zou u graag willen interviewen om meer inzicht te krijgen in de praktijken en ervaringen binnen uw gemeente. Het interview zal ongeveer 40 minuten duren. Met uw toestemming wil ik het interview graag opnemen zodat ik het later kan terugluisteren. De opname zal veilig worden opgeslagen in een beveiligde omgeving van de TU Delft.

Daarnaast wil ik het interview anoniem herschrijven en gebruiken in mijn scriptie, zodat ik onderdelen ervan kan integreren in mijn resultaten. Ik zal mijn uiterste best doen om ervoor te zorgen dat de informatie niet naar u terug te herleiden is, hoewel volledige anonimiteit nooit gegarandeerd kan worden.

Ik hoop van harte dat u bereid bent om deel te nemen aan dit interview. Mocht u nog vragen hebben, dan hoor ik dat graag. Uiteraard zal ik de vragen voorafgaand aan het interview met u delen.

Met vriendelijke groet,

Diederick

[Contactgegevens]

E-mail: D*****@gmail.com

Telefoon: +31 6 ** ** *

Table C1: Form of consent

Formulier in te vullen door deelnemer	Yes	No
Ik heb de informatie over het onderzoek gedateerd [XXX] gelezen en begrepen, of deze is aan mij voorgelezen. Ik heb de mogelijkheid gehad om vragen te stellen over het onderzoek en mijn vragen zijn naar tevredenheid beantwoord.	☐	☐
Ik doe vrijwillig mee aan dit onderzoek, en ik begrijp dat ik kan weigeren vragen te beantwoorden en mij op elk moment kan terugtrekken uit de studie, zonder een reden op te hoeven geven.	☐	☐
Ik begrijp dat mijn deelname aan het onderzoek de volgende punten betekent - Dit interview zal worden opgenomen voor doeleinde van dit onderzoek. - De opnames van het interview worden tot uiterlijk een maand na het voltooien van de scriptie veilig bewaard op een locatie die door de TU Delft wordt beheerd. Hierna zullen de opnames worden verwijderd. - De anonieme samenvatting die wordt gemaakt op basis van het interview, kan worden opgenomen in dit onderzoek. Dit vereist echter de goedkeuring van de geïnterviewde.	☐	☐
Ik begrijp dat mijn deelname aan het onderzoek niet wordt gecompenseerd.	☐	☐
Ik ben me ervan bewust dat mijn deelname aan dit onderzoek de verzameling van persoonlijk identificeerbare informatie en onderzoeksgegevens over mij met zich meebrengt. Ondanks dat de onderzoeker stappen onderneemt om mijn privacy te beschermen, realiseer ik me het risico dat ik op basis van deze informatie geïdentificeerd zou kunnen worden.	☐	☐
Ik begrijp dat de persoonlijke informatie die over mij verzameld wordt en mij kan identificeren, zoals [naam, functie], niet gedeeld worden buiten het studieteam.	☐	☐
Ik ben mij ervan bewust dat de resultaten van het onderzoek in rapporten, artikelen en/of presentaties kunnen worden gepubliceerd. Daarnaast stem ik in met het opslaan van de geanonimiseerde gegevens die over mij verzameld zijn in het archief van het TU Delft Repository, zodat deze gebruikt kunnen worden voor toekomstig onderzoek en onderwijsdoeleinden.	☐	☐
Ik geef toestemming om mijn antwoorden, ideeën of andere bijdrages anoniem te quoten in resulterende producten.	☐	☐
Ik begrijp dat de interpretaties van de informatie die door de deelnemers is aangeleverd, door de onderzoeker met de geïnterviewde zullen worden besproken. Dit zodat de geïnterviewde de mogelijkheid heeft om eventuele onjuistheden of misverstanden te corrigeren en feedback te geven op de interpretatie van hun inbreng.	☐	☐
Ik heb de contactgegevens van de onderzoeker ontvangen en begrijp dat ik te allen tijde contact kan opnemen voor vragen of opmerkingen over het onderzoek	☐	☐

Handtekeningen_____
Naam deelnemer_____
Handtekening_____
Datum_____
Naam onderzoeker_____
Handtekening_____
Datum

Appendix D: Interviews before PVE application with policymakers and consultants Gouda

This appendix includes the interview questions for the semi-structured interviews conducted for SQ3. The questions were sent to the interviewees prior to the interview. Hereafter, the interviews are anonymously transcribed and added to this Appendix.

Interview 1D:

Vraag 1: *Wat zijn uw functie en werkzaamheden binnen de parkeerbeleid casus in de gemeente Gouda?*

Antwoord 1: Ik werk bij de gemeente Gouda als beleidsadviseur mobiliteit. Op dit moment houd ik mij bezig met het parkeerbeleidsplan, wat we aan het opstellen zijn.

Vraag 2: *Hoe zou u de huidige staat van het parkeerbeleid in Gouda omschrijven?*

Antwoord 2: De vorige parkeernota stamt uit 2020.

Daarin hadden we een aantal vooruitstrevende maatregelen gezet en daar is de gemeenteraad niet mee akkoord gegaan. Gouda was er aldus de raad op dat moment nog niet klaar voor. Bovendien is er toen ook opgenomen dat we een participatietraject gingen starten middels een soort referendum (straatje-voor-straatje) principe. Vervolgens is er een nieuwe wethouder en een nieuw bestuur & college gekomen. Daar merkte we dat er onvoldoende draagvlak was voor dit plan. Dit omdat de problemen zich eigenlijk alleen maar verplaatsen en het werkt ook heel erg vertragend, frustrerend en kostenverhogend. Uiteindelijk zijn er drie wijkmobiliteitsplannen ontstaan; Korte Akkeren, Kort Haarlem en het centrum.

Dan zijn we nu op het punt dat het parkeerbeleid plan wordt geschreven. Hier gaan we participatie toepassen middels de PWE. Want straks gaan we dat parkeerbeleid op hoofdlijnen vastleggen en daarvoor willen we weer uitgangspunten hebben voor de overige wijkmobiliteitsplannen.

Vraag 3: *Wat zijn volgens u de belangrijkste doelen van publieke participatie in het parkeerbeleid in Gouda?*

Antwoord 3: Goed ophalen wat de mensen belangrijk vinden. Niet alleen qua parkeren, maar ook; Waar heeft u nou echt belang aan betreft groen, speelplekken, fietsruimte etc.

Verder gaat het altijd om een mix. De openbare ruimte kan je maar één keer gebruiken.

Wat wethouder altijd goed uitlegt; per jaar komen er 1 à 2 voetbalvelden bij aan auto's, maar de ruimte groeit niet mee. Dus hoe moeten we dat dan op gaan lossen. Ook hoop ik dat mensen echt mee gaan denken en inzichten geven naar ons toe.

Vraag 4: *Kunt u deze doelen specificeren naar de drie belangrijkste doelen van publieke participatie?*

Antwoord 4: Hoe belangrijk vinden mensen parkeren, hoe zouden zij de ruimte indelen met beleidskeuzes en inzicht aan ons geven.

Vraag 5: *Welke uitdagingen ervaart u bij het realiseren van de gestelde participatiedoelen in het parkeerbeleid?*

Antwoord 5: Ik ben bang dat mensen niet breder gaan denken dan hun eigen straat of hun eigen situatie en dat zij echt dat beeld verschaffen. Een andere uitdaging is of mensen wel echt genegen zijn om zo'n lange enquête in te vullen, want het duurde best lang hoorde ik. Het is natuurlijk een moeilijke afweging tussen een tekort en te lange vragenlijst, maar ik hoop dat uiteindelijk een representatief beeld de vragenlijst invult.

Vraag 6: *Worden de gestelde doelen vaak bereikt in de praktijk?*

Antwoord 6: Dit is altijd lastig. Wat we natuurlijk willen is zo veel mogelijk mensen bereiken. Een parkeerbeleidsplan is natuurlijk een heel moeilijk onderwerp, daarom hebben we voor deze vorm van participatie gekozen.

Vraag 7: *Hoe bepaalt u welke vormen van publieke participatie worden ingezet bij het ontwikkelen of aanpassen van parkeerbeleid?*

Antwoord 7: Leuk dat je dat vraagt. Wij zijn zelf niet per se op de hoogte van alle nieuwe ontwikkelingen rondom participatie. Mobycon heeft ons eigenlijk geadviseerd om de PWE te gaan gebruiken en dit leek ons een mooie methode. We wilden wel iets doen waarmee we veel informatie op konden halen en daar is deze tool dachten we geschikt voor. Ook voor het bewuster maken van, als je groen wil, kan dat, maar dan offer je wel zaken op.

Vraag 8: Wat is volgens u de belangrijkste reden om een participatieve waarde evaluatie uit te voeren voor de parkeerbeleid casus in Gouda?

Antwoord 8: Dat haakt eigenlijk een beetje aan op de vorige vraag. In een enquête ben je heel erg gericht taan het bevragen en haal je minder informatie op. En nu proberen we mensen echt het besef mee geven dat er niet genoeg ruimte is en dat er dingen afgewogen moeten worden.

Vraag 9: Wat zijn volgens u de voor- en nadelen van de participatieve waarde evaluatiemethode ten opzichte van andere participatievormen?

Antwoord 9: Het is best wel lang en ik ben bang dat niet iedereen de methode goed begrijpt.

Vraag 10: In hoeverre denk je dat de PWE kan bijdragen bij het verbeteren van het besluitvormingsproces voor de parkeerbeleid casus in Gouda?

Antwoord 10: Ik hoop veel. Want ik hoop dat we veel ophalen. En dat we dus daar. Op basis van wat je daaruit ophaalt. Ook wel echt een discussie aan kan gaan met zo'n denktank. Ik hoop dat het voer voor discussie oplevert en dat we het ook nog per wijk kunnen differentiëren. Dat we het dan mee kunnen nemen in de andere plannen die ook nog komen gaan.

Vraag 11: Zijn er nog risico's of zaken waar u tegen aanloopt binnen het participatietraject in Gouda?

Antwoord 11: Als er negatieve berichtgeving over de PWE komt. Dat zie ik wel als een risico. We moeten denk ik goed uitleggen waarom we dit doen en waarvoor, maar er zullen ongetwijfeld negatieve geluiden komen vanuit socialmedia. Dat zie je ook bij de bewonersavonden.

Vraag 12: Zijn er nog andere randzaken omtrent het parkeerbeleid in Gouda dat u wilt delen?

Antwoord 12: Het gaat om grote voertuigen. Het gaat om campers. Het gaat om van alles. Campers die geweerd moeten worden. Foutief parkeren. Mensen die eruit moeten. Er komt echt van alles bij. Ik hoop dat dat allemaal in de enquête terug te vinden is. Dat dat ook een groot. Een breed beeld wordt. Verder verwachten mensen eerder of sneller een oplossing voor hun problemen. Er zijn veel verschillende belangen bij het parkeren die een rol spelen.

Interview 2D:

Vraag 1: *Wat zijn uw functie en werkzaamheden binnen de parkeerbeleid casus in de gemeente Gouda?*

Antwoord 1: Ik ben projectleider bij een adviesbureau voor het opstellen van het parkeerbeleid in de gemeente Gouda. Daarnaast ondersteun ik de gemeente bij de participatietrajecten voor de wijken Korte Akkeren en Kort Haarlem.

Vraag 2: *Hoe zou u de huidige staat van het parkeerbeleid in Gouda omschrijven?*

Antwoord 2: Voor de wijken Korte Akkeren en Kort Haarlem zijn wijkmobiliteitsplannen opgesteld. In de wijkmobiliteitsplannen is vervolgens vastgesteld of opgenomen dat er gereguleerd parkeren moet komen in beide wijken. Alleen de precieze manier waarop, dat moet nog worden ingevuld. En daar vindt nu participatietraject over plaats om dat handen en voeten te geven. En de manier waarop we dat in Kort Haarlem, Kort Akkeren gaan invullen, is ook weer input voor hoe we dat beleidsmatig ook voor de rest van de stad gaan vormgeven. Dus alle beleidsknoppen parkeren worden in Kort Haarlem, Kort Akkeren ingekleurd of op een bepaalde stand gezet. En dat moet ook voor het beleidsplan weer sturing geven of richting geven in de manier waarop we dat beleidsmatig in heel Gouda voor de komende tien jaar willen gaan doen. Dus ook een hele interessante fase eigenlijk waar we in staan. Maar nu staan we eigenlijk voor twee opgaven. A, hoe doen we dat nou in de praktijk? En B, hoe doen we dat nou beleidsmatig in de rest van de stad ook voor de komende tien jaar? Dus als we een jaar verder zijn, dan moeten er heel veel kwartjes gevallen zijn. Waarmee het parkeren in Gouda weer jaren vooruit kan.

Vraag 3: *Wat zijn volgens u de belangrijkste doelen van publieke participatie in het parkeerbeleid in Gouda?*

Antwoord 3: Eigenlijk zitten er twee doelen in.

A, we willen ophalen hoe er breed gedacht wordt over het gebruik van de openbare ruimte, waaronder het parkeren. Breed in de zin van dat we een goede afspiegeling willen van wat mensen denken. Of hoe de stille meerderheid erover denkt, laat ik het zo zeggen. Dus niet alleen maar de mensen die van alles roepen. Het tweede doel is dat mensen worden geprikkeld om na te denken over de beleidskeuzes die zij maken. Dus dat zij echt inzicht krijgen in welke keuzes er zijn. Mensen denken weleens ja als de meerderheid iets vindt, nou dat is democratie, dan doen we dat. Maar dat is het niet. Democratie is dat je houdt rekening. Je gaat kijken wat wil de meerderheid. Maar je houdt de rekening ook met de belangen van de minderheid. Dat is een heel belangrijk ingrediënt. En dan alleen maar zeggen de helft plus één gaat bepalen

Vraag 4: *Kunt u deze doelen specificeren naar drie belangrijke hoofddoelen?*

Antwoord 4: Zie vorige antwoord.

Vraag 5: Welke uitdagingen ervaart u bij het realiseren van de gestelde participatiedoelen in het parkeerbeleid?

Antwoord 5: Uiteindelijk heb je je participatietraject afgerond en dan heb je een opbrengst. Ik denk dat in het algemeen participatie heel erg ingewikkeld is om goed te doen, welke tools je ook inzet. Je krijgt altijd selectieve respons. Of je nou een avond organiseert of je doet iets online, of je doet een online enquête, of je gaat mensen op straat ondervragen, of je zet een kraampje ergens neer. Het is altijd selectief wat je ophaalt.

Wat wel een uitdaging is, participatie is meer dan alleen een meerderheid ophalen. En als je dan kijkt naar het parkeren. Dan kun je dus aan de ene kant zeggen. Nou ja, we zien toch twee derde wil wel meer groen. En het belang voor het parkeren is misschien wat minder.

Dan heb je nog niet meegewogen. De afhankelijkheid die mensen misschien hebben van parkeren. Nou denk ik op zich dat men in Gouda daar wel heel prudent mee omgaat.

De vraag is uiteindelijk. Heb je nou voldoende informatie en goed beeld om dat parkeerbeleid zo te maken dat je met dus niet alleen maar de meerderheid bedient.

Maar dat je een genuanceerd en goed afgewogen parkeerbeleid kunt vormgeven. Inclusief dan de andere dingen die je gaat vragen van het groen en de openbare ruimte, het verblijf, het spelen.

Vraag 6: Worden de gestelde doelen vaak bereikt in de praktijk? Zo nee, wat zou de reden kunnen zijn dat bepaalde doelen niet worden behaald?

Antwoord 6: Dat is eigenlijk heel moeilijk vast te stellen.

Vraag 7: Hoe bepaalt u welke vormen van publieke participatie worden ingezet bij het ontwikkelen of aanpassen van parkeerbeleid?

Antwoord 7: We willen natuurlijk goed weten wat de opdrachtgever precies wil. Wat zijn de uitdagingen en hoe ziet de samenleving eruit? Ik vind het belangrijk om te zoeken middelen om zeg maar datgene wat je aan de mensen vraagt zodanig te vragen, en dat ze niet alleen maar denken; Nou ja, dit is mijn belang en ik kies voor mijn belang, maar dat je ze meeneemt in het verhaal. Het gaat hier niet om een straat, of wijk alleen, maar het gaat om de hele stad. En hoe gaan we deze met elkaar inrichten.

Vraag 8: Wat is volgens u de belangrijkste reden om een participatieve waarde evaluatie uit te voeren voor de parkeerbeleid casus in Gouda?

Antwoord 8: Eigenlijk uit nieuwsgierigheid naar het middel. Het is een relatief nieuwe methode voor ons in het vakgebied en wat halen we hier uiteindelijk mee op.

Vraag 9: Wat zijn volgens u de voor- en nadelen van de participatieve waarde evaluatiemethode ten opzichte van andere participatievormen?

Antwoord 9: Het voordeel is hè dat je dus mensen breder laat denken dan over het onderwerp wat je aan het oplossen bent. En dat je dus mensen ook in samenhang met andere uitdagingen en in dit geval de specifiek het inrichten van de openbare ruimte en prioriteiten daarin. En op basis daarvan laat nadenken over parkeren.

We krijgen daardoor denk ik een goed beeld en je laat mensen nadenken, dat is altijd goed.

Een dilemma is wat je aan de mensen voorlegt en ook wat de respons wordt en van wie deze respons komt. Met name bij ouderen speelt dit een rol. Ze zijn afhankelijk van auto en parkeren, omdat ze fysiek minder makkelijk meer kunnen fietsen en ze raken makkelijker eenzaam. Ja, ze zitten, hun netwerken worden kleiner, dus ze krijgen steeds minder mensen om zich heen. En dat netwerk wat er blijft, is steeds meer auto afhankelijk. Dus de persoon zelf, maar ook het netwerk. Ik ben bang dat ouderen de PWE niet gemakkelijk gaan vinden.

De tweede, dat zijn zeg maar de dominante doelgroepen in korte akkeren. Over het algemeen praktisch opgeleiden mensen die handwerk doen. Maar ook mensen met een migratieachtergrond waarvan ik benieuwd ben of wij van hen een respons krijgen. Dus ik verwacht dat we een onder respons krijgen van twee doelgroepen mensen die boven gemiddeld auto afhankelijk zijn.

Vraag 10: Zijn er nog andere randzaken omtrent het parkeerbeleid in Gouda dat u wilt delen?

Antwoord 10: Niet zozeer gericht op participatie, maar in zijn algemeenheid. Het grote dilemma vind ik met parkeren is vanuit welke visie ga jij oplossingen zoeken?

Is jouw visie dat mensen best wel wat minder auto kunnen gebruiken, minder autobezit hebben en misschien zelfs zonder auto kunnen?

En daarmee dus de auto ontmoedigen. Of accepteren we met z'n allen dat de auto heel erg nodig is en gaan we vanuit daar een oplossing zoeken. Dan kan je bijvoorbeeld denken in een oplossing van een grote parkeergarage. Het is een beetje een afweging maken naar een realistische koers.

Interview 3D:

Vraag 1: *Wat zijn uw functie en werkzaamheden binnen de parkeerbeleid casus in de gemeente Gouda?*

Antwoord 1: In Gouda werk ik als projectmedewerker zowel op inhoudelijk gebied als op participatie.

Vraag 2: *Hoe zou u de huidige staat van het parkeerbeleid in Gouda omschrijven?*

Antwoord 2: Op papier ligt nu een eerste versie van het rapport tot en met het visie deel. We hebben om daar te komen een beleidsinventarisatie gedaan, hebben parkeerdata gekregen en politiek gezien hebben we een aantal sessies gehad met de raad en met de wethouder. Dit laatste ging over de uitgangspunten van het parkeerbeleid. Daarnaast hebben we met de Denktank (een aantal vertegenwoordigers van partijen) gezeten. Nu zijn we op het punt om de PWE uit te voeren.

Vraag 3: *Wat zijn volgens u de belangrijkste doelen van publieke participatie in het parkeerbeleid in Gouda?*

Antwoord 3: Wat wij belangrijk vonden is dat gezien de emotie die parkeren oproept is om parkeren als integrale afweging van de openbare ruimte voor te leggen aan de inwoners. Daarbij willen we input ophalen hoe zij deze afwegen. Verder denk ik dat parkeren een thema is waar moeilijk draagvlak te creëren voor is, maar toch wel begrip voor het besluit geven. Daarnaast is iets meer inzicht geven wat de keuzes die je maakt nou doet ook belangrijk.

Vraag 4: *Kunt u deze doelen specificeren naar de drie belangrijkste doelen van publieke participatie?*

Antwoord 4: Inzicht geven, informeren en begrip krijgen voor besluit.

Vraag 5: *Welke uitdagingen ervaart u bij het realiseren van de gestelde participatiedoelen in het parkeerbeleid?*

Antwoord 5: De emotie die meespeelt is denk ik wel een uitdaging. Het is heel moeilijk om dit op een abstract niveau te bekijken. Dat merk je sowieso bij participatie, als je veel inwoners hebt is het lastig om hen vanuit een algemeen belang te laten meedenken. Bij dit thema is dat helemaal lastig.

Vraag 6: *Worden de gestelde doelen vaak bereikt in de praktijk?*

Antwoord 6: Dat is wel iets waar we naar streven. Of we dat halen is wel iets waar we vaker naar mogen evalueren. Daar zou ik niet heel veel over kunnen zeggen op dit moment.

Vraag 7: *Hoe bepaalt u welke vormen van publieke participatie worden ingezet bij het ontwikkelen of aanpassen van parkeerbeleid?*

Antwoord 7: We werken met de participatiefabriek. Binnen die aanpak hebben wij veel ervaring met participatiemethoden. Het blijft natuurlijk maatwerk en afhankelijk van de wil van de opdrachtgever. Hoe we op de PWE zijn gekomen was uit interesse naar de methode. Toen parkeren aanbod kwam leek dit ons een interessant thema om op toe te passen, zeker gezien de gevoeligheid van de materie.

Vraag 8: *Wat is volgens u de belangrijkste reden om een participatieve waarde evaluatie uit te voeren voor de parkeerbeleid casus in Gouda?*

Antwoord 8: Zie antwoord vorige vraag.

Vraag 9: *Wat zijn volgens u de voor- en nadelen van de participatieve waarde evaluatiemethode ten opzichte van andere participatievormen?*

Antwoord 9: Voordeel: dat mensen vanuit een algemeen belang gaan meedenken en niet vanuit een 'eigen belang' gaan denken en participeren. Het is verder geen methode die heel veel conflict oproept. Dit is een iets neutralere setting. Verder kan je veel mensen bereiken met deze methode. Een fysieke methode heeft iets minder prioriteit denk ik bij mensen. Daarnaast kan je zelf een begrijpelijke enquête voorleggen, iets wat je bij fysieke dingen niet in de hand hebt. Een nadeel is dat het toch enige digitale vaardigheid behelst. Ik vraag mij af hoe dit gaat zijn. Daarnaast ben ik benieuwd of het qua taal helder is en qua logica van hoe de tool nu is opgezet. Ik denk dat het voor deze groep mensen lastig is om betrokken te raken. Ik ben verder benieuwd of mensen hun ei kwijt kunnen. Verder ben ik benieuwd (niet per se een voordeel of nadeel) in hoeverre mensen de argumentatie van de schuifjes gaan doen. Ik ben benieuwd of mensen echt hun keuzes hierachter gaan beredeneren.

Vraag 10: *We hebben het hiervoor gehad over participatiedoelen. In hoeverre denkt u dat de PWE iets bijdraagt aan het behalen van participatiedoelen ten opzichte van andere participatiemiddelen?*

Antwoord 10: Ik denk dat het heel goed inspeelt op het begrip krijgen voor de keuzes waar de gemeente voor staat. Dus als je ruimte geeft aan parkeren, dan is er minder ruimte voor andere zaken. Het maakt namelijk duidelijk dat er beperkte ruimte is. Ik ben benieuwd of mensen meer begrip krijgen voor het besluit van de gemeente. De vragen die wij stellen zijn best breed over de ruimtelijke inrichting. Ik ben benieuwd of de PWE daar heel veel in voorziet. Omdat het niet heel veel achtergrondinformatie geeft waarom we het doen. Het is denk ik echter niet heel wenselijk om dat er wel in te doen omdat het dan heel veel tekst is en we moeten keuzes maken daarin.

Vraag 11: In hoeverre denk je dat de PWE kan bijdragen bij het verbeteren van het besluitvormingsproces voor de parkeerbeleid casus in Gouda?

Antwoord 11: Ik hoop dat het bevorderlijk is voor het proces. Ik heb het idee dat de gemeente breed inzet op de PWE en daar in de werving veel voor op investeren. Dat is goed voor het proces, omdat mensen de keuze hebben gehad om mee te denken hierover. Als het uiteindelijk een mooi representatief beeld is van wat Gouda belangrijk vindt op het gebied van parkeren, dan denk ik dat het een toevoeging is voor het proces en ook input kan geven voor andere ruimtelijke opgaven. Ik vind het politieke gedeelte nog wel spannend. Er zijn nog een aantal discussies in wijken bezig, waar veel emotie bij zit. Hopelijk kan de PWE-duidelijkheid geven waarom er een richting opgegaan wordt met beleid. Het kan echter zo zijn dat er wijken komen die weerstand bieden. Ik denk uiteindelijk wel dat het bevorderlijk is voor het proces.

Vraag 12: Zijn er nog risico's of zaken waar u tegen aanloopt binnen het participatietraject in Gouda?

Antwoord 12: Een goede aanvulling op het vorige antwoord is het traject in twee andere wijken. Dat is iets wat parallel loopt. Het is niet een erg rustige omgeving waar we instappen met de PWE. Ik zie als risico dat dit de PWE kan sturen.

Vraag 13: Zijn er nog andere randzaken over het parkeerbeleid in Gouda dat u wilt delen?

Antwoord 13: (-)

Appendix E: Street interviews with PVE-participants Gouda

This appendix includes the interviews/conversations with PVE participants. In doing so, it distinguishes between people who did and did not complete the PVE. In the end, out of the 46 people spoken to, six people completed the PVE. Illustrative quotes and data from those who did not complete the PVE will also be displayed in this appendix.

E1: Interviews/conversations results with people who did fill in the PVE

This section first shows the questions asked during the conversations. Hereafter a table with an overview of answers and quotations is shown. The questions will be shown both in Dutch and English. The answers will directly be translated to English, as the quotes will be used in the report.

Vraag 1: Wat was uw indruk van de raadpleging?

Question 1: What did you think of the consultation?

Vraag 2: Vond u de raadpleging begrijpelijk?

Question 2: Did you find the consultation was understandable?

Vraag 3: Had u moeite met bepaalde onderdelen?

Question 3: Did you experienced difficulties with certain parts?

Vraag 4: Heeft u het idee dat u gehoord bent door de raadpleging en dat er in het parkeerbeleidsplan rekening met uw mening gehouden gaat worden?

Question 4: Do you feel your views will be considered in the parking policy plan?

Vraag 5: Zou u weer meedoen aan een soortgelijke raadpleging?

Question 5: Would you participate in a similar consultation again?

Vraag 6: Wat was uw doel om mee te doen aan de raadpleging?

Question 6: With what goal in mind did you participated?

Table E1: Results interview/conversation PVE participants

Participant :	Answer 1:	Answer 2:	Answer 3:	Answer 4:	Answer 5:	Answer 6:
1E	"I liked the fact that we were given a survey to think as Goudenaren with the municipality. I did find it very long, however, I understand that there is a lot to cover."	"Yes, I thought the survey was understandable."	"The thing I understood only later was that the space was not 'fairly' allocated. In hindsight, this makes sense, and I also got the hang of this while filling it out."	"Let's hope so. I live in Bloemendaal, and I feel things are fine there, but I understand they want a broad new plan."	"Yes. I also found this a lot more insightful than the normal survey we get. Only we must see what happens with it first, of course."	To reflect what is important in Gouda.
2E	"This is the first time I thought, what a 'nice' survey. I really liked the explanations and the fact that it is so big. Very nice to see! I am therefore very curious about the results."	"Yes, and I started thinking about why I filled stuff in, I suppose. I also liked the spatial planning slider, and liked the effects."	"I struggled with how long it took. It really took some time. Other than that, I found it understandable."	"Yes, I do."	"If I have time for it, yes. I have now spent more than 30 minutes on it."	To make them realise what is important.
3E	"Well, I thought the questions were quite broad and not just about parking, but about the"	"Yes, with all those little buttons and things attached to it, yes."	"The thing that bothers me most now is whether the municipality will do anything with our advice."	"Well, no not really. I live in Kort Haarlem, and I understand the introductio"	"If I find it an important topic again, yes. I thought this was an important topic."	To provide socially relevant information.

	whole spatial planning. I don't know if that was the intention?"			n of paid parking. But the process is one big mess in my opinion. I cannot say if I'm feeling more 'heard' because of the tool"		
4E	"Nice interactive survey."	"Yes, I did."	"I thought it was quite a long questionnaire. It first felt a bit double with the points and then the slider, but I understand there is not space for everything".	"I think so. It depends, of course, whether my opinion is 'the largest' in the city. The tool was better than a normal survey"	"I think parking is important. For questionnaires on heat sources (for example), I would be less likely to do it because it interests me less."	To provide socially relevant information.
5E	"Finally, a normal survey instead of Google Forms for once. Very professionally set up. I found the communication from the municipality or the companies that did this less great. I found out quite late that there was a questionnaire about this."	"Fine, I really liked the slider with the space distribution. We don't have space for everything in Gouda. I don't know this understandable to many people in Gouda."	"Communication about the survey."	"I don't think that my specific opinion will be considered, but I hope a nuanced view of the general views will be used."	"Similar to this, yes."	To have some sort of influence to what effects me.
6E	"Complicated. I'm not super digitally skilled, so I'm happy you helped me."	"After we talked about it together, I do understand. I think I would have figured it out myself, but it would have taken a lot more effort. As we discussed, there is not space for everything."	"On my own, I would have struggled with every part. How to get to the internet page, how to start everything and how to operate all those buttons. Now we went through it well."	"I have lived in Gouda for a long time, and I like that municipality has green plans. It remains to be seen how this will go. I no longer use a car myself, but understand that people like need it"	"I do with such good help."	To give information about what I think is important for the city.

The residents all wanted to remain anonymous. They agreed to it that I included excerpts from our trawl in my report in summary form. Participant 6 was a lot older than the other participants. Me and the participant completed the PVE together. The other participants had already completed the PVE themselves. Their ages ranged between 35 and 55 years old.

E2: Interviews/conversation results with people who did not fill in the PVE

This section provides a summary of the conversations with 40 people on the street who did not fill in the PVE. For the readability of this Appendix, a summarizing table will be added with a response rate to question asked. Thereafter, a view illustrative quotes will be added to the appendix.

Table E2: Answers received during conversations with participants

Question/statement researcher	# People answered <i>yes</i>	# People answered <i>no</i>	# People that answered <i>neutral</i>
Have you heard about the parking consolation that is taking place in Gouda?	0	40	0
Have you ever participated in a consultation in Gouda?	6	34	0
Do you think parking issues are important?	36	1	3
Would you have liked to participate in thinking about public space and parking in Gouda?	31	2	7
Do you receive a local newspaper at home?	28	12	0
Do you have the "Gouda denkt mee app"?	2	38	0
Is your social media account linked to Gouda?	18	22	0

The answers in Table E2 received during the conversation were manually turfed. Next to these answers, he wrote down some illustrative quotes. Since most of the quotes were in the same line of reasoning, five quotes are presented below:

Table 2E: Illustrative summary of statements given during street conversations

Number	Statement/quote
1	"It looks like the municipality doesn't wants us to participate."
2	"I do think the public space and definitely parking is an important issue. It is a shame I did filled in the survey."
3	"Why don't we receive a letter in our mailbox? Or see advertisements or posters on the street."
4	"I hope the voice of the people that filled in the survey is the real voice of Gouda."
5	"(How) do we receive the outcomes of the survey? I hope not via the same channels as before."

Appendix F: Interview PVE designer

This appendix includes the interview questions for the semi-structured interviews conducted for SQ3. The questions were sent to the interviewees prior to the interview. Hereafter, the interviews are anonymously transcribed and added to this Appendix.

Interview 1F:

Vraag 1: Wat zijn uw functie en werkzaamheden binnen de parkeerbeleid casus in de gemeente Gouda?

Antwoord 1: Ja, ik ben onderzoeker bij Populytics. En dat betekent dat ik help bij het ontwerp van de PWE-raadpleging. En een PWE-raadpleging kan ook wel worden gezien als een methode om meer deelnemers, inwoners eigenlijk, om hun advies te vragen ten opzichte van bijvoorbeeld een bewonersavond. Dus vandaar dat het een toevoeging kan zijn op bewonersavonden die worden uitgevoerd. Zoals in dit geval ook bij het proces rond van het parkeerbeleidsplan in Gouda. En daarbij help ik dus bij het ontwerp van de PWE-raadpleging en daarbij dus ook het verzamelen van de data en data-analyse daarvan.

Vraag 2: Wat waren de eerste stappen in het ontwerpproces van de PWE?

Antwoord 2: Allereerst is natuurlijk inlezen met stukken die er al zijn en de opdracht die we hebben gekregen. Daarna maken eigenlijk een aantal concepten van een keuzetaak. En een keuzetaak is eigenlijk de essentie van de PWE-methode.

Dat is het onderdeel van de PWE-methode waarbij we mensen bepaalde keuzeopties die voorliggen bij beleidsmakers of bestuurders laten afwegen.

Dit is geen lijstje van Sinterklaas, maar mensen krijgen een bepaalde hoeveelheid budget of ruimte mee. En op die manier hebben we toen drie concepten van verschillende keuzetaken gemaakt. En die hebben we in eerste instantie met Mobycon besproken.

Dus met al hun kennis die zij op dat moment hadden. Daarna hebben we weer een slag gemaakt.

Toen hebben we ook de gemeente Gouda betrokken.

Tot slot zijn er nog een aantal rondes geweest van schriftelijke feedback en overleggen om zo het ontwerp steeds meer te finetunen. Dus we begonnen heel breed met een aantal concepten. En zijn we eigenlijk gaan trechteren naar het uiteindelijke ontwerp.

Vraag 3: Hoe heeft u de behoeften en doelen van de verschillende stakeholders in kaart gebracht tijdens het ontwerpproces?

Antwoord 3: In het begin via een ontwerpssessie met posters en post-its.

Vervolgens toen we een slag verder waren, hebben we met de gemeente (schriftelijk) overleg gehad en onderzocht wat aldus hen de voor- en nadelen zijn en wat je daarmee ophaalt, maar ook wat je niet ophaalt. En verder zijn dat wel de twee partijen met wie het meest is gesproken tijdens het ontwerpproces tot dusver.

Op dit moment ligt de raadpleging ook bij DenkTank, die is meegenomen.

En zij worden nu in staat gesteld om dus de raadpleging te testen en is ook eventueel hun perspectief, wat er nog niet goed in is meegenomen, het daarop te reflecteren.

Vraag 4: Wat zijn de belangrijkste doelstellingen die u met de PWE wilt bereiken in termen van publieke participatie?

Antwoord 4: In dit geval wordt de PWE ingezet als publieke participatietool. Ik denk dat je daarbij eerst moet afvragen waarom je überhaupt participatie zou toepassen.

Daarvoor zijn eigenlijk drie redenen: inhoudelijke redenen, de normatieve redenen en de instrumentele redenen. En eigenlijk zou je het liefst willen dat dus die doelen van participatie terugkomen in de participatiedoelen die jij voelt, die jij beschikbaar stelt aan de inwoners.

Verder willen we een groep bereiken die normaliter niet bereikt wordt, omdat participatie of te ingewikkeld is (om bijvoorbeeld aanwezig te zijn bij een bewonersavond) en om een stem te horen die je normaliter niet hoort (bij bijvoorbeeld een opiniepeiling). Deze groep wordt het stille midden genoemd. Er wordt toegevoegd dat de PWE als doel heeft een verdieping te geven op de conventionele methoden (Ja/Nee – Likertschaal 0-5). Ook kunnen zij hun beredenering nog motiveren, dat is ook een belangrijk gegeven.

Vraag 5: Hoe heeft u de verwachtingen van verschillende stakeholders meegenomen in het ontwerp van de PWE?

Antwoord 5: Allereerst is het ontwerpen van een PWE eigenlijk een soort van balanceer act. Dus de vraag is ook altijd of de vragen die je voorlegt in een PWE, uiteindelijk de beleidsmaker of bestuurder verder kunnen helpen.

En je kunt natuurlijk ook bijvoorbeeld een PWE inzetten als communicatietool. Dan heb je andere eisen, dat je het inzet als meer een draagvlakmeting bijvoorbeeld, als je het daarop zou willen inzetten. Dus het hangt ook af van het doel van de PWE. Daarnaast wil je precies tussen een te complex en een te simpele raadgeving inzetten, waardoor de stof goed aansluit voor de deelnemers.

Vraag 6: Kunt u enkele specifieke ontwerpbeslissingen toelichten die direct bijdragen aan het vervullen van de participatiedoelen of wensen van beleidsmakers?

Antwoord 6: Je merkt dat bij parkeren dat het eerst nog een balans vinden was in het perspectief dat je kiest. We zijn specifiek bezig met het parkeerbeleidsplan. Maar ondertussen is parkeren ook de vraag of je een integrale aanpak kan nastreven? En een eerste ontwerpkeuze om erin te maken is om dus beide te benoemen. Dus er is voor gekozen om zowel de ruimte op straat als parkeren te benoemen. En het eerste argument is om zo het voordelen van de ruimte dus zowel in de integrale aanpak te benadrukken. Maar ook het tweede argument is om wel transparant te zijn naar de inwoners.

Over wat er wordt gedaan met de informatie die wordt opgehaald. Dus transparantie was daar ook een overweging. Daarnaast zijn we nu uitgekomen op een ontwerp met twee keuzetaken. Een eerste keuzetask waarin mensen het punt kunnen voordelen. En daar focussen ze eigenlijk meer op de waarde. En een tweede keuzetask, daarin zitten schuifjes en daar kunnen mensen natuurlijk de ruimte afwegen, wat zorgt voor een verdieping, of eigenlijk een verrijking van het voordelen van de ruimte. En ik denk ook dat ervan uit participatieperspectief hier wel iets voor te zeggen is. Omdat je mensen eigenlijk meeneemt door een raadpleging heen.

Vraag 7: Zijn er nog uitdagingen die u bent tegengekomen bij het ontwerpen van de PWE voor het parkeerbeleid in Gouda?

Antwoord 7: Het gaat echt om een ontwerpbeslissing. Of keuze. Het gaat hier om het verdelen van de ruimte. En het is daarmee nog een uitdaging om inzichtelijk te maken dat, als jij bijvoorbeeld meer ruimte wilt voor groen, en je zet het schuifje een stapje naar rechts, dat dat een ander effect heeft op de totale ruimte, dan dat je autorijden bijvoorbeeld een stapje naar rechts zet. Dus er zitten eigenlijk meer twee dimensies in van ruimte. En dat is nog wel een, een uitdaging om dat dus helder te krijgen. En vandaar ook dat zo'n test van de PWE zo belangrijk is. Omdat, kijk, oké, valt dit goed? Snapten mensen dit?

Vraag 8: Zijn er beperkingen binnen het ontwerp die de participatiedoelen kunnen beïnvloeden?

Antwoord 8: Dit haakt deels aan op wat ik net zei. Ik denk dat het uiteindelijk ook weer terugkomt op of de PWE-raadpleging duidelijk en helder genoeg is om die drie eigenlijke doelen van participatie daarin te kunnen verwerven. Daarnaast denk ik ook dat er wordt gezocht naar oplossingen om die participatiedoelstellingen niet in het gedrang te laten komen.

Dus juist door te laten testen en door meerdere feedbackrondes te doen.

Vraag 9: Op welke manier wordt de effectiviteit van de PWE geëvalueerd in relatie tot de participatiedoelen?

Antwoord 9: Nou, bij de PWE is het natuurlijk ook het stille midden bereiken. Dus vraag ook altijd aan mensen of ze al eerder een hebben geparticipeerd.

Dat is een vraag, als daar bijvoorbeeld veel mensen voor het eerst een mening geven, dan is dat doel bereikt. En ja, in die zin worden natuurlijk alle data geanalyseerd. Dus soort van, ik denk dat we daar ook al wel uit kunnen halen of mensen al hun perspectief, want dat is ook heel erg belangrijk, dat alle perspectieven, welke er dan ook zijn, dat mensen hem in kunnen vullen. Dus welk perspectief zij dan ook mogen hebben.

Vraag 10: In hoeverre heeft u invloed op de bekendmaking en verspreiding van de PWE binnen de gemeente Gouda?

Vraag 10: We hebben het wel eens zelfstandig gedaan. Echter werkt het beter via de communicatiekanalen van de gemeente. Wij kunnen hen dan wel ondersteunen.

En een communicatieplan gaat dan meer op, oké, welke kanalen gaan we allemaal inzetten? Kunnen er woorden ingezet? Wanneer zou je dat dan willen doen? En bijvoorbeeld bij een briefcampagne, hoeveel dan? Maar dan is het wel daarna aan de gemeente om dat daadwerkelijk ook uit te voeren. Dus hebben we een meer ondersteunende rol daarin. En wat we altijd doen bij PWE is een open en gesloten raadpleging.

Ten eerste wil je dat iedereen mee kan doen, zodat er geen mensen worden uitgesloten die wel graag hun stem willen laten horen. En een nadeel van een open raadpleging is dat het waarschijnlijk alleen mensen trekt die interesse hebben voor het onderwerp. En daarom ook juist daarop, aangesloten, die gesloten raadpleging, want dan betrek je mensen die misschien in eerste instantie niet uit zichzelf zo'n raadpleging zouden invullen of die dan een kantartikel bij zich komen en die dan doorbladeren.

Maar precies wel wat betreft een persoonlijke uitnodiging. Dat werkt wel wat beter. En met zo'n gesloten raadpleging kunnen we ook meer representatief kijken.

Zoals we nu in Gouda kijken of er in elke wijk voldoende respondenten zijn om iets over die wijk te doen. En dat is ook wel wat we kunnen zeggen. Dus een open raadpleging werkt niet altijd even goed als wat betreft representativiteit.

Vraag 11: Is er nog iets dat u zou willen toevoegen over het ontwerpproces of de implementatie van de PWE dat van belang kan zijn voor mijn onderzoek?

Antwoord 11:

We voeren een B1 taal check uit om ervoor te zorgen dat het traject voor iedereen grijpbaar is. Dat is dus ook een beetje om die technische termen eruit te halen.

Daarnaast zorgen we altijd voor een introductievideo (deze heeft Mobycon gemaakt). Ook voor de keuzetaken maken we van die filmpjes met mouse-overs hoe dat dan precies werkt.

Appendix G: Interviews with policy makers and consultants after PVE application - Gouda

This appendix includes the interview questions for the semi-structured interviews conducted for SQ3. The questions were sent to the interviewees prior to the interview. Hereafter, the interviews are anonymously transcribed and added to this Appendix.

Interview 1G:

Vraag 1: Wat is uw eerste indruk van de PWE?

Antwoord 1: Ik vond dat er veel interessant respons was, dus ik was eigenlijk wel blij verrast. Door de trajecten in Korte Akkeren en Kort Haarlem heb ik ook naar die resultaten gekeken en ook daar was ik positief verrast over. Daarnaast vond ik het interessant dat er zoveel uitgehaald kan worden en de analyses die ze daarmee kunnen doen. Ik vond de respons van dertig mensen wel mager.

Vraag 2: In hoeverre zijn de gestelde participatiedoelen bereikt met behulp van de PWE-methode?

Antwoord 2: Behoorlijk goed. Ik denk dat alle eerdere participatiedoelen die ik beschreef zijn behaald.

Vraag 3: Zijn de uitdagingen voorafgaand de PWE uitgekomen?

Antwoord 3: Op de media heb ik geen berichtgeving over de PWE gezien. Ik ben hier ook niet door collega's op gewezen. Ook heb ik de raadpleging nog naar een wijk gestuurd, maar vanuit hen heb ik ook geen (negatieve) reactie ontvangen. Verder zie je dat er wel een aantal mensen zijn afgehaakt gedurende enquête. Dat kan omdat zij het toch te lang vonden. Aan de andere kant zie je dat de enquête voor iedereen begrijpelijk was. Alhoewel praktisch opgeleide mensen de enquête toch minder hebben ingevuld. Dit zou kunnen komen door de manier waarop zij benaderd zijn. Tot slot heb ik één mail ontvangen van iemand die het niet helemaal begreep, maar die heb ik telefonisch ook kunnen helpen.

Vraag 4: Denkt u dat de PWE meer of minder informatie heeft opgeleverd dan andere participatie methodes?

Antwoord 4: Zeker. Met de keuzetaken en de verdieping die dat geeft heeft dat zeker een meerwaarde. Dat vind ik erg positief. De genuanceerde mening komt ook niet naar voren middels een normale enquête of een bewonersavond.

Vraag 6: Bent u van plan de PWE opnieuw te gebruiken in andere of soortgelijke beleid trajecten?

Antwoord 6: Ja. Ik ben enthousiast geworden over de methode.

Vraag 7: Zijn er zaken die beter/anders hadden gekund achteraf gezien bij het ontwerp van de PWE?

Antwoord 7: Wellicht meer mensen bereiken. Dit is echter altijd lastig. Daarnaast toch wel het feit dat er mensen tijdens het traject zijn gestopt. Wellicht was het toch echt te lang.

Vraag 8: Zijn er zaken die beter/anders hadden gekund bij het participatieproces om de PWE heen?

Antwoord 8: Vanuit de ontwerp terugkoppeling met de Denktank en de collega's is niet veel uitgekomen. Aan de andere kant hoeft dit niet per se een negatief aspect te zijn. Wellicht hadden we hier meer achteraan moeten zitten.

Interview 2G:

Vraag 1: Wat is uw eerste indruk van de PWE?

Antwoord 1: Ik ben erg positief. Ik vind de database erg mooi. Ook erg tof om te zien hoe de analyses zijn gemaakt. Het enige nadeel vind ik dat praktisch gescholden de methode niet invullen. Dat vind ik best wel jammer. Je ziet toch dat meningen op sommige stukken erg verschillen tussen praktisch gescholden en de andere groepen. Voor sommigen is de auto nou eenmaal belangrijker en dat is nu moeilijk terug te zien. Dat is een kleine kanttekening, maar over het algemeen ben ik erg positief.

Vraag 2: In hoeverre zijn de gestelde participatiedoelen bereikt met behulp van de PWE-methode?

Antwoord 2: Het eerste doel is sowieso behaald, met een kleine kanttekening dat we een stukje van een doelgroep missen. Ik vind het moeilijk om te zeggen of deelnemers inzicht hebben gekregen in de beleidskeuzes die wij maken.

Vraag 3: Zijn de uitdagingen voorafgaand de PWE uitgekomen?

Vraag 3: Ik denk dat we een mooi breed hebben waarmee we het parkeerbeleid kunnen schrijven. Dus in die zin is de uitdaging zeker overwonnen. Nogmaals met de kanttekening dat weinig praktisch gescholden de PWE hebben ingevuld. Aan de andere kant hebben we nu wel een grote groep bereikt die je normaliter niet bereikt zou hebben.

Vraag 4: Zijn de nadelen voorafgaand de PWE uitgekomen?

Antwoord 4: Ik denk dat ouderen goed gereageerd hebben. Dit is ook een representatief beeld. Echter weet je natuurlijk niet welke ouderen gereageerd hebben. Of dit 65+ers zijn of ouderen van 80 jaar en ouder. Daarnaast weet je ook niet of digitaal minder vaardige mensen de tool hebben ingevuld.

Vraag 5: Denkt u dat de PWE meer of minder informatie heeft opgeleverd dan andere participatie methodes?

Antwoord 5: Meer. Ik denk dat dit echt een goede meerwaarde heeft opgeleverd. Echter hebben wij dus sommige doelgroepen niet helemaal weten te bereiken en dat is jammer.

Vraag 6: Bent u van plan de PWE opnieuw te gebruiken in andere of soortgelijke beleid trajecten?

Antwoord 6: Zeker. Ik heb op de korte termijn twee opdrachten waarin ik zeker ga overwegen, mocht het budget er zijn, de tool toe te passen binnen de gemeente. Ook betreft fietsstimulering waarbij ook verschillende meningen naar voren komen is het enorm waardevol om deze tool in te zetten. Ik denk dat het genuanceerde beeld dat we nu krijgen erg prettig is.

Vraag 7: Zijn er zaken die beter/anders hadden gekund achteraf gezien bij het ontwerp van de PWE?

Antwoord 7: Dat vind ik moeilijk om te zeggen.

Vraag 8: Zijn er zaken die beter/anders hadden gekund bij het participatieproces om de PWE heen?

Antwoord 8: Betreft de communicatie of de verspreiding van de tool had er meer gekund denk ik. Het had mij mooier geleken als er 3000 mensen de tool hadden ingevuld en de respons per wijk boven de 30 zou zitten. Hier zou ik de volgende keer wel strakker op zitten.

Interview 3G:

Vraag 1: Wat is uw eerste indruk van de PWE?

Antwoord 1: Ik vond het veel inzicht geven over hoe inwoners van Gouda over bepaalde zaken denken. Het kan op best wel gedetailleerd niveau inzicht geven in bepaalde vragen over parkeren of de verdeling van de ruimte. Nu zag je wel dat praktisch opgeleide mensen minder goed vertegenwoordigd zijn. Als je dit dan vergelijkt met andere methoden, is dat misschien niet anders. Misschien in dit specifieke geval omdat sommigen van hen de taal niet machtig zijn.

Vraag 2: In hoeverre zijn de gestelde participatiedoelen bereikt met behulp van de PWE-methode?

Antwoord 2: Ik denk over het algemeen goed. Als eerste benoemde ik het punt van de integrale afweging van de ruimte. Ik heb het idee dat de methode goed de relatie liet zien met andere facetten. Ik ben verder wel benieuwd of mensen dit ook goed hebben afgewogen. Daarnaast denk ik dat input ophalen ook is gelukt. De argumentatie ben ik nog niet helemaal ingedoken, maar het is fijn dat er ook nog een kwalitatieve uitleg bij zit. Ik denk dat begrip voor besluit krijgen ook redelijk goed is gelukt. Ook hier vind ik het moeilijk om dit te beantwoorden, aangezien dit niet specifiek bevraagd is. Ik denk dat we wel goed hebben laten zien dat parkeren een onderdeel is van de ruimte en dat niet overal ruimte voor is.

Vraag 3: Zijn de uitdagingen voorafgaand de PWE uitgekomen?

Antwoord 3: Bij een vraag over parkeren zag je bij Korte Akkeren een best wel hoge score. Ik weet niet zozeer of dat komt omdat daar al verschillende gesprekken zijn over parkeren. Dus als je dat een jaar geleden had gevraagd, dan was het gemiddelde voor die wijk misschien anders geweest. Dus in dat opzicht speelt die emotie in Korte Akkeren en Kort Haarlem speelt wel mee denk ik. Aan de andere kant is het een volkswijk, dus is het logisch dat parkeren daar meer een rol speelt, omdat de straten minder breed zijn opgezet. Voor de rest weet ik niet zo goed wat ik moet vinden van de digitale vaardigheid. Uit de resultaten blijkt het wel mee te vallen hoe lastig mensen de PWE hebben ervaren, maar ik weet niet of dit echt zo is. Dat is echter altijd met een digitale participatievorm.

Vraag 4: Denkt u dat de PWE meer of minder informatie heeft opgeleverd dan andere participatie methodes?

Antwoord 4: Ik denk dat het hele zinvolle informatie oplevert. We hebben natuurlijk ook een grote groep 'gesproken', iets wat bij een bewonersavond niet lukt. Daarnaast kan je hier niet een genuanceerd beeld van de informatie krijgen. Maar ik denk zeker dat het meer heeft opgeleverd.

Vraag 5: Bent u van plan de PWE opnieuw te gebruiken in andere of soortgelijke beleid trajecten?

Antwoord 5: Ja dat denk ik wel. Normaal gesproken wordt de PWE op een ander schaalniveau gebruikt. Ik kan me voorstellen dat gemeentes voor hun mobiliteitsbeleid dit een handige tool vinden. Ook heb ik het idee dat het bij parkeren echt goed werkt, aangezien het gaat over ruimte gebruik. Ik denk dat het feit dat er zoveel emotie omheen speelt ook helpt, aangezien het een heel goed nuance beeld geeft.

Vraag 6: Zijn er zaken die beter/anders hadden gekund achteraf gezien bij het ontwerp van de PWE?

Antwoord 6: Het blijft een digitale methode. Die misschien door een groep mensen wordt ervaren als een soort enquête plus. Ik vraag mij af of mensen hier alles in kwijt hebben gekund betreft parkeren. Bij een fysieke methode hebben mensen misschien meer het idee dat zij gehoord worden. Bij een digitale methode kan dat anoniem zijn. En daarbij is het misschien niet voor iedereen even toegankelijk. Ik denk dat een combinatie misschien goed is en dat het dan tot het beste resultaat leidt.

Vraag 7: Zijn er zaken die beter/anders hadden gekund bij het participatieproces om de PWE heen?

Antwoord 7: De PWE is misschien wel duurder dan andere methoden. Daardoor was het niet mogelijk om nog inloopavonden te organiseren. Uiteindelijk is de communicatie naar de inwoners belangrijk. Misschien had daar net iets meer ingezet, dat weet ik niet. Uiteindelijk hebben we een mooi resultaat gekregen. Daarnaast is het misschien lastig dat er processen tegelijk lopen in Korte Akkeren en Kort Haarlem. Parkeren leeft daardoor wel meer, maar ik denk niet dat dit bevorderlijk was voor het proces.

Interview 4G:

Vraag 1: Wat is uw eerste indruk van de PWE?

Antwoord 1:

Er komen hele waardevolle gegevens uit met een goede data gedreven onderbouwing.

Ik ben sowieso een heel erge voorstander van data gedreven beleid maken en niet emotie gedreven beleid maken. Dus wat mij betreft haal je hier alleen maar meer waarde uit. De respons per wijk valt misschien een beetje tegen en dan is het de vraag hoe representatief het is. Aan de andere kant heb je dat met participatie altijd. Mensen hebben de kans gekregen hun stem te laten horen en dat is op een goede manier gegaan.

Vraag 2: Denkt u dat de PWE meer of minder informatie heeft opgeleverd dan andere participatie methodes?

Antwoord 2: Je hebt een beter beeld dan dat je met mensen in een zaal zit. De opkomst is daarbij nu ook een stuk groter. Daarnaast heb je in een zaal dat een beperkt aantal mensen veel praat, namelijk diegene met de meest duidelijke mening. Nu is het wel belangrijk dat mensen de vraagstelling goed interpreteren. Ik denk dat dat hier overigens wel is goed gegaan. Ik denk dus wel echt dat je hier meer uithaalt dan bij andere participatiemiddelen.

Vraag 3: Bent u van plan de PWE opnieuw te gebruiken in andere of soortgelijke beleid trajecten?

Antwoord 3: Dat zal ik zeker overwegen ja. Ik zeg overwegen aangezien ik denk dat het altijd belangrijk is om te onderzoeken wat de politiek wil. Daarnaast heb je soms weinig discussies binnen een gemeente, ik weet ook niet of het dan veel zin heeft. Ik denk dat het echt een hele goede nuancering kan geven aan onderwerpen waar veel meningen over zijn. Je kan nu goed achterhalen waarom mensen wel of niet betaald parkeren willen.

Vraag 4: Denk je dan dat dit een juiste volgorde was in het proces?

Antwoord 4: Je hebt binnen beleid of proces altijd een ideaalplaatje. In de uitvoering binnen een gemeente is dat nooit het geval. Je kan niet rustig inventariseren wat iedereen wil, aangezien er veel dingen door elkaar heen lopen. Als er gelijk een probleem op speelt, dan is het belangrijk om snel te handelen. Aan het begin van het traject is het anders veel beter om goed te oriënteren met bijvoorbeeld deze methode.

Vraag 5: Zijn er zaken die beter/anders hadden gekund achteraf gezien bij het ontwerp van de PWE?

Antwoord 5: Die zijn er altijd. Ik kan op dit moment geen concreet voorbeeld bedenken.

Vraag 6: Zijn er zaken die beter/anders hadden gekund bij het participatieproces om de PWE heen?

Antwoord 6: Ik denk dat het heel belangrijk is om van 'hoog beleid' naar wijken te gaan. Doordat processen door elkaar heen lopen krijg je weerstand op onderdelen waar het op dat moment helemaal niet omgaat. Helaas kan je een proces niet stilzetten.

Vraag 7: Deze vraag gaat over de twee laatste vragen. Wil jij nog iets toevoegen over het onderscheid van een proces en een tool tijdens participatie?

Antwoord 7: Een tool kan veel bijdragen aan een proces. Esther: "A fool with a tool is still a fool". Dat betekent dat je een hartstikke mooie tool kan hebben, maar als je daar niet op de juiste manier gebruik van maakt dan heb je er niks aan. Daarnaast is natuurlijk het momentum waarop je de tool inzet heel erg belangrijk. Mensen moeten het idee hebben dat ze nog iets kunnen bijdragen. Dus er is absoluut een relatie tussen de tool en het proces. Dan is het proces hierbij belangrijker in die relatie. Want de tool is gewoon een middel om gegevens los te krijgen, om tot een stukje onderbouwing te komen, tot een stukje uitleg achteraf. Het is puur een middel om het proces vlotjes te laten lopen. Als het proces fout gaat, dan heb je al een beetje de moeite om het proces te laten lopen. Maar dan heb je aan die doel ook heel weinig. En aan de andere kant, die tool kan ook wel juist belemmerend zijn in een proces. Als je hem niet op de juiste manier of op het juiste moment inzet.

Vraag 8: U bent ook projectleider geweest in Hilversum. Ik zag daar wat tegenstrijdigheden binnen beleidstukken. Kunt u daar meer over toelichten?

Antwoord 8: In Hilversum is er altijd sprake geweest van slechte bereikbaarheid en verkeersdoorstroming. Ik kom er zelf al twintig jaar regelmatig voor mijn werk en de toegangswegen staan altijd vast. Het college van Hilversum heeft nu besloten hier eindelijk iets aan te doen. Ze gaan verschillende maatregelen nemen, waaronder het invoeren van betaald parkeren tot aan de buitenring. Dit vereist een nieuw parkeerbeleid en dit is het resultaat daarvan. Eigenlijk is de participatie al gedaan door de verkiezingen te doen en was de richting van beleid al bepaald.

Appendix H: PVE reactions participants

This section provides an overview of participant reactions to the question: "Is there anything you would like to comment about this consultation?" In total, there were approximately 230 reactions to this question. Where most of them were not useful or seen as appropriate for this thesis, 15 illustrative quotes have added to this appendix. These quotes give a general impression of people's perceptions.

Table H1: Original quotes and their translations

1	"Ik heb niet veel vertrouwen in dit soort onderzoeken van de gemeente in verleden ook wel enquêtes gehad, en gemeente doet vooral waar ze zelf zin in heeft en belastingcenten uitgeven aan onnozele besluiten."	"I don't have much faith in these kinds of surveys from the municipality in the past too, and municipality mainly does what it feels like and spends taxpayers' money on silly decisions."
2	"Ga in gesprek met bewoners en bedenken samen oplossingen"	"Engage with residents and devise solutions together"
3	"Het zou mooi zijn om als deelnemer terugkoppeling te krijgen over de totaalresultaten van de enquête."	"As a participant, it would be nice to get feedback on the overall results of the survey."
4	"De raadpleging wekt de indruk dat het gaat over de indeling van de openbare ruimte maar feitelijk gaat het over de te grote druk van auto's in de stad."	"The consultation gives the impression that it is about the layout of public space but actually it is about the excessive pressure of cars in the city."
5	"Een volksraadpleging is prima, maar ik heb niet het vertrouwen dat het ergens aan bijdraagt. Alle vragen hebben betrekking op de Goudse politiek en hun agenda."	"A plebiscite is fine, but I don't feel confident that it contributes anything. All the questions relate to Gouda politicians and their agenda."
6	"positief: veel ruimte voor toelichting en nuancering negatief: dit onderzoek vraagt geen advies, maar inzichten en meningen van bewoners. Nu suggereer je dat er al sturing is op de besluitvorming later, terwijl er eerst met de inzichten nog een conceptplan ontwikkeld moet worden. Dat schept verwachtingen en zal straks in het verdere proces alleen maar voor onbegrip zorgen. Zie je wel, de gemeente doet niks met het advies van de burgers. Ook de vraag over welk advies belangrijker is, wordt wij-zij denken gestimuleerd. Samen en met wederzijds begrip voor elkaars belangen kom je verder!"	"Positive aspect: lots of room for explanation and nuance negative aspect: this survey does not ask for advice, but insights and opinions of residents. Now you are suggesting that there is already guidance for decision-making later, while a draft plan still needs to be developed with the insights first. That creates expectations and will only cause misunderstanding later in the further process. You see, the municipality does nothing with the citizens' advice. Even the question about which advice is more important encourages us-side thinking. Together and with mutual understanding of each other's interests, you will get further!"

7	"Ik vind het prettig dat u uitleg heeft gevraagd bij de scores."	"I like the fact that you asked for explanations on the scores."
8	"Terugkoppeling over onderzoek zou belangrijk zijn."	"Feedback on this research would be important."
9	"Luister als gemeente naar de bewoners"	"As a municipality, listen to residents"
10	"De usual suspects vullen de vragenlijst in. Anderen bijv. ouderen of praktisch opgeleiden vullen de lijst niet in. Dit onderzoek is niet representatief."	"The usual suspects fill in the questionnaire. Others e.g. elderly or practically educated do not fill the list. This survey is not representative."
11	"De 'schuifjes' pagina rekende m.i. niet goed door wat betreft de verdeling in de wijk. Ik kon veel meer toevoegen dan dat ik verminderde. De toelichting na het verplaatsen van de 'schuifjes' kon niet verstuurd worden. Enkel als alles leeg was."	"In my opinion, the 'sliders' page did not calculate well in terms of distribution in the district. I could add much more than I reduced. The explanation after moving the 'sliders' could not be sent. Only if everything was empty."
12	"Eigenlijk zijn het iets te veel vragen en kost het net even te veel tijd."	"The survey has too many questions and takes just a bit too much time."
13	"Fijn dat ik mijn mening en standpunt in deze kon delen. Hopelijk gaan we de toekomst van Gouda een stukje groener, rustiger en veiliger tegemoet."	"Happy to share my opinion and point of view on this. Hopefully, we will go into Gouda's future a little greener, calmer, and safer."
14	"Zeker de eerste vragen suggestief"	"Definitely the first questions suggestive"
15	"Ik denk dat een enquête toch veel mensen niet bereikt...."	"I don't think this survey will reach a lot of people."

Appendix I: Interviews with policymakers of different municipalities

This appendix includes the interview questions for the semi-structured interviews conducted for SQ4. The questions were sent to the interviewees prior to the interview. Hereafter, the interviews are anonymously transcribed and added to this Appendix.

Interview 1I - Hilversum

Vraag 1: Kunt u uw rol en betrokkenheid bij het parkeerbeleid en participatietrajecten binnen uw gemeente beschrijven?

Antwoord 1:

De rol van de geïnterviewde is parkeerregisseur van de gemeente Hilversum, verantwoordelijk voor zowel de opstelling als de uitvoering van het parkeerbeleid. De geïnterviewde bekleedde de rol ongeveer drie maanden en was als bewoner toevallig betrokken bij het beleid voordat hij/zij deze functie aannam.

Vraag 2: Hoe zou u de huidige staat en de voornaamste uitdagingen van het parkeerbeleid in uw gemeente omschrijven?

Antwoord 2:

Het parkeerbeleid van de gemeente richt zich op het invoeren van betaald parkeren tot aan de buitenring, wat een verdubbeling van het betaalde parkeergebied inhoudt. De uitdagingen liggen in de uitvoering van deze visie en de mobiliteitsproblemen, zoals ruimtegebrek en het vaststaan van verkeer op de ring.

Vraag 3: Wat waren de belangrijkste doelstellingen van participatie in het parkeerbeleid binnen uw gemeente?

Antwoord 3:

De hoofddoelstelling was het creëren van draagvlak en het informeren van burgers.

Vraag 4: In hoeverre zijn deze doelstellingen behaald door het inzetten van de gekozen participatiemethoden?

Antwoord 4:

Er wordt erkend dat niet iedereen zich gehoord voelt, ondanks dat veel burgers zijn betrokken. Er is een deel succes geboekt in het informeren van de burgers, maar er blijft weerstand en een gevoel van niet gehoord worden bij een deel van de bevolking.

Vraag 5: Welke participatiemethoden heeft uw gemeente gebruikt om burgers te betrekken bij het parkeerbeleid? Kunt u deze kort toelichten?

Antwoord 5:

Er zijn digitale enquêtes en bewonersavonden georganiseerd waar burgers konden aangeven waar aanpassingen nodig waren.

Vraag 6: In welke fasen is het participatietraject toegepast. Waarom is voor fase X gekozen voor methode Y?

Antwoord 6:

De participatie heeft plaatsgevonden in de uitvoeringsfase van het beleid, gericht op hoe het beleid zou worden uitgevoerd, niet waar het naartoe ging.

Vraag 7: Op basis van welke criteria of om welke reden heeft uw gemeente specifieke participatiemethoden gekozen voor het parkeerbeleid?

Antwoord 7: De interviewer geeft aan niet te weten op basis van welke criteria specifieke methoden zijn gekozen.

Vraag 8: Hebt u een idee van hoe de participatiemethoden zijn ervaren door de burgers?

Antwoord 8:

Burgers die hebben deelgenomen leken een positieve ervaring te hebben, maar het beeld is niet volledig omdat niet iedereen deelnam. Daarnaast is het niet concreet gemeten.

Vraag 9: Welke uitdagingen of belemmeringen heeft uw gemeente ondervonden bij het realiseren van participatiedoelen via deze methoden?

Antwoord 9:

Er is een constante uitdaging om iedereen het gevoel te geven dat ze gehoord worden en om iedereen te betrekken.

Vraag 10: Welke lessen heeft u geleerd uit de ervaringen met publieke participatie in het parkeerbeleid? Zijn er inzichten die u zou willen delen met andere gemeenten?

Antwoord 10:

De belangrijkste les is dat je het niet iedereen naar de zin kunt maken en dat je duidelijk moet communiceren over de richting en doelen van het beleid.

Vraag 11: Zijn er verbeterpunten of aanbevelingen die u zou willen voorstellen op basis van uw ervaringen met participatietrajecten in het parkeerbeleid?

Antwoord 11:

Een verbeterpunt zou kunnen zijn om een methode te vinden die de uiteenlopende belangen van verschillende groepen beter in balans brengt.

Vraag 12: Is er nog iets dat u wilt toevoegen of benadrukken over de ervaringen met en de impact van participatie in het parkeerbeleid binnen uw gemeente?

Antwoord 12:

Er is een erkenning dat participatie nooit iedereen tevreden zal stellen en dat het belangrijk is om met een heldere visie en een duidelijke uitleg van het beleid te blijven communiceren.

Interview 2I - Eindhoven

Vraag 1: Kunt u uw rol en betrokkenheid bij het parkeerbeleid en participatietrajecten binnen uw gemeente beschrijven?

Antwoord 1:

De persoon vervult de functie van beleidsmedewerker voor parkeren en openbaar vervoer, met de verantwoordelijkheid voor het ontwikkelen van parkeerbeleid binnen hun gemeente. Dit omvat aspecten zoals parkeernormen, parkeertarieven, Park and Ride (PNR) faciliteiten, en de invoering van parkeerreguleringen. De beleidsmedewerker werkt binnen een gemeentestructuur waar parkeerkwesties verdeeld zijn over verschillende afdelingen, zoals belastingen, handhaving, stadsbeheer, beleid, en ruimtelijke uitvoering, en speelt een centrale rol in de coördinatie en uitvoering van parkeerbeleid.

Vraag 2: Hoe zou u de huidige staat en de voornaamste uitdagingen van het parkeerbeleid in uw gemeente omschrijven?

Antwoord 2:

De huidige staat van het parkeerbeleid in de gemeente wordt gekenmerkt door de integratie ervan binnen het breder kader van het masterplan mobiliteit 2050, dat zich richt op een toekomstvisie voor mobiliteit in de gemeente, met bijzondere aandacht voor de transitie naar diverse vervoersvormen en het verminderen van autoafhankelijkheid. Dit masterplan, recent goedgekeurd door de gemeenteraad, benadrukt vooral de noodzaak van veranderingen in mobiliteitsgedrag en minder de specifieke kwesties rond parkeren. Ondanks discussies over verschillende thema's zoals zero emissie zones en klimaatdoelstellingen, bleken parkeerkwesties niet het meest urgente onderdeel van de debatten. Wel is binnen het participatietraject van het masterplan, dat onder meer informatie- en inspiratieavonden, dromenlabs en kennislabs omvatte, aandacht besteed aan parkeerthema's, hoewel deze niet als de grootste uitdagingen naar voren kwamen. In aanvulling op de eerdere uiteenzetting, wordt verder benadrukt dat de gemeente Eindhoven een unieke benadering hanteert voor het invoeren van parkeerregulering, namelijk door het verkrijgen van draagvlak onder de bewoners. Dit proces, waarbij bewoners worden geraadpleegd over hun wens voor parkeerregulering in hun buurt, wordt gezien als een vorm van participatie. De beslissing om parkeerregulering in te voeren, wordt gebaseerd op de meerderheid van de bewoners die dit steunt.

Vraag 3: Wat waren de belangrijkste doelstellingen van participatie in het parkeerbeleid binnen uw gemeente?

Antwoord 3:

De kern van de participatiedoelstellingen binnen het parkeerbeleid van de gemeente was om de inwoners actief te betrekken en mee te nemen in de ontwikkelingen op het gebied van mobiliteit en ruimtelijke planning voor de toekomst. Het doel was om enthousiasme te kweken voor de visie waarin de auto een minder dominante plaats inneemt in het straatbeeld, door de voordelen van deze verschuiving voor de stad en haar inwoners te benadrukken. Dit omvatte het aanpakken van bredere stedelijke uitdagingen zoals hittestress en wateroverlast, bekend van recente extreme weersomstandigheden, door deze in het gesprek te integreren en bewustzijn en begrip hiervoor te vergroten.

Een ander belangrijk doel was het genereren van draagvlak en het ophalen van innovatieve ideeën vanuit de gemeenschap, die het masterplan mobiliteit kon verrijken. Dit stond in contrast met de meer traditionele benadering van participatie, die zich voornamelijk richtte op de vraag of bewoners al dan niet instemden met bepaalde plannen, zonder ruimte voor het inbrengen van nieuwe initiatieven. Bovendien werd benadrukt dat effectieve participatie kan bijdragen aan het verminderen van de kans op bezwaren en procedures, die het ontwikkelingsproces kunnen vertragen. Ondanks de investering in tijd en middelen in participatieprocessen, werd opgemerkt dat dit niet altijd leidt tot een afname van bezwaren, aangezien er voorbeelden zijn waarbij, ondanks uitgebreide communicatie en betrokkenheid, nog steeds een aanzienlijk aantal bezwaren werd ingediend tegen bouwprojecten.

Vraag 4: In hoeverre zijn deze doelstellingen behaald door het inzetten van de gekozen participatiemethoden?

Antwoord 4: Volgens de verantwoordelijke voor het masterplan zijn de participatiedoelen grotendeels behaald. Het feit dat de gemeenteraad het masterplan heeft vastgesteld, wordt gezien als een indicatie dat er voldoende draagvlak was binnen de stad en dat de raad ervan overtuigd was dat de burgers achter de voorgestelde richting stonden. Dit succes wordt niet gemeten in specifieke percentages van goedkeuring, maar eerder in de kwaliteit van de uitvoering en de betrokkenheid bij interactieve sessies, waarbij een brede opkomst van zowel typische als niet-typische belanghebbenden werd waargenomen.

Daarnaast wordt participatie bij ruimtelijke projecten, waar parkeren deel van uitmaakt, gewogen en meegenomen net als andere belangrijke aspecten zoals groenvoorzieningen, verkeer en fietsenstallingen. Het beleid hieromtrent wordt netjes opgevolgd en is onderhevig aan evaluatie, waarbij participatie een onafhankelijke en integrale rol speelt in het beoordelingsproces. De verantwoordelijke benadrukt het belang van deze aanpak en de naleving ervan binnen de gemeentelijke projecten.

Vraag 5: Welke participatiemethoden heeft uw gemeente gebruikt om burgers te betrekken bij het parkeerbeleid? Kunt u deze kort toelichten?

Antwoord 5: De gemeente past voornamelijk referenda achtige enquêtes toe als participatiemethode om draagvlak te meten voor het parkeerbeleid. Burgers kunnen via deze enquêtes stemmen voor of tegen het invoeren van betaald parkeren, wat een duidelijke en directe wijze van participatie is. Dit wordt gezien als de enige vastgestelde methode specifiek voor parkeren, hoewel er ook een bredere participatieverordening bestaat die niet exclusief op parkeren is gericht.

Specifiek voor parkeerbaken wordt participatie georganiseerd wanneer er signalen uit een buurt of wijk komen die wijzen op de noodzaak voor een enquête over parkeerregulering. Deze aanpak is vastgelegd in de beleidsregels betreffende betaald parkeren en beschrijft gedetailleerd de criteria zoals de benodigde responspercentages en andere relevante voorwaarden.

De keuze voor deze methode is gebaseerd op het principe dat de gemeente geen beleid wil opleggen, maar juist wil handelen naar wat de bevolking wenst. Voor kwesties als parkeren waarbij burgers een direct belang hebben, wordt de keuze volledig aan hen overgelaten, alhoewel dit collectief binnen een straat of gebied wordt bepaald en niet individueel. Dit wordt gedaan om ervoor te zorgen dat de besluitvorming inclusief is en dat zo veel mogelijk mensen gebruik kunnen maken van deze participatiemogelijkheid, gezien de eenvoud van het kiezen tussen ja of nee. Dit beleid is tevens in lijn met de bredere visie van het huidige bestuur zoals gereflecteerd in het masterplan.

Vraag 6: In welke fasen is het participatietraject toegepast. Waarom is voor fase X gekozen voor methode Y?

Antwoord 6: Het participatietraject voor het parkeerbeleid lijkt voornamelijk te bestaan uit een enkele fase, namelijk het verzamelen van input van bewoners door middel van een enquête of draagvlakmeting. Deze fase treedt op wanneer er geluiden uit de buurt of wijk komen die wijzen op parkeerproblemen of de wens tot verandering van het parkeerbeleid.

Voor deze specifieke fase, de draagvlakmeting, is gekozen voor de methode van een referendum-achtige enquête. De reden voor deze keuze is dat de gemeente de beslissing omtrent parkeren wil baseren op de expliciete voorkeuren van de bewoners zelf. Deze methode is direct en ongecompliceerd: burgers krijgen de mogelijkheid om 'voor' of 'tegen' een bepaalde parkeerregeling te stemmen. Wanneer een meerderheid van 50% 'voor' stemt, wordt de maatregel ingevoerd.

Vraag 7: Op basis van welke criteria of om welke reden heeft uw gemeente specifieke participatiemethoden gekozen voor het parkeerbeleid?

Antwoord 7: Deze aanpak benadrukt het democratische principe dat het parkeerbeleid niet opgelegd moet worden, maar dat de burgers zelf moeten kunnen beslissen over hun eigen leefomgeving. Deze methode wordt geacht een inclusief beeld te geven van de wijk en maakt het voor een grote groep mensen mogelijk om eenvoudig hun mening te geven. Het is een benadering die niet alleen gericht is op het halen van een meerderheid, maar ook op het faciliteren van actieve burgerparticipatie in de beleidsvorming.

Vraag 8: Hebt u een idee van hoe de participatiemethoden zijn ervaren door de burgers?

Antwoord 8: De ervaringen van de burgers met de participatiemethoden lijken gemengd te zijn en zijn gedeeltelijk afhankelijk van de uitkomsten die zij persoonlijk gewenst hebben. Er wordt opgemerkt dat burgers die hun voorkeur niet gerealiseerd zagen, geneigd kunnen zijn om het traject negatief te beoordelen, terwijl zij die wel hun zin kregen juist positief zullen zijn.

Over het algemeen wordt echter aangenomen dat de gebruikte methode van draagvlakmeting door middel van enquêtes het meest tegemoetkomt aan de wensen van een zo groot mogelijk aantal burgers. Deze werkwijze biedt burgers een directe stem in het besluitvormingsproces en legt niets op. Dit wordt gezien als een positieve vorm van inspraak, waardoor burgers voelen dat er serieus naar hun mening wordt geluisterd. Klachten over de procedure zijn zeldzaam geweest, hoewel er een incident werd genoemd waarbij een burger een bezwaar uitte over de rekenwijze binnen de enquête, wat uiteindelijk neerkwam op een geldige statistische kritiek. Dit incident lijkt echter meer te maken te hebben gehad met een belangstelling voor statistiek dan met het participatieproces zelf. Over het algemeen wordt aangenomen dat de methode wordt gewaardeerd en dat de werkwijze een breed draagvlak vindt onder de inwoners.

Vraag 9: Welke uitdagingen of belemmeringen heeft uw gemeente ondervonden bij het realiseren van participatiedoelen via deze methoden?

Antwoord 9: Een specifieke uitdaging die de gemeente is tegengekomen bij het bereiken van participatiedoelen via de gebruikte methoden zijn de informatieavonden. Deze bijeenkomsten kunnen soms intens verlopen met uiteenlopende reacties van deelnemers. Sommige avonden verlopen rustig, maar er zijn ook bijeenkomsten waar burgers met sterke en uitgesproken meningen komen, die niet altijd even positief zijn over het moeten betalen voor parkeervergunningen. Dit ondanks dat de kosten voor een parkeervergunning in Eindhoven relatief laag zijn.

Een veelgehoorde kritiek is dat burgers zich niet verantwoordelijk voelen voor de parkeerproblemen en zich dus afvragen waarom zij ervoor moeten betalen. Het argument dat de invoering van betaald parkeren een gegarandeerde parkeerplek oplevert omdat 'vreemd parkeerders' dan wegblijven, lijkt niet altijd even overtuigend.

Vraag 10: Welke lessen heeft u geleerd uit de ervaringen met publieke participatie in het parkeerbeleid? Zijn er inzichten die u zou willen delen met andere gemeenten?

Antwoord 10: De gemeente heeft geleerd om bij verwachte tegenstand meer mankracht in te zetten en bijeenkomsten zodanig te organiseren dat er ruimte is voor dialoog zonder een zaal tegen zich te krijgen. In plaats van plenaire sessies worden informatieavonden laagdrempelig gehouden met kleine tafels waar burgers in gesprek kunnen met medewerkers.

Vraag 11: Zijn er verbeterpunten of aanbevelingen die u zou willen voorstellen op basis van uw ervaringen met participatietrajecten in het parkeerbeleid?

Antwoord 11: Er wordt voorgesteld om delen van buurten als eenheid te zien in plaats van individuele straten, wat efficiënter kan zijn. Verder wordt erop gewezen dat de invoering van betaald parkeren binnen de ring zonder draagvlak een aanpassing vereist in hoe dit wordt gecommuniceerd en mogelijk een ander beleid voor informatieavonden.

Vraag 12: Is er nog iets dat u wilt toevoegen of benadrukken over de ervaringen met en de impact van participatie in het parkeerbeleid binnen uw gemeente?

Antwoord 12: Er wordt benadrukt dat het tariefbeleid invloed heeft op de acceptatie van betaald parkeren. De gemeente hanteert een strategie van betaald parkeren van 's morgens vroeg tot 's avonds laat om parkeerproblemen aan te pakken. Echter, er wordt geopperd dat de avonduren vrijgelaten kunnen worden als er geen parkeerproblemen zijn, om zo de acceptatie te verhogen. Er wordt ook genoemd dat de gemeente een relatief toegankelijke parkeerstrategie hanteert in vergelijking met andere steden en dat er bijzondere aandacht is voor het individuele en lokale karakter van parkeerproblemen.

Interview 3I - Venlo

Vraag 1: Kunt u uw rol en betrokkenheid bij het parkeerbeleid en het participatietraject binnen uw gemeente beschrijven?

Antwoord 1: Interim-parkeermanager voor het schrijven van het nieuwe parkeerbeleid. Er was een vrij oud parkeerbeleid. Daarnaast was er nogal wat achterstallig onderhoud binnen de organisatie en bij de garages. Ik ben daar gevraagd als parkeermanager, maar ook deels om de organisatie onder de loop te nemen. Dit was 4 à 5 jaar geleden.

Vraag 2: Welke participatiemethoden heeft uw gemeente gebruikt om burgers te betrekken bij het parkeerbeleid? Kunt u deze kort toelichten?

Antwoord 2: Er zijn heel veel inspraak en informatieavonden geweest. Hier konden de burgers ook echt aan het woord om te vertellen wat hun knelpunten waren en wat er moest veranderen. Vooral dat de mensen hun idee konden vertellen. Dit is niet alleen met de burgers gebeurt, maar ook met belangenvertegenwoordigers (wijkraden en buurtleden). Hen hebben we er het meest bij betrokken. Dit was vrij intensief, maar nodig omdat er echt veel moest veranderen. Er zou een betaald parkeergebied komen, een blauwe zone, nieuwe parkeergarages, tijdelijke parkeervoorzieningen. De mensen zijn zelf nog naderhand petitie gestart (waar +- 1500 reacties) zijn gekomen dat zij het niet eens waren met het beleid.

Vraag 3: In welke fasen is het participatietraject toegepast. Waarom is voor fase X gekozen voor methode Y?

Antwoord 3: De stakeholder overleggen waren voordat er een plan was. Voordat alle informatie echt helder was. We hebben deze informatie gebruikt om samen een gevoel te krijgen welke informatie er was en nodig was. Dit om te voorkomen dat er onnodige data en analyses zijn gemaakt. De bewoners hebben we erbij betrokken toen we een beeld hadden en een eerste schets gemaakt werd van wat er moet gebeuren.

Vraag 4: Wat waren de belangrijkste doelstellingen van participatie in het parkeerbeleid binnen uw gemeente?

Antwoord 4: Vooral ophalen wat er leeft in de samenleving en betrokkenheid creëren.

Vraag 5: In hoeverre zijn deze doelstellingen behaald door het inzetten van de gekozen participatiemethoden?

Antwoord 5: Betrokkenheid was er meer dan voldoende. Zeker ook in de pers. Ook zeker het ophalen van wensen is gebeurd. Er zijn heel veel elementen die zij benoemd hebben op een manier teruggekomen in het parkeerbeleid. Dat wil niet zeggen dat alles was gezegd is direct is overgenomen. Echter wat ik heel belangrijk vind en wat daar ook belangrijk was, dat waarom je het doet daarna toewerkt en dat de bewoners kijken naar hoe.

Vraag 6: Hoeveel mensen waren er bij de avonden?

Antwoord 6: Dat waren drukbezochte avonden met 200 mensen. En dan in elke wijk.

Vraag 7: Op basis van welke criteria of om welke reden heeft uw gemeente specifieke participatiemethoden gekozen voor het parkeerbeleid?

Antwoord 7: Juist om de persoonlijke feeling erin te hebben en de betrokkenheid te krijgen. Ook laten zien dat je er durft te staan. Een vragenlijst kan dan iets heel anoniems zijn waar je gevoelsmatig minder van terugziet. Je kan namelijk minder goed uitleggen waarom je dingen gedaan hebt.

Vraag 8: Heeft u een idee van hoe de participatiemethoden zijn ervaren door de burgers?

Antwoord 8: De petitie kwam nadat het heel duidelijk was dat er een blauwe zone kwam (rondom het centrum). Daar waren mensen heel erg boos over. Dit ging over kosten. De emotie hiertegen leefde daar heel erg en heeft geleefd tot en met de invoering. Zelf vond ik dat na de invoering het fijne dat dat helemaal weg was. Het doel was namelijk bereikt (de parkeerdruk was goed omlaaggegaan). Toen hoorde je ook wel positieve verhalen. Dus tijdens het proces heeft een groot deel het niet gezien als participatie (een aanjagende groep) maar meer als informeren, dat is wel een groep die dat zo ervaren heeft. Maar ik denk uiteindelijk dat het resultaat positief is bevallen.

Vraag 9: Welke uitdagingen of belemmeringen heeft uw gemeente ondervonden bij het realiseren van participatiedoelen via deze methoden?

Antwoord 9: De nadelen van de methode dat het allemaal heel lang duurt. Vooral ook dat bewoners en ondernemers het idee hebben dat het heel erg lang duurt. Heel erg lang natuurlijk een moeilijk begrip omdat je een heel traject moet doorlopen en organiseren e.d. Dus dan duurt het langer als jij een zaak hebt, want je wilt dat er vandaag nog een oplossing komt. Daarnaast was de continue sociale media druk ook specifiek lastig in deze zaak. Het was heel erg groot in de media uitgelicht. Voor de weg van de minste weerstand kiezen was echter niet goed geweest. De emotie is niet weg dan namelijk, maar die wordt alleen maar groter. Naderhand kost het alleen maar meer tijd en om mensen mee te nemen in het proces.

Vraag 10: Welke lessen heeft u geleerd uit de ervaringen met publieke participatie in het parkeerbeleid? Zijn er inzichten die u zou willen delen met andere gemeenten?

Antwoord 10: Om mensen mee te nemen in het proces. Daarnaast dat je niet moet weglopen om mensen te woord te staan daarin. Een van de zaken die ik heel belangrijk vind is uitlegbaarheid. Parkeerbeleid moet uitlegbaar zijn. Als je niet kan uitleggen waarom een maatregel uitlegbaar is, dan is het geen goede maatregel. Verder heb ik geleerd om een gemeenteraad mee te nemen in het proces en in alle stappen. En niet om een concept parkeerbeleid bij hen neer te leggen. Je moet de gemeenteraden ook echt meenemen.

Vraag 11: Je hebt de bewonersavonden en uit de literatuur blijkt dat daar toch een type mens op af komt. Zag je dit hier ook terug?

Antwoord 11: Ik herken grotendeels het beeld dat je vaak 1 type mens ziet. Dit was in Venlo net iets anders. Hier waren veel jongere mensen (eind 20 – half 30) en vooral vrouwen die daar het meest fanatiek waren. Het vervelende was hierbij dat zij meer mensen via sociale media met zich meekrijgen als andere mensen. Ook hier vind ik nog steeds, als je niet kan uitleggen waarom je iets wilt doen, dan is de maatregel niet goed. Want dan voer je iets in waar mensen niet op zitten te wachten en geen begrip voor kunnen tonen. Soms moet er ook eerst chaos komen voordat mensen accepteren iets er tegen te doen. Als deze chaos er niet is, dan kan het natuurlijk lijken op pesten vanuit de gemeente en dat is niet wenselijk.

Vraag 12: Hoe denkt u dat het participatietraject in Gouda zich gaat ontwikkelen?

Antwoord 12: In Gouda is er natuurlijk nog een situatie los van het overkoepelende parkeerbeleid. Omdat er al wijken zijn waar een besluit genomen is. In de basis is dit niet goed. Dit is ook iets dat je vaker bij gemeentes ziet. Dat het opstellen van beleidsdocumenten niet altijd in de juiste volgorde gaat. Meestal gaat dit op toezegging van de raad en omdat de raad daar 'nu' op in wil spelen. Dan is de makkelijkste weg om dat gelijk aan te pakken. In het beleid maken is dat echter vaak contraproductief. Dit omdat je het beleid nu gaat aanpassen om het toch te laten passen, terwijl wanneer je het blanco insteekt, het traject toch anders gegaan zou zijn. Ik heb mijn twijfels of de variant die nu in Gouda ligt de optimale variant zou zijn.

Vraag 13: Wat is volgens u de ideale manier om een participatietraject te starten?

Antwoord 13: Dit is wel echt maatwerk. Er is niet per se 1 traject of 1 proces of 1 methode die altijd werkt. Het hangt heel erg af van emoties, wat er leeft en wat je doelen zijn. Als voorbeeld; Bij de gemeente Hilversum was het doel om tot aan de buitenring betaald parkeren in te voeren. We willen in 1x een grote slag maken op de sturing voor het aantal auto's. Dit is bedacht vanuit de mobiliteitsvisie. Een bestuurder kan een leek zijn op inhoud, dan heb je de hoe vraag al liggen, maar de waarom vraag ga je dan aan voorbij. Dat wil niet zeggen dat ik zeg dat zij het anders hadden moeten doen, maar dat geeft aan dat ieder proces net anders liggen. Dan zijn wat mij betreft iedere mogelijkheden betreft participatie elke keer weer mogelijk.

Vraag 14: In Hilversum is er een enquête toegepast. Weet u of het bekend is of er een representatief beeld is van de mensen die deze enquête hebben ingevuld.

Antwoord 14: De verdeling weet ik niet. Wat ik wel weet dat het niet specifiek parkeergerichte vragen waren. Je hebt daar een stadspanel waar heel veel onderwerpen aan bod komen. Wat in Hilversum vooral gedaan is in het proces van het uitwerken van de mobiliteitsvisie, daar zijn de parkeer vragen gesteld. Parkeerbeleid was daar 1 van de 11 pijlers van de mobiliteitsvisie. Dat vond ik zelf wel een goede, omdat je dan de emotie er een stuk uithaalt. Omdat het niet alleen gaat over parkeren. Parkeren vindt iedereen wat van, is een dissatisfyer en komt veel (negatieve) emotie bij kijken. Als je hier aankomt of hier regels op gaat zetten, dan tast je mensen in hun autonomie aan. Het wordt zelfs gezien als aantasting in de zelfbeschikking (of in de vrijheid). Dat doet psychologisch iets met mensen. Als je alleen maar vragen gaat stellen over parkeren, dan zijn de uitkomsten heel negatief. Dan kan je niet meer kijken naar het algemene plaatje in het stadsbelang. Dan wil ik doorschakelen naar de voorbeelden Haarlem en Amersfoort. Een referendum houden moet je nooit doen. Dat is een vraag die je niet kan stellen. Een vraag over parkeren is per definitie op tegen. Hier zie je dat in het beleid een referendum mogelijk is, terwijl dat op parkeren gewoon niet mogelijk is. De belastingtarieven zijn hier uitgesloten, dat zou wellicht ook met parkeren moeten gebeuren.

Vraag 15: Heeft u nog iets dat u wilt zeggen of toevoegen aan het interview?

Antwoord 15: Ja ik heb nog een zaak die ik graag wil toevoegen. Er wordt soms een beeld geschetst dat we naar deelmobiliteit en andere zaken moeten (aangezien dit een landelijke trend is). Dat is echter niet mogelijk in elke stad in Nederland, aangezien de infrastructuur er niet is en sommige steden gewoon meer afgelegen liggen. Participatie om gedachten en ideeën van burgers op te halen en gebruik dat om beleid te maken (heb als beleidsmaker nooit het plaatje compleet) en dan pas mag je de puzzel stukjes compleet maken. Aan het einde mag je dan ook nooit de vraag stellen of men voor of tegen is.

Appendix J: Report Mobycon

Deze appendix dient als een ondersteunend rapport voor het bedrijf Mobycon. De appendix bestaat uit twee delen. Ten eerste zullen doelen van participatie en factoren voor effectieve participatie besproken worden. Wanneer deze begrippen voor beleidsmakers duidelijk zijn, kunnen zij gerichter en efficiënter participatietrajecten inrichten. Ten tweede zullen extra aanbevelingen aan de hand van dit onderzoek & rapporten verkregen vanuit de database van Populytics (2024) gegeven worden. Deze aanbevelingen zijn gericht op de uitvoering van participatie en het gebruik van de PVE. De aanbevelingen zijn een toevoeging op de leidraden voor participatie die online te vinden zijn en zullen herhaling dus zo min mogelijk voorkomen.

J1: Participatiedoelen en effectieve participatie

Binnen de literatuur wordt er een onderscheid gemaakt tussen participatiedoelen en effectieve participatie (Creighton, 2005).

Participatiedoelen zijn, zoals de naam al zegt, overkoepelende doelstellingen die het proces/beleidsmakers willen bereiken. Binnen de literatuur worden 9 participatiedoelen beschreven, welke onder te verdelen zijn in drie rationele. De 9 doelstellingen van participatie worden soms ook geformuleerd als 'beoogde voordelen' van participatie (Glucker et al., 2013). De term effectiviteit verwijst naar specifieke praktijken, processen of structuren die bijdragen aan het succesvol bereiken van de participatiedoelen. Daarnaast kan effectieve participatie worden gezien als een soort benchmark waar men naar streeft, waardoor participatie niet alleen theoretisch (met doelen) goed onderbouwd is, maar ook daadwerkelijk succesvol wordt uitgevoerd in de praktijk (Uittenbroek et al., 2018).

Participatiedoelen:

In dit onderzoek zijn de doelen van participatie uitgebreid toegelicht. Daarom zal er in deze appendix slechts een korte herhaling plaatsvinden. Binnen de literatuur kennen we drie rationale voor publieke participatie; 1) Normatieve, 2) Instrumentele en 3) Inhoudelijke (Glucker et al., 2013). Alhoewel het onderzoek van Glucker et al., 2013 terugslaat op doelen van participatie binnen een duurzaamheid vraagstuk, worden deze doelen ook in vele andere onderzoeken benadrukt als doelen voor participatie.

De **Normatieve** reden slaat simpel gezegd terug op het democratisch beginsel. Dus, naast dat wij in Nederland eens in de vier jaar mogen stemmen, moeten mensen/inwoners de kans krijgen om mee te denken over onderwerpen die hen aangaan. Grappig genoeg is deze normatieve reden het afgelopen jaar wettelijk vastgesteld met de ingang van de Omgevingswet (2024). Glucker et al., 2013 ligt deze normatieve reden toe aan de hand van 4 beginsels:

1. Mensen hebben invloed op beslissingen: Publieke participatie stelt degenen voor wie een besluit gevolgen heeft in staat invloed uit te oefenen op dat besluit.
2. Versterken van het democratisch belang: Publieke participatie stelt deelnemers in staat vaardigheden te ontwikkelen (zoals het verwoorden van belangen, communicatie en samenwerking) en biedt deelnemers tegelijkertijd de gelegenheid hun burgerschap actief uit te oefenen.
3. Maatschappelijk leren: Door participatie gaan mensen met elkaar in gesprek en zullen zij meer en beter maatschappelijk betrokken zijn.
4. 'Empowerment' en emancipatie van gemarginaliseerde individuen of groepen: Verschillende achtergestelde groepen krijgen door middel van participatie de mogelijkheid hun zorgen te uiten.

De **Inhoudelijke** reden gaat over het verbeteren van de kwaliteit van het besluit/beleid. Dus, door input op te halen van deelnemers, kan het besluit beter worden. Binnen de inhoudelijke reden wordt onderscheid gemaakt tussen drie factoren:

1. **Informatie ophalen van deelnemers:** Publieke participatie verhoogt de kwaliteit van besluitvorming door besluitvormers te voorzien van sociaal relevante informatie en kennis.
2. **Praktische kennis ophalen en integreren:** Publieke participatie verhoogt de kwaliteit van de besluitvorming door besluitvormers te voorzien van relevante experimentele en praktische kennis.
3. **De kennis van experts testen:** Publieke participatie verhoogt de kwaliteit van besluitvorming doordat op deze manier onderzocht wordt of informatie vanuit experts (consultants of beleidsmakers) daadwerkelijk waar is.

De **Instrumentele** reden wordt tot slot gezien als een doel van participatie. Het draait hierbij om legitimiteit van besluit en conflict vermindering. De instrumentele reden is logischerwijs op te delen in de volgende twee factoren:

1. **Legitimiteit genereren:** Publieke participatie maakt het besluitvormingsproces 'legitiem' en vergemakkelijkt daarmee de uitvoering van het project.
2. **Conflict verminderen:** Publieke participatie draagt bij aan de identificatie en oplossing van conflicten voordat definitieve besluiten worden genomen en vergemakkelijkt zo de uitvoering van projecten.

Alhoewel dit binnen de literatuur wordt gezien als de 9 doelen voor publieke participatie, betekent dat niet per se dat deze doelen niet met elkaar kunnen conflicteren of voor een andere reden kunnen worden ingezet. Hieronder volgen twee voorbeelden met betrekking tot mijn onderzoek:

- Alhoewel het goed/belangrijk kan zijn om zoveel mogelijk participatiedoelen te behalen, kunnen deze ook met elkaar conflicteren. Zo kunnen bijvoorbeeld de doelen Informatie ophalen van deelnemers & Conflict verminderen met elkaar botsen. Binnen participatie lijkt het logisch en daardoor juist om zoveel mogelijk informatie op te halen van deelnemers. Hierdoor krijgen beleidsmakers namelijk inzicht in veel verschillende zaken en meningen. Echter zorgt dit er ook voor dat het aantal voor- en tegenstanders voor een bepaald besluit toeneemt. Dit is zeker het geval bij de beleidvorming van een gevoelig onderwerp als parkeren, waarbij "twee kampen" zijn (Meer of Minder auto's). Alhoewel het besluit aan de hand van een grotere groep getoetst wordt door veel inzichten op te halen, betekent dit niet per se dat conflict verminderd wordt.

Ik wil hierbij benadrukken dat het juist goed is om zoveel mogelijk verschillende meningen op te halen. Echter is het belangrijk om inzicht te krijgen in het feit dat er door het ene doel te behalen, een ander doel juist minder behaald **kan** worden.

- Daarnaast kunnen doelen ook voor een andere reden ingezet worden dan in het hierboven beschreven rationeel. Alhoewel dit in principe niet per se fout is, is het toch goed om te benadrukken, zodat beleidmakers duidelijk hebben waarom zij dat doel voor ogen hebben. Een voorbeeld hiervan is wanneer publieke participatie voornamelijk wordt ingezet om legitimiteit te genereren (Instrumentele reden), maar in werkelijkheid vooral gericht is op het versterken van democratische waarden (Normatieve reden). Stel, een gemeente organiseert een reeks participatiebijeenkomsten om de bevolking te betrekken bij de herontwikkeling van een stadspark. De officiële reden voor deze bijeenkomsten is om de legitimiteit van het besluitvormingsproces te versterken en mogelijke conflicten te verminderen door vroege betrokkenheid van belanghebbenden. Echter, tijdens de bijeenkomsten blijkt dat de nadruk vooral ligt op het ontwikkelen van vaardigheden bij de deelnemers en het bevorderen van actief burgerschap, wat meer aansluit bij de normatieve rationale. Dit kan bijvoorbeeld gebeuren wanneer de bijeenkomsten worden gebruikt om burgers te trainen in het formuleren van hun standpunten en het communiceren hiervan in een openbare setting, in plaats van alleen maar hun input te verzamelen voor de besluitvorming. Terwijl dit de democratische participatie versterkt en maatschappelijk leren bevordert, kan het uiteindelijke doel van legitimiteit en conflictvermindering op de achtergrond raken.

Zoals eerder vermeld is dit niet per se fout. In tegendeel juist, dit voorbeeld laat juist zien dat met behulp van een participatiemethoden verschillende doelen behaald kunnen worden. Echter wil ik hiermee aankaarten dat de inrichting van de participatie het behalen van doelen kan verminderen/verschuiven.

Welke methode bij welk doel aansluit kan denk ik het best getoetst worden aan de hand van experts. Dus, wat is jullie ervaring bij bepaalde participatiemethoden en hoe sluiten deze aan bij het behalen van doelen? Is er een methode die een bepaald doel beter bevordert dan een ander en zien jullie meer conflicten ontstaan tussen doelen? Hoe tackle je deze conflicten? Ik denk dat dit belangrijke denkstappen/vragen zijn voorafgaand het inrichten van een participatietraject.

Effectieve participatie:

Wanneer is het ene participatietraject beter dan een ander? Of wanneer is een participatie methode beter dan een ander? In de literatuur wordt het antwoord gebonden aan de term **effectiviteit**². Om deze reden kunnen we de volgende vraag stellen: Wanneer is een participatietraject effectiever? Hier zijn ze het in de literatuur minder over eens. In mijn onderzoek heb ik aan de hand van 10 componenten getoetst wanneer een participatietraject effectiever is dan een ander. Echter zijn er in de literatuur nog veel meer componenten te vinden. Alhoewel het voor Mobycon denk ik vooral goed is om op basis van participatiedoeleinde het traject (inclusief methode) in te richten, is het denk ik ook belangrijk om componenten voor effectiviteit mee te nemen. Deze componenten kunnen namelijk een toevoeging/aanvulling zijn op de te behalen participatiedoelen. Daarnaast kunnen deze componenten inzicht geven in belangrijke zaken voor proces/methodologische besluitvorming.

² In sommige literatuur gebruiken ze de woorden effectiviteit, efficiënt, succes factoren en doelen door elkaar. Voor de consistentie van dit rapport wordt het woord effectief gebruikt.

In Tabel J1 volgt een opsomming van de componenten voor effectieve participatie met daarbij een korte uitleg van ieder component. Deze appendix zal verder niet uitvoerig ingaan op de componenten, maar dient meer ter informatieve/literaire ondersteuning. Herhalingen van componenten zullen zoveel mogelijk vermeden worden. Zoals eerder aangegeven zijn de componenten in mijn onderzoek een samenvoeging van componenten uit literatuur of zijn het losstaande componenten die vaak geciteerd/benoemd zijn.

Tabel J1: Componenten voor effectieve participatie

Component	Uitleg
Liu et al., 2018	
Universality of the involved participant	Stakeholders represent all potential groups.
Diversity of the involved participants	Diverse, fragmented, informal groups represent demographic variables (e.g., age, gender, education).
Involvement of non-traditional and disadvantaged groups	Non-traditional and disadvantaged groups participate.
Rationale and purpose	Decision makers clarify reasons for public participation and what it will achieve.
Key issues involved	Decision makers clarify focus on public participation and specific issues to be negotiated.
Reasonable planning	Plans for reasonable public participation include specific, appropriate methods (e.g., focus groups, community profiling).
Timing	Early public involvement continues through entire cycle of decision making.
Allocation of roles	Allocate different roles based on characteristics of participants.
Input of management personnel	Decision makers arrange competent personnel to ensure that public participation is orderly.
Invitation to relevant experts	Decision makers invite adequate number of experts in related fields to participate.
Supplying adequate funds	Decision makers supply adequate funds for public participation activities.
Necessary avenues and equipment	Venues for public participation prepared in advance.
Adequacy of information disclosure	Decision makers disclose key information about projects, so public fully understands.
Clarity of information disclosure	Important information is clearly disclosed so the public understands it.
Diversity in the ways of disclosing information	Multiple methods used to disclose information (e.g., newspapers, broadcasts, blackboards).
Adequate technology support	Visualization techniques used to disclose information.
Timely responses to public inquiries	Respond to public inquiries in a timely manner.
Employment of appropriate techniques	Choose participation techniques according to goals of targeted stakeholder participation.
Employment of multiple techniques	Employ diverse techniques to involve the public in urban renewal planning issues.
Adequacy of communication	Provide opportunities for discussion and debate on urban renewal plans.
Flexibility	Based on feedback from preceding phases, decision makers consult, then adjust plans for public participation to changed conditions.
Effective management of conflict	Stakeholder groups have the capability to anticipate and avoid potential conflict, resolve conflict, and reach consensus
Wilcox (1994)	
Allocation of roles	When each of the key interests – the stakeholders – is satisfied with the level of participation at which they are involved.
Beierle (2005)	
<i>Educating and informing the public</i>	Sufficient knowledge provision to the public
<i>Incorporating public values into decision- making</i>	Public value incorporation
<i>Improving the substantive quality of decisions</i>	Enhancing the policy by the input of participants
<i>Increasing trust in institutions</i>	Enhancing the trust in institutions
<i>Reducing conflict</i>	Identifying the shared values of citizens and incorporate those
<i>Achieving cost-effectiveness</i>	Method is cost-effective as possible
<i>Space for Fundamental Discussion</i>	Discussion is possible within the participation trajectory

Mouter et al., 2021	
Intensiveness	Number of participants participating
Representation	Different people participation (based on demographic characteristics)
Inclusiveness	Accessible for everyone at every moment
Rowe & Frewer (2013)	
Resource Accessibility	Participants should have access to necessary resources, including information, human, material, and time resources, to make informed decisions
Independence	The participation process should be managed independently to avoid bias, with facilitators and public representatives being unaffiliated with the sponsoring body.
Early Involvement	The public should be involved early in the process, especially when value judgments become salient, to enhance credibility and acceptance.
Influence	The output of the procedure should genuinely impact policy and be seen to do so, enhancing trust in the process.
Transparency	The process should be transparent so the public can see how decisions are made, which builds trust and understanding.
Representativeness	The participants should be representative of the wider public to ensure diverse viewpoints are considered.
Process Fairness	The process should be fair, ensuring that all participants have an equal opportunity to contribute.
Flexibility	The process should be flexible to adapt to new information or changes in the situation.
Conflict Management	There should be effective mechanisms for managing conflicts that arise during the participation process.

Om dit document overzichtelijk te houden, zullen er niet meer bronnen benoemd worden in de tabel. Extra bronnen zijn in het blauw toegevoegd aan de bronnenlijst van deze appendix. De bronnen in de tabel zijn vaak geciteerd binnen de literatuur, of geven op basis van deductie van andere bronnen een overzichtelijk beeld van effectieve participatie. Verder zullen de bronnen mondeling besproken worden met begeleiders vanuit Mobycon.

In conclusie is het belangrijk om te weten wat effectieve participatie en participatiedoelen inhouden. Hierbij is het belangrijk om de juiste participatiemethoden af te stemmen voor het gewenste resultaat. Wanneer welke methode toegepast moet worden kan op basis van empirische ervaring intern besproken worden. In mijn onderzoek heb ik de effectiviteit van de PWE onderzocht. Op basis hiervan heb ik aantal aanbevelingen welke in het volgende hoofdstuk besproken worden.

J2: Aanbevelingen

In mijn onderzoek heb ik de effectiviteit van de PWE getoetst. Op basis van de bevindingen uit dit onderzoek heb ik een aantal aanbevelingen opgesteld voor beleidsmakers. Deze aanbevelingen worden ondersteund door rapporten van Populytics en andere afstudeeronderzoeken.

De aanbevelingen richten zich zowel op de toepassing van de PWE als op de uitvoering van participatieprocessen. Hierbij zijn de componenten voor effectieve participatie, zoals geïdentificeerd in mijn onderzoek, in acht genomen.

Wanneer de PWE niet te gebruiken:

- Als het participatieproces puur instrumenteel is: d.w.z., als beleidsbeslissingen al zijn genomen en er geen onderwerpen openstaan voor discussie.
- Als onderwerpen te technisch worden: De PWE zal te lang, te ingewikkeld of het onderwerp kan te ingewikkeld zijn voor deelnemers, wat waarschijnlijk resulteert in hoge uitvalpercentages of een sterke ondervertegenwoordiging van bepaalde groepen.

Wanneer de PWE toe te passen:

- Lokale kennis: De PWE, gecombineerd met deliberatieve vormen van participatie, werkt goed wanneer deelnemers het gevoel hebben dat hun lokale kennis wordt gewaardeerd. Deze combinatie zorgt ervoor dat degenen die de voorkeur geven aan deliberatieve betrokkenheid zich gehoord voelen, terwijl degenen die de voorkeur geven aan digitale participatie hun inzichten online kunnen delen.
- Wanneer beleid het leven van mensen beïnvloedt: De PWE is een geschikte methode wanneer beleidsbeslissingen aanzienlijke implicaties hebben voor mensen, waardoor zij kunnen deelnemen en leren over de keuzes die beleidsmakers moeten maken.
- In emotioneel geladen situaties: De PWE kan een genuanceerd begrip van het publieke sentiment bieden door de multidimensionale besluitvorming die het faciliteert, waardoor beleidsmakers effectiever kunnen handelen.

Aanvullende richtlijnen aan het begin van het participatieproces:

- Adviseurs en de gemeente bespreken de doelstellingen van participatie en zorgen voor onderlinge afstemming.
- Optioneel worden een reeks bewonersavonden gepland om digitale participatie aan te vullen.
- De gemeente kondigt enkele weken van tevoren aan dat er veranderingen aankomen waaraan het publiek kan bijdragen. Deze aankondiging wordt op kleine schaal gedaan, bijvoorbeeld via lokale kranten en sociale media. Communiceer wat het doel is van de participatie.
- De gemeente en adviseurs ontwikkelen samen een communicatiestrategie gericht op het betrekken van zoveel mogelijk mensen, idealiter een representatieve steekproef. Een effectieve aanpak kan het direct versturen van brieven naar huizen en het gebruik van een burgerpanel omvatten.
- Om ontwerpvooringenomenheid te voorkomen, betrek gemeentelijke belanghebbenden bij het ontwerp van de PWE (Als een denktank).
- Overweeg voordat de PWE wordt ingezet hoe de 'zwaktes' van het hulpmiddel kunnen worden verminderd. Een prominente zwakte in mijn onderzoek en ander PWE-onderzoek is de toegankelijkheid en inclusiviteit voor bepaalde sub-groepen. Zoek naar aanpassingen in het ontwerp of toevoegingen aan het proces om het aantrekkelijker te maken (Vertaling, manier van communicatie etc.)

Aanvullende richtlijnen tijdens de uitvoering:

- Na 1,5 week wordt een check-in gedaan om het aantal ontvangen reacties te beoordelen. Als de participatiegraad laag is of bepaalde groepen ondervertegenwoordigd zijn, wordt een aanvullende communicatiestrategie besproken en geïmplementeerd.
- Na afronding van de PWE wordt een kort bedankje uitgegeven op dezelfde “simpele” manier als de oorspronkelijke aankondiging aan de bewoners die hebben deelgenomen.
- Organiseer en communiceer extra inloopavonden voor digitaal minder vaardige of 'oudere' mensen. Communiceer dit vooral via kanalen waar deze mensen het kunnen horen/lezen.

Aanvullende richtlijnen na het participatieproces:

- Gedurende het ontwerpproces wordt de gemeenteraad subtiel betrokken om grote verrassingen bij de afronding van het beleid te voorkomen.
- Zodra het beleid is afgerond, wordt het via verschillende kanalen gepresenteerd. Het wordt duidelijk uitgelegd, mogelijk met visuele hulpmiddelen, waarbij wordt aangegeven hoe de input is verwerkt in de definitieve plannen.
- Na afronding van het participatieproces wordt een evaluatierapport opgesteld, waarin zowel de succesvolle als minder succesvolle aspecten worden vermeld om toekomstige processen te verbeteren. Het is dus belangrijk dat er naast de uitkomsten data vergaard wordt voor het beleid wie er heeft deelgenomen aan het participatie traject.

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