# Collaborative Approach: Details

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| **Steps** | **Ideas generated by groups** |
| Issue/Topic you would like to co-design | **(GROUP: Anonymous)**   * Planning cities with no consultation from the public * Intuitive wayfinding * Public access to information * Over reliance on digital assistance * Can the general public feel safe without the use of digital technology * The impact of construction on bus and other transit stops * Lack of advance warning of changes on the street   **(GROUP: 514 A)**  -Affordability  -Accessibility and inclusivity  - Mental Health  -Diversity  -Education  - Transportation  -Human centered Design and streets for people  **(Team M-A-C-K)**  -climate change and sustainability  - refugees  -affordability  -climate change  -physical accessibility  -language  -immigration  - culture  **(GROUP: TTC Transit)**  - Public transit (buses)  - signs are not accessible for people who are not close to the signage is displaced  - Deaf people can’t learn announcements  **(GROUP: Other)**   * Construction, temporary detours, smarter wayfinding issues, how that impact people with memory impairment, cognitive impairment * How policy and system (including financing, regulations, etc.) are having a role on construction detours and duration of that >> educate policy makers about long and short term impact of their policies and regulation? * Route Change Notice - may be numbered?   **(GROUP: CCI Alliance)**   * What makes an accessible city? What's our vision? * City accommodates: three pillars   + Pedestrian/ bike zones free of cars and other motor vehicles   + Efficient transport systems that are flat (like escalators) they are above ground   + Tree lines in every walkway, road, transport line - they are not just trees, they are miniature forests - having green areas within each of these zones that are dedicated to the community gardens, must have outdoor and indoor component (for winter/ shelter, give everyone ownership in the community) so that people have a stake/care what happens(maldka = longhouse = agora)     - Civic volunteers who can accompany people on their journeys   **(GROUP: Internacional)**   * Mobility issues - transportation * Accessible buildings * Wayfindings signage - affect citizen / tourists * Access to technology |
| Who you would invite | **(GROUP: Anonymous)**  -People with disabilities should be invited - at some point we will all have a disability  -Parents  - Construction workers  -Support personnel  -People living on the margins  -People whose capabilities are on the edges  **(GROUP: 514 A)**  -All those on social assistance  -The city’s advisory committee  -NGO’s Advocating on Accessibility Rights  -Plain language assets and invites to mental health groups and constituents  -Diverse members of communities across the city (multicultural)  -Teachers, students and kids  - Folks who are currently underserved by the transit system  -cyclists, pedestrians and commuters.  **(Team M-A-C-K)**  -environmental expertise → green buildings, low tech model technologies  -economists  -socially minded businesses  - people with low income/working poor  -affordable housing users  -immigrants  **(GROUP: TTC Transit)**   * Canadian hearing/ blind society representative * Transit companies * Blind and deaf who are transit users * Designers of how to give information in a public transportation system * Engineers, technical staff ( software engineers), graphic designers, financial staff * young/old woman/men people with various disabilities * Language interpreters/ caretakers/braille materials/plain English materials/newcomers.   **(GROUP: Other)**   * Private construction, Urban planners, Environment evaluators, Passer-bys/ community * Public servants, permit office, city councillor, emergency services, taxi/uber/transit, local business owners, service providers * Children, seniors, past residents, no fixed address residents, users (time of day, season) * Urban planners, localized communities, environmentalists   **(GROUP: CCI Alliance)**   * Community organizations, environmentalists, small farmers, gardeners, tree experts, teachers and their students (children), cultural/ artistic, interpreters, government - city councillors, etc. financial/ private sector funders, transportation, accessibility / advocacy organizations, disability, homeless, marginalized * Other canadian cities, international perspectives e.g. Hamburg, Copenhagen, etc. Architects, engineers, people living in the neighbourhood - from all walk of life, statisticians who can capture disenfranchised populations (the fringe) to support decisions that are being made, big data specialists, Lawyers, mediators   **(GROUP: Internacional)**   * People with disability / mobility * Families with strollers * bikers, skateboarders, sports, athletes * Engineers, expertise in infrastructures * Age of majority and retired people / elderly * Government / policy makers / private sector / care givers / artists / design thinkers / businesses / taxis, cabs, buses, transit |
| How to involve participants? | **(Anonymous)**  **-** through phone, in person of online conversations  -Health care settings, Neighbourhoods and organization NGO  **(GROUP: 514 A)**  - Using plain language in assets  - Alternative formats of text/content  -interpretation and translation  -Pay for transit for those who need it  -Go to community/stakeholder. Enable community to facilitate the process themselves (with instead of for) multilingual  -creativity and games - Sim city, lego, art  -constructive dialogue oriented toward solutions - solution based dialogue  -Transparent, accountable feedback loops which are reported to stakeholders  -Goal oriented time frames (6 month cycles) use social media.  -Reachout to new groups not just the same people - encourage people to bring a friend to introduce new voices/experiences/perspectives.  **(Team M-A-C-K)**  -Idea generation within group or silo (safe space)  - invite one member of other group to shadow session  - member that shadowed goes back to own group discussion  - report back to shadowed group what was heard → shadowed group give feedback  - repeat/ reiterate  - break into multi-stakeholder small groups to discuss  - share small group results  **(TTC Transit)**  -Internet - look for different organizations to invite for this collaborative process  - outreach to diverse participants  - inclusive process, invitation, A11y venue, sign interpreters, convenient transportation  -clarify roles during the process  - next steps after the co-design session  **(GROUP: Other)**   * Street part * Remote messages and ideas * Share solutions and ideas in different modalities, historical perspectives (writing, tactile materials, video, music instruments) * Collaborative (trust, common ground, defined goal, addressing diverse interests/benefits, food) * Multi sensory, multimodal: flexibilities - Approaches: visual, spoken, activity - Environment: comfort (school, local centres, location of change - Provide context (e.g. map) * Using diary method for involving older adults and with diary package * Adaptive wayfinding game * Digital game where you change the landscape and character and add challenges * Competitive vs. collaborative?   **(GROUP: CCI Alliance)**   * Town Halls - moderator - have people take the Mic and disseminate information - have an online component for people out of town * Stakeholders spend a day with us to discuss their needs and priorities * Must use guiding principles to represent key values that not be reflected by majority vote - How do you make people happy, highly functional and part of a community where it’s great to live, work and prosper everyone (This is something that should be setup at the outset) * Engage advocacy groups for constituencies * Social media campaigns - online survey - meetup / forum * Neighbourhood parties to meet people and engage them at ground level - surveys   **(GROUP: Internacional)**   * Town hall meeting - Round table - surveys - schools - daycares - Retirement home - Door to Door - Social network - Marathons - Parks - Gyms - Policy requirements - Election time >> representatives of each group >> Ensure a safe space to speak * Site research to capture frustrations of all participants / contributions |
| Balance for structure | **(GROUP: Anonymous)**  *Structure:*  -Select a balanced approach between structure and no structure (plotted in the centre of the line).  -Challenges include : leading uncertainty about the questions  -opportunities: can include trigger questions to prompt conversation.  **(GROUP: 514 A)>> Flexible structure**  - Video game/simulations  -multimodal - synchronous and non-synchronous  - live streams/digital town hall  - cross examination of process  - expectations on follow up  - pressure, confined thinking  - game, art activity  -survey/voting/democracy  **(Team M-A-C-K)**  -Open ended enough safe, truthful discussions  - structure for time management, encouraging diversity of ideas (not side tracking or going on long tangents)  **(GROUP: TTC Transit)**   * Close to fully structured * Level of structure would vary depending on the co-design stage; i.e brainstorming less structure * I.e involve people to test prototypes   **(GROUP: Other) >> low structure**   * Game may limit participants, design of game limits participants, logistics - permit, space, food, timing * Our team participant bias based on thin experiences and expertise impact the activities and designs * Translating to different modalities can be challenging * Street party can cause confusion and ethic challenges * Interpreting data from diverse participants   **(GROUP: CCI Alliance)**   * Initial activities / phases of meetings can be free flow - moderators take minutes * Use information to ask questionnaires to elicit more details from contributors * Refine information to create a package of the “vision” to review with stakeholders - and refine before final publication * Define what are the key themes * Refine: feed it back to the community * Clear actions and timeliness   **(GROUP: Internacional)**   * #7 - highly structured * Specific tasks - solve specific problems = better, accurate solutions * Risk - miss new issues, different ideas |
| Balance for facilitation | **(GROUP: Anonymous)**  *Facilitation:* How much will you engage? 2 and 4 on a scale of 1-5   * Challenges: Construction is not fluid, do not meet deadlines * Opportunity: Facilitators being able to bring consensus, facilitating iterations, sharing best practices between cities, meeting representation quota expectations.   **(GROUP: 514 A)**   * unstructured * Out of scope ideas * Enable community to self facilitate * Less creative * Confirmation bias (hearing only what you want to hear)   **(Team M-A-C-K)**   * Facilitating the process, not steering results   **(GROUP: TTC Transit)**  -close to full facilitation  -facilitator to keep groups on track.  **(GROUP: Other)**   * Experience design for the activities / finding a way to make activities that can stand alone even without explanation * limited facilitation (instruction to start activity, information gathering and interpretation at the end)   **(GROUP: CCI Alliance)**   * If we want to refine some more - this is an approach that we might take   **(GROUP: Internacional)**   * #7 - Highly facilitated * Helpful to have a guide to lead discussions especially with big groups/ diverse groups * Risks - less room for creativity and problem solving methods that work better for your group |
| Roles and Activities to engage participation | **(GROUP: Anonymous)**  -Spokesperson  - someone accountable that the community trusts - Mayor  - Health  - Practitioners, insurance companies and hospitals  -Enforcement responsibilities  -Community members  -Planning authorities  - Police  -Education representatives, teachers, students, tutors  -First responders  -Fire department, ambulatory  **(GROUP: 514 A)**  -social media person on the street survey/interviews  -Develop personas  - Video games/simulations  -Multimodal/synchronous/non-synchronous engagement  - art activities  - voting/democracy  -Live streams  -Pilot grands - through Canada service corporations to test ideas  **(Team M-A-C-K)**  -Develop familiar space to create safe environment  - create alternative ways to join sessions (web etc)  - Sharing of outcomes - alternative forms to meet different needs  **(GROUP: TTC transit)**   * Facilitator(s) * Small groups * Intervener * Interpreter * Attendant * Captioner   Participants share uniqueness/background  brainstorming /canvas model  Large group debrief  Small group presentation  prototyping/iterative/feedback  Take away(captioning/text/documentation)  Define next steps/follow up  Small group action plan (communication)  **(GROUP: Other)**   * Street and indoor space (mall, community centre, library) * Early summer * Adequate space for wheelchair, stroller, * Audio, written, visual material based * Translators - multi language, multi sensory, Food vendors (local) attendees, Volunteers (into people) setup and teardown, police/security/medical   **(GROUP: CCI Alliance)**   * Moderator, note taker, interpreter for ASL, foreign languages, minute taker, captioning * Facilitator for access needs, data analysts * Activities covered in step 3 & 4   **(GROUP: Internacional)**   * Groups - diverse people with experiences, backgrounds, etc. expertise of mobility, transportation * Climate control, spacious, elevators, time of day, easy transportation to venue, transportation service, sign language |
| Communicate Insights | **(GROUP: Anonymous)**   * Website, community wall on-site * Communicate privacy, rights and obligations * Legal aspect * Choose the amount of information you want   **(GROUP: 514 A)**   * Tell people honestly what will happen with their information * Goal oriented timelines * Communicate results back - internally first with review and approval before public publishing * Intermediary is responsible   **(GROUP: Team M-A-C-K)**  - Combining different kinds of feedback - anonymous, collective, and interactive  - Sharing - through various means/channels  **(GROUP: TTC Transit)**   * Participants communicate to their respective organizational communities * Facilitated to follow up each small group   **(GROUP: Other)**   * Website, Library, Low tech info board at site of party (content: video, photos, written, exhibit) - Go back to original communicator   **(GROUP: CCI Alliance)**   * Pop up headquarters where people can drop by and continue the conversation * radio/ TV spots / Social media shoutouts * Delegates go out neighbourhoods engage with politicians, financial backers, and lawyers (we need a buy in that is independent of election cycles - we need to have a body of governance that will continue to implement these programs and initiatives without reference to corporate, lobby and political interest   **(GROUP: Internacional)**   * Office of commons in government * Websites, social media |
| Maintaining relationships | **(GROUP: Anonymous)**  Rewards, celebration  -Celebrating milestones during the process  -role playing - honest testimonies - well/bad  -Construction workers  -understanding vision impairment  - iteration, sharing failures  **(GROUP: 514 A)**  -Follow up after activity  -Gather feedback and make iterations to plan  -Set up follow up meetings (with firm dates) every 6 months to keep people included in the process  -Pilot grants and projects that are reported back periodically  -Thank people with small honorarium  -Report publicly on findings - let people know how to track their inputs.  -Keep attribution so people feel ownership of their ideas.  -Bring together diversity of people engaged to meet each other  -Measure social connections as part of the process.  **(Team M-A-C-K)**   * Incentives - create values for participants/community to remain engaged   **(GROUP: TTC transit)**   * Present prototype with other group and iterate, testing with different groups * Distribute notes * Communicate next steps * Hold a follow up session * Often financial incentive (honorarium) * Hold a showcase to future prototypes, invite communities   **(GROUP: Other)**   * Continuously update board and website, email, newsletters, community centre, library contact   **(GROUP: CCI Alliance)**   * Need to build a structure that allows people to evolve and grow sense of ownership in the process * Social media presence for continuing online feedback * Quarterly meetings for community and stakeholders with quarterly newsletter after meetings, report, ask questions, (challenges: must have food) * Annual review board is a prerequisite for annual meetings - board of directors include representatives from each community * Results must be published with accountability metrics set by lawyers   **(GROUP: Internacional)**   * Follow up town hall meetings * Short meetings |

# Collaborative approach: Summary and Feedback

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| **Group Name** | **Summary** | **Feedback** |
| Anonymous | Open flexible feedback journey where participants choose the level of engagement with the process. It’s a transparent process that celebrates participation, iteration milestones through time.  **Response:** No comments were made by the group regarding revision of their idea. | * Risk that there may not be enough of an incentive for participation as participants choose how engaged they want to be. * May need to better account for the needs of non-fringe groups (???) * Some of the benefits is that it is self-determining, and the celebration of milestones is the key to ongoing progress. * Some of the challenges of this approach include low levels of participation, and with the lack of a problem statement the process may be a bit unclear. * Other challenges may be sharing the why and why nots, and require high facilitation for uncertainty. |
| 514 A | 1. Mapping 2. Initial engagement and needs assessment and build core group 3. Work with care group to implement engagement(s)- social media, live stream town halls, self facilitation sessions on street interviews, art activities and games, hackathons→ small pilot projects 4. Synthesize outputs and report - to community for review (if yes) and to the public ( if no) 5. Celebrate with cake or pie | * This approach is not inclusive for non-users of social media * Difficult to determine inclusivity as groups and issues are broad. * The benefits include: ongoing follow up, snowballing participants, free transportation * Some of the challenges that may be encountered include - interpretation and reporting, reading of report, 6 month cycle too short, fatigue * Other comments included - difficult to tackle so many issue. Need specific tasks to address specific problems. |
| Team M-A-C-K | For a smart neighbourhood that can be resilient to major change, we want to involve environmental experts, economists, businesses, and future residents of this neighbourhood through an iterative process by which groups are initially talking with themselves, then inviting a member of the other group to shadow where that member will return to discuss with their own group and report back. The goal is to break down implicit “ expert vs. resident” power structures that obscure honest insights   * What is a smart city?   + Technology?   + Something that works better for people   + Green   + Sustainable   + Thoughtful design   + Affordable   + Easy, efficient, sustainable, self-regulatory or resilient.   **Response:** No comment recorded by the participant. | * This approach may not be inclusive because they are not considering the diversity of all people in the neighbourhood. They may miss the points of view of people already in the neighbourhood. * Benefits of this approach - interactive process and iterative - can go through the process and reconsider. The flexibility and topics of the presence that participate. * Some of the challenges include- the person that comes to shadow the group may have difficulty relaying information back to their group. |
| TTC Transit | * Accessible sign/messaging in public transit * Invite a diverse group to co-design * Use inclusive processes/tools (outreach to diverse communities) - braille, plain English, ASL interpreters, attendants etc * Use flexible structure and facilitation in accessible format * encourage / promote creativity/ innovation/experimentation * Engage communities to showcase and obtain feedback of prototypes | * How can people participate if they can’t attend physically? * Buy in from diverse communities * Hard to conceptualize public transit for an unbuilt neighbourhood * Some more detail about specific activities would be nice. |
| Other | Constant temporary path/route changes due to construction, detours, urban changes, etc. Hold a street party in the area of the development that will include stakeholders (construction companies, urban planners, people living in the community, people passing through the community, local business people, public servants, city councilor, taxis and transportation staff, past residents, no fixed address residents). Structured activities are used to engage stakeholders in discussion and building common ground and trust. Activities include collaborative model building, descriptive wayfinding game, digital landscape game and an idea sharing board (Multimedia), remote digital sharing platform and food eating. Part staff include organizers, translators (multi-language, multi-sensory), local food vendors, volunteers, police/security, medical staff, local businesses (library, community centres).  **Response:** Outreach to homeless members to areas they are comfortable - Having the event at quiet areas/rooms | * People who don’t like parties or crowds, or people who live far away may be excluded. * People experiencing homelessness may not come * Families may not feel welcome * However, this approach is more casual, and may be less intimidating * It is fun and relatively diverse however, the environment could be challenging for folks with disabilities * Are different culture groups represented? Will the board diversity exclude edge cases and the outliers * Weather, timing and schedule * How to gather input across a large and busy engagement effort * Chunking down to specific groups * How do blind and deaf people participate? Would guides be available? how? |
| CCI Alliance | Engage community that lives in city. Engage members of community who are disenfranchised, underrepresented, engage subject matter experts, engage organizations with specific capabilities in helping us to deliver our vision to the city. Ensure that advocacy groups are integrated into our decision process. Learn/ collaborate/ consultative involvement from international / domestic bodies with experiences in this endeavour. | * One benefit of this approach may be the structure of the facilitation * Other benefits are non-motorized areas, green spaces, accessible transportation * Some of the challenges raised are: how can you stay inclusive on giving so much choices? who is really responsible? what are the plans to sustain it? |
| Internacional | * Reach people where they are - Setup town hall meetings. Structured, facilitated workshops and meetings * Incredible | * Need to narrow down to a specific topic to discuss for example if you want to talk about the building accessibility and talk about that only. |