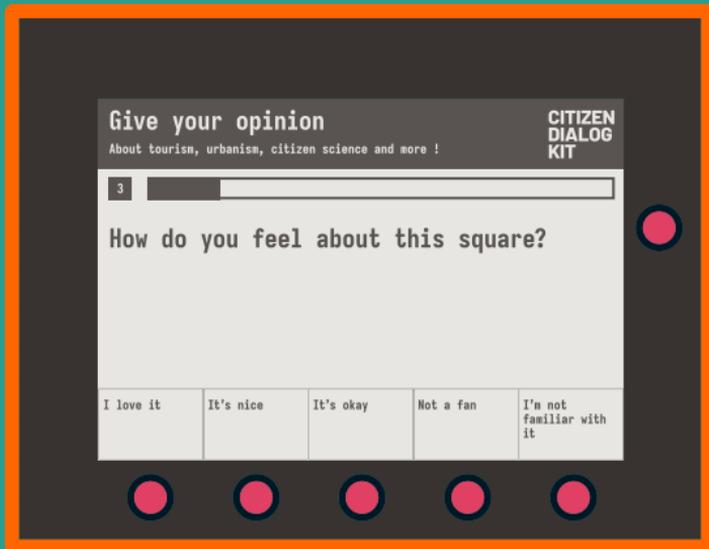


# CITIZEN DIALOG KIT



The image shows a tablet displaying a survey interface. The screen is framed by a thick orange border. At the top left, the text reads "Give your opinion" with a subtitle "About tourism, urbanism, citizen science and more!". At the top right, it says "CITIZEN DIALOG KIT". Below this is a progress bar with a small box containing the number "3". The main question is "How do you feel about this square?". At the bottom, there are five response buttons: "I love it", "It's nice", "It's okay", "Not a fan", and "I'm not familiar with it". The tablet is surrounded by a grid of small white dots on a teal background.

Give your opinion  
About tourism, urbanism, citizen science and more !

CITIZEN  
DIALOG  
KIT

3

How do you feel about this square?

I love it	It's nice	It's okay	Not a fan	I'm not familiar with it
-----------	-----------	-----------	-----------	--------------------------

CASE STUDY BOOKLET

# 01. Designing mobility hubs

## Context

- Innovation project to prepare tendering process for mobility hubs.

## Purpose

- Map the local needs, requirements and expectations for the design of mobility hubs.

## Implementation

- 2 phases with 2 devices in 3 municipalities.
- More than 200 participants.
- More than 2.000 questions answered.

## Results

- Concrete recommendations for the local hubs and a repeatable methodology.
- Surprising difference and similarities between large and small municipalities in mobility needs.



## 02. Evaluating mobility changes

### Context

- New mobility plan for municipality Zandhoven.

### Purpose

- Evaluate temporary mobility changes from the perspective of inhabitants, pedestrians and cyclists.

### Implementation

- Two temporary mobility changes were evaluated for 23 days.
- 406 participants (2x concurrent online survey).

### Results

- More and younger participants than online survey. One installation was made permanent.
- One installation was not adopted because CDK results showed that local do not support the change.



# 03. Historic City Hall into visitor centre

## Context

- Repurposing of the historic city hall.

## Purpose

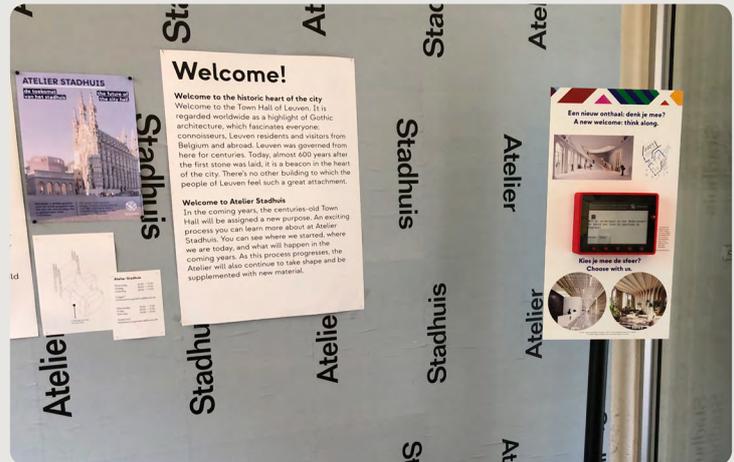
- Inform citizens about the plans for the historic city hall and gather their opinion and input.

## Implementation

- 2 locations, in- and out-door, during 2 weeks.
- 238 participants outdoor, 175 participants indoor.

## Results

- Strong preference for one of the two interior design proposals (80%).
- Combination of interest in a personal reception and interactive media.
- Noticeable demand for child and baby proof bathrooms.



## 04. Cycling tourism

### Context

- Researching cycling tourism.

### Purpose

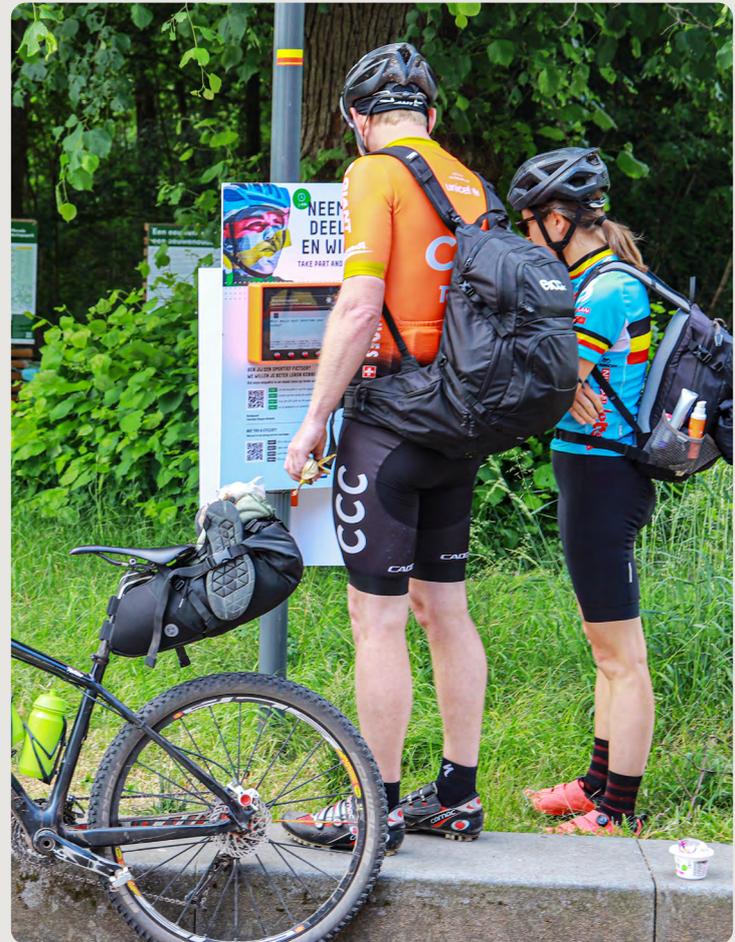
- Defining profile and habits, spending and motivation of cycling tourists in the province.

### Implementation

- 6 locations for 3 months.
- 1.800 participants, 800+ complete surveys (~17 questions).

### Results

- Participations does not decline over 3 months.
- Majority cycle in groups of friends and family.
- Website of organisation and route planner are main sources for finding rides.
- 80% will spend money during their trip, of whom 24% will spend more than 25 euro.



# 05. Identifying mobility needs

## Context

- Leading up to a major mobility project, needs are gathered along different segments of a road.

## Purpose

- Understand the need for improvements regarding safety, cycling and walking, and increased green spaces.

## Implementation

- Three CDK displays deployed on-site for 24 days.
- 773 participants, 463 completed surveys.

## Results

- Facilities for walking and cycling are the number one priority in 2 of 3 segments.
- Greenery is last.
- Additional bike parking is less of a priority.
- Decreasing the on-street parking is a contested topic, with 31% strongly against.



## 06. Tourism profiles

### Context

- The city has many tourist attractions and needs insight into who visits and why.

### Purpose

- Evaluate attraction and build a visitor profile.

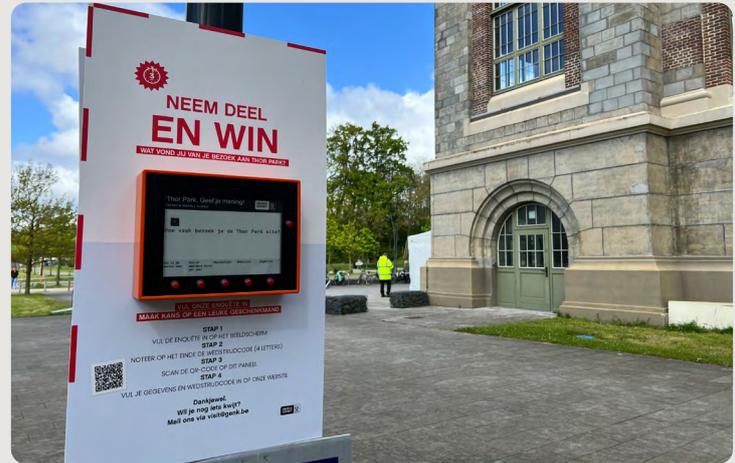
### Implementation

- Multiple locations, for the entire tourism season.
- More than 760 participants.

### Results

- Close to 40% of visitors are visiting from other Belgian provinces.
- Many combine their visit to the sites with walking (37%).
- People are consistently positive about their visiting experience (85%).

Tourism City of Genk (Visit Genk), Belgium



## 07. Heritage site visitor experience

### Context

- During the renovation of the castle in Horst, heritage NGO Herita turned the building in scaffolding into a unique experience.

### Purpose

- The survey aimed to evaluate the visitor experience, and identify marketing channels that brought visitors there.

### Implementation

- One device on top of the castle tower for 52 days.
- 639 completed surveys with 15 questions.

### Results

- 95% is satisfied with their visit.
- 90% thinks it offers fair value for money.
- 29% traveled from more than 30km away.

Herita, Horst, Belgium



## 08. Temporary green town square

### Context

- Testing a temporary green and play setup on the market square.

### Purpose

- Evaluate temporary repurposing of the concrete town square into a green space for play and social interaction.

### Implementation

- One CDK display deployed on-site for 6 months.
- 659 participants completed 441 surveys. (2x concurrent online survey).

### Results

- Majority is neutral or positive (66%).
- Many like the play elements above all (27%) or want to see even more green added to the square.
- Reduced parking is the main critique (26%).

Harelbeke, Belgium



## 09. Urban park design

### Context

- Gather valuable information and feedback from visitors and local inhabitants about a newly created urban park.

### Purpose

- Learn who visits the park, how it is experienced and which activities can improve it.

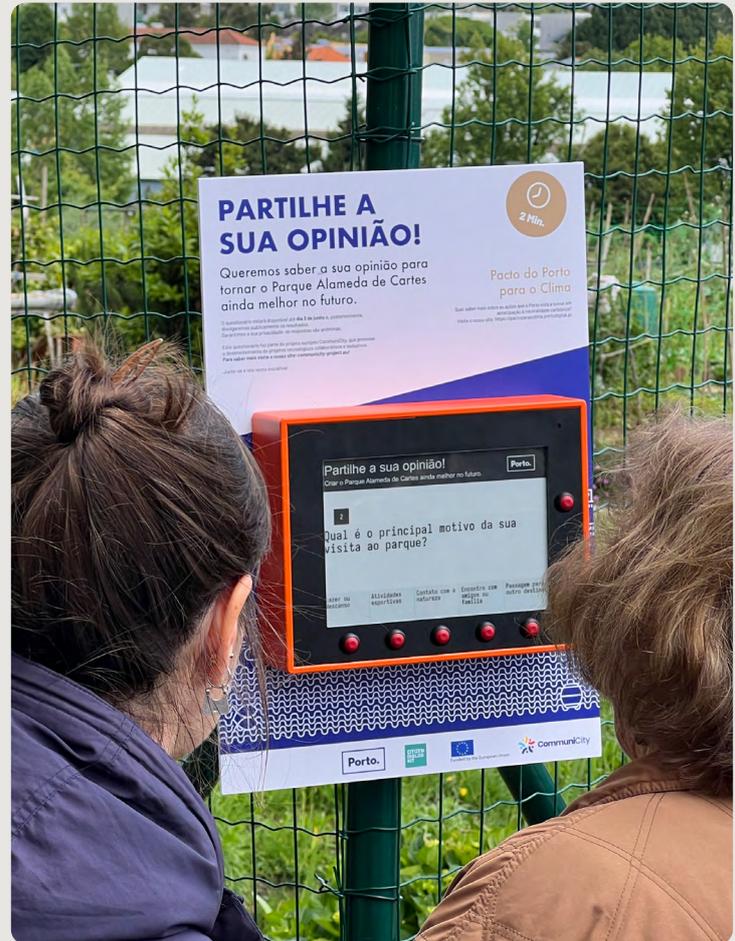
### Implementation

- Two CDK displays deployed on-site for 6 weeks.
- 462 participants, 279 completed surveys.

### Results

- The majority (74%) have already visited the park.
- Over 80% of visitors come to the park on foot.
- A significant 88% of respondents agreed that the park has facilitated better mobility in the area, highlighting a key success of the park's redevelopment.

Porto, Portugal



## 10. Urban community playgrounds

### Context

- Prague holds many neighbourhood playgrounds and this projects investigates two in District 6.

### Purpose

- Improve the public amenities and infrastructure based on real user experiences and needs.

### Implementation

- Two CDK displays deployed on-site for 4 weeks.
- 381 participants, 168 completed surveys.

### Results

- The majority of visitors come with young children, particularly kids below 6 years old account for 65% of respondents.
- Most respondents visit the playground regularly, with 38% visiting 2-4 times a week.
- 41% stay for an hour or more.



# 11. Street harassment

## Context

- Street harassment and sexual intimidation are issues that many people face every day, making public spaces feel unsafe.

## Purpose

- By giving people a way to share their experiences completely anonymously, these devices have led to a huge increase in responses.

## Implementation

- 2 devices deployed for one month.
- More than 600 participants.
- More than 250 completed surveys.

## Results

- About 30% of respondents reported experiencing sexual intimidation in public spaces.
- 64% of respondents feel safe in the municipality.

Saint-Agatha-Berchem, Belgium



## 12. Sports experience in public space

### Context

- Needs assessment of sports infrastructure in public spaces for independent athletes.

### Purpose

- Insight into the factors that motivate or dissuade people to do more sports in public spaces.
- Focus on cyclists, runners and urban athletes.

### Implementation

- 2 devices for 6 months.
- More than 2.800 participants.
- More than 2.000 complete surveys (14 questions).

### Results

- Proximity important for urban sports and greenery for walkers and cyclists.
- Mainly the weather dissuades people.
- High demand for drinking water points.



# 13. Visitor and local experience

## Context

- Area development at the Amsterdamse Poort and the Zuidoost district.

## Purpose

- Insight into current qualities and future wishes of residents and visitors at the Johan Arena

## Implementation

- Two CDK displays deployed on-site for 1 month.
- 378 participants, 190 completed surveys.

## Results

- Participants, just like users of the boulevard, are mainly present for events (49%) or work (23%).
- The bars and restaurants present are particularly appreciated (22%).
- The main wish is more cosiness (40%, mainly terraces) and greenery (31%, mainly trees).

Arena, Amsterdam, The Netherlands



# 14. Redevelopment of the riverside

## Context

- Multi-year redevelopment project around a river running through the city centre.

## Purpose

- Gather information about current habits, as well as preferences for future adaptations.

## Implementation

- Four locations along the river for 3 months.
- More than 1.750 participants and more than 900 completed surveys.

## Results

- People wish to see many more trees (>75%).
- High interest in going on the water (39%).
- High importance on clean water, but majority do not use the river for water sports (59%).



# 15. The future of the sports park

## Context

- Future redevelopment of a sports park in Bruges.

## Purpose

- Determine current user profiles and wishes for the future of the park.
- Involve young people and those with a migration background.

## Implementation

- 2 devices for 4,5 weeks.
- More than 700 participations and 502 complete surveys.

## Results

- The majority of participants is under 18 years old (50% and 62%) and a quarter speak a different language than Dutch at home.
- High interest in more playground equipment and skating obstacles.
- Bringing back basketball should be a priority (29%).

Brugge, Belgium



# 16. Cemetery Development Plan

## Context

- Culture around cemeteries is shifting. This project investigates its role in the future of the city.

## Purpose

- Understand current usage profiles and experiences.
- Explore opportunities for the future.

## Implementation

- 3 devices for 6 weeks.
- Nearly 1.697 participants.
- More than 1.460 complete surveys (9 questions).

## Results

- A noteworthy number of participants (32%) is above 65 years old.
- Mainly the park-like character is appreciated today.
- Interest is highest in relaxation and to a lesser extend themed tours.

Wiesbaden, Germany



# Services

## Research services

- Co-creation of surveys
- Analysis and selection of locations based on academic frameworks, contextual and spatial analysis.
- Validation of the survey and location via fieldwork.

## Design services

- Graphic design of posters.
- Producing posters or other promotional material.

## Monitoring

- Quantitative and qualitative monitoring of the participation.

## Analysis and reporting

- Interpretation of the gathered answers.
- Answers to research question.
- Summary report and final presentation.

### Basic support service

We help you get started

### Full service

We deliver a complete solution



1. Kick-off



2. Create survey



3. Deploy



4. Monitor



5. Insights

Contact-  
momenten

Training

Survey  
review

Optimisation of  
deployment

Full service

Personalisation

Research services

Design  
services

Monitoring  
service

Analysis and  
reports

**Starting conversations  
at places that matter.**

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