



EN-C02 STAKEHOLDER ENGAGEMENT GAMES

Interactive games for cross-agency coordination and visioning of TOD and safe access to mass-transit stations within a TOD

























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INTRODUCTION TOD ROLE-OUT

TODKP

Disclaimer: The Transit-Orientated Development Implementation Resources & Tools knowledge product is designed to provide a high-level framework for the implementation of TOD and offer direction to cities in addressing barriers at all stages. As the context in low and middle-income cities varies, the application of the knowledge product must be adapted to local needs and priorities, and customized on a case-by-case basis.

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OBJECTIVE:

The TOD 'Role-Out' is a stakeholder engagement tool, to be conducted in the form of a game. The game allows for collaborative decision-making with various stakeholders to make them understand each other's motives, possible trade-offs and how individual interests can be better aligned for successful implementation.

FORMAT: WORKSHOP

TYPICAL TIME: Two hours for a quick process or a half-day session for a thorough discussion.



SESSIONS:

The game includes two sessions:

- » Conduct SWOT Analysis
- » Develop Station Area
 Programming Alternatives and
 Concept Plan



AUDIENCE(S):

Invite participants from across the project's organizational spectrum to ensure thorough stakeholder mapping.

- » Primarily involves public sector/ agency stakeholders
- » Can be extended to select private stakeholders such as NGO's and developers, as well as mayors and political decisionmaking stakeholders



IDEAL ENGAGEMENT SIZE:

Maximum 40-50 stakeholders. Participants are sitting around a table in groups of 8-10 people. Groups can be created by randomly picking up participants, however, a diverse team is recommended to broaden the view and understand the tradeoffs more accurately. Provide 1 facilitator to guide the discussion.



Print the pre-prepared suit of cards on 4.1 x 5.8 in

The cards are organized similarly to a suit from a deck of cards)– **9 cards**, with each card presenting a stakeholder responsible in a coordinated TOD implementation programme.

Each card includes a list of **priorities** (differing motives of various stakeholders), **trade-offs** (to understand the motives of each stakeholder) and **incentives** (how interests can better be aligned for successful implementation).







Print the pre-prepared

worksheets preferably on 8.5x11 inches or 11x17 inches

The game includes two worksheets in a standardized format. The first worksheet summarizes the Strengths, Weaknesses, Opportunities and Threats (SWOT) from the perspective of all the stakeholder roles being played out. The second worksheet is to be used to develop the programming for the Station Area.

DOWNLOAD HERE 🚽

01 02 WORKSHEET 1 S.W.O.T. ANALYSIS



List minimum five – favorable conditions that need to be built upon (Strength); unfavorable conditions that need to be considered (Weakness); potential improvements and favorable conditions that will help the project achieve the goal (Opportunities); and potential barriers that may impede the realization of project goals (Threats).

	S TRENGTH	W EAKNES	SS	PPORTUNITIES	3	THREATS
Thir	king Points					
٠	Urban Design & Placemaking	•	Pedestrian and Cy	cle Mobility	• D	evelopment Context:
٠	Land Use Attributes	٠	Parking Managem	ient	R	edevelopment/Greenfield
	Access to Transit	•	Housing Diversity			

01 02 WORKSHEET 2 STATION AREA PROGRA	AMMING & CONCEPT PLAN	TOD
Select one scenario based on what is allotted to the group to	decide how the TOD Station Area may evolve over time:	
SCENARIO 1 PRIORITIZING TRANSPORTATION The different bareacontation models drawad, walling, bayod, son, saw, dai ja dra kan distanti scher and annotase, man, park gapos, sonsi stops, stations, stations, stations, and and and annotase drawad annotase draw		
SCENARIO 2 PRIORITIZING PUBLIC SPACES		
SCENARIO 3 PRIORITIZING DEVELOPMENT		



A large base map (preferably 33.1x46.8 inches or 23.4 x 33.1 inches) that includes:

- » Transit station location with 400m (5min walk) and 800m (10min walk) radial circle centered on the station
- » Existing road network
- » Natural environment systems including greenways, waterways and open spaces
- » Existing building footprints, including developments and destinations



Reference Base Map



MATERIAL REQUIRED:



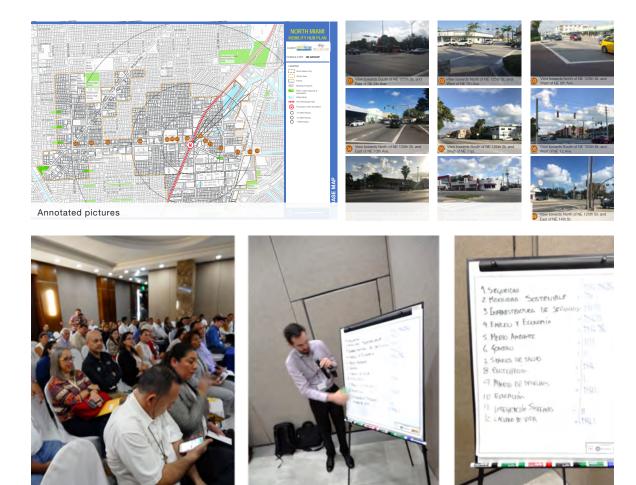
Visual Aids:

A visual library of examples to describe TOD scenarios to be considered during the game:

- » Presentations
- » Annotated pictures to orient people to the TOD area
- » Videos
- » Printouts

Documentation:

- » Flip-chart paper for listing audience's priorities
- » Sticky notes of different colors, markers and pens for working on the base map
- » Camera to capture the results



Workshop reporting on priorities identified by stakeholders



HOW TO PLAY



Begin the game with a clear definition of the study area. Write both the tasks boldly on the flip-chart, making it easy for the audience to time themselves and orient with the agenda.



Start team introductions and ask each participant to draw a pre-prepared card from the deck, with each card presenting a different role. The participant from then till the final discussion needs to play the role on the card and act according to the unique requirements and rules mentioned. For example, an environmental activist and a real estate investor can make different decisions, due to their different roles in the game.



Participants are then divided into groups of 8-10, ensuring that all disciplines are represented at each table and are provided with the sticky notes, worksheets and base maps.

ACTIVITY 1: SWOT ANALYSIS

- » Each group is given five minutes to describe and characterize the core elements or unique abilities of the station area. The players can use the working sheets to write their ideas and sticky notes to mark the ideas spatially on the map. Repeat the process for all four headings (SWOT).
- » After 20 minutes, initiate a group discussion with the goal to create a summary of SWOT and identify top 10 under each heading.

ACTIVITY 2: STATION AREA PROGRAMMING & CONCEPT PLAN

- » With a strong understanding of the strengths and problems of the area, each group is handed over a scenario to decide how the TOD Station Area may evolve over time.
- » Each group is given 1.5 hrs of time to come up with the programming and to sketch a concept plan on the base map.
- » A member of the project team then reports back on the ranking of projects/ideas based on their scenarios.
- » At the end of the activity, project goals and priorities are summarized for all three scenarios. Reoccurring key issues/ideas are taken forward to guide the project.





THE TOD ROLE-OUT'



Supporting tools- Cards





PRIORITIES

- Ensure highest and best use of city owned properties within the TOD area
- Economic benefits resulting from development through land value capture
- Land monetization through redevelopment of vacant/underdeveloped parcels in close proximity to transit station
- Destination creation and enhancing market value of the TOD area

TRADE-OFFS

- Higher property values vs. mixed-income housing
- Owner-occupied housing vs renter-occupied housing
- Short-term returns vs long-term market creation

INCENTIVES

- Increased opportunities in attracting development interests within TOD areas
- Access to a more robust market and upgraded building stock for future investments
- Opportunities to build long-term government contracts to realize TOD visions

PRIORITIES

- Enforce existing planning & development regulations
- Increase formal supply of mixed-income housing stock
- Promote enhanced accessibility
- Placemaking through urban design interventions
- Encourage mix of uses & equitable development

TRADE-OFFS

- Permitting development in greenfield vs. redevelopment of gov't sites in TOD area
- High-value market-rate housing vs. affordable housing
- Blanket FAR vs. differential FAR along the transit corridor
- Increased congestion at concentrated areas vs. balanced distribution of jobs and residents regionally
- High-rise building vs. context-specific design

INCENTIVES

- Discounted infrastructure charges by managing development growth
- Private sector contribution in improving access to public realm improvements
- Streamlined development approvals

PRIORITIES

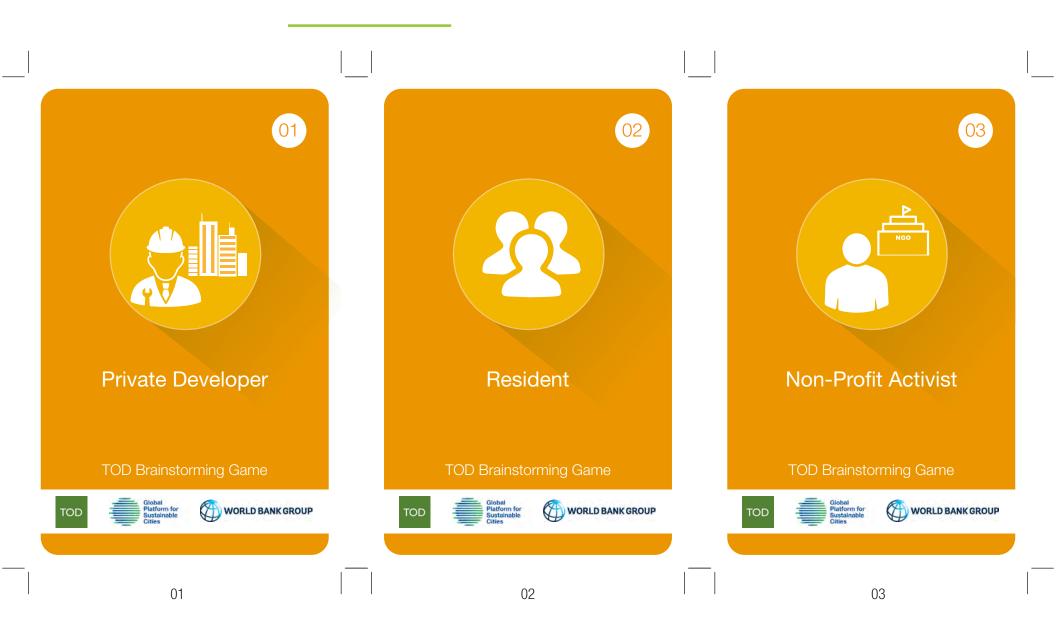
- Minimize impacts of traffic congestion
- Boost transit ridership
- Promote walkability and cycling
- Create a seamless integration between transit modes

TRADE-OFFS

- Utilize the right-of-way for movement of traffic vs. movement of people
- Reduced parking vs. alternative transportation modes transportation
- Increase transit coverage vs. provide an efficient, coordinated transit service

INCENTIVES

- Funding for transit and street improvements
- Private sector investment in the public realm
- Preserve the environment



PRIORITIES

- Ensure social equity in neighborhoods
- Preserve the environment
- Minimize impacts of traffic congestion
- Promote walkability and cycling
- Limit sprawl & related costs of infra.
- Ensure mixed-income housing

TRADE-OFFS

- Preserve environment vs. economic growth
- Income equality vs. increased investment
- Integrate marginalized sections vs. improve investment image
- Maintain affordability near transit vs. higher land values

INCENTIVES

- Community participation in decisionmaking
- Integration of social infrastructure and services in TOD projects
- Mandatory affordable housing provisions in market-rate housing
- Provision of open space

PRIORITIES

- Preserve neighborhood character & identity
- Improve the overall quality of life with environmental, social and cultural investments
- Reduce resident commuting times
- Maintain affordability in the area
- Ensure safety and security in the neighborhood

TRADE-OFFS

- Remove blight and deterioration
 vs. resistance to change through
 redevelopment
- Invest in public realm infrastructure upgrades vs. resistance to increased user costs for better services

INCENTIVES

- Community participation in decisionmaking
- Integration of community facilities
- Inclusion of public spaces
- Promotion of local businesses

PRIORITIES

- Receive financial return on investment
- Availability of land in close proximity to transit
- Public realm infrastructure in place

TRADE-OFFS

- Long-term investment in TOD projects vs. short-term returns on automobile-oriented uses
- High-value market-rate housing vs. affordable housing
- Open Space

INCENTIVES

- Increased FARs allowed by right
- Site assemblage and land banking
- Impact fees and tax waivers and long-term tax subsidies
- Expedited development approval in TOD areas
- Discounted infrastructure charges
- Relaxation of development controls



PRIORITIES

- Create more jobs
- Reduce transportation costs for constituents
- Increase municipality's tax base and property values
- Distribution of benefits across society
- Improvements to public realm
- Ease of doing business

TRADE-OFFS

- High-density development vs. infrastructure capacity
- Attractive development vs. affordable housing
- Environment quality vs. intense development
- Displacement of informal settlements vs. in-situ redevelopment

INCENTIVES

- Land monetization tools
- Increased private sector investment
- Private sector contribution in improving access to public realm improvements
- Streamlined development approval

PRIORITIES

- Reduce peak period traffic congestion
- Encourage transit and non-motorized travel
- Reduce per capita vehicle travel
- Improve access & reduce need for travel
- Upgrade aging infrastructure, especially in urban infill/redevelopment areas

TRADE-OFFS

- Right-of-way dedicated for additional lanes
 vs. public transit
- Reduction in regional vehicle miles traveled (long-term) vs. traffic congestion in areas with concentrated densities (short-term)
- Investment in aging infrastructure vs. new infrastructure in greenfield/semi-urban TOD areas

INCENTIVES

- Impact fees or value capture mechanisms to fund infrastructure improvements
- Cross-sector coordination to avoid duplication of projects

PRIORITIES

- Increase transit ridership
- Maximize land value capture opportunities
- Maintain flexibility in station standards and multi-modal integration
- Increase revenues from non-fare box sources

TRADE-OFFS

- Maximize coverage vs. high ridership
- Reduced parking vs. park-and-ride
- Fare-box revenues vs. affordable transit

INCENTIVES

- Joint Development with private sector
- Permissible development above stations (air rights)

01

• Increased densities allowed based on transit ridership





List a minimum of five– favorable conditions that need to be built upon (Strengths); unfavorable conditions that need to be considered (Weaknesses); potential improvements and favorable conditions that will help achieve project goals (Opportunities); and potential barriers that may impede the realization of project goals (Threats).

S TRENGTHS	W EAKNESSES	O PPORTUNITIES	THREATS

Thinking Points

- Urban Design & Placemaking
- Land Use Attributes
- Access to Transit

- Pedestrian and Cycle Mobility
- Parking Management
- Housing Diversity

Development Context:
 Redevelopment/Greenfield

01 02 WORKSHEET 2 STATION AREA PROGRAMMING & CONCEPT PLAN



Select one scenario, based on what is allotted to the group, to decide how the TOD station area may evolve over time:

SCENARIO 1 PRIORITIZING TRANSPORTATION

The different transportation modes (transit, walking, cycling, cars, taxis, etc.) and the infrastructure and amenities (lanes, parking spots, transit stops, stations, sidewalks, etc.) that allow residents to travel safely, conveniently and comfortably, whichever mode they choose.

SCENARIO 2 PRIORITIZING PUBLIC SPACES

The public spaces (plazas, patios, parks, sidewalks, etc.) that form the transition between transportation facilities and buildings, also known as 'the spaces between,' where the life of the city plays out. Can be public or private property, but should be designed to be accessible, friendly and fun for all.

SCENARIO 3 PRIORITIZING DEVELOPMENT

The built-up areas, primarily private parcels, where different human activities occur that support varied housing, employment, shopping and other uses. In the TOD model, buildings should relate to and activate surrounding open spaces and support transit ridership by adequate density.

INTRODUCTION SAFE ACCESS ROLE-PLAY

OBJECTIVE:

TODKP

The Safe Access role-play activity provides awareness about the importance of safe and equitable access for all street/public space users and helps derive implementable solutions for the station area that have been prioritized through a collaborative and interactive decision-making process.

SAFE ACCESS TO MASS TRANSIT

The Safe Access Role-play activity is based on the "Safe Access Manual – safe access to mass transit stations in Indian Cities" with the aim of identifying and addressing issues of safe access to mass-transit stations in a participatory manner. The manual offers strategies, case studies, and guidelines for enabling safe access to mass transit stations in Indian cities. It aims to serve as a guide to planners and authorities while building mass transit infrastructure to make cities safer by design. The manual provides guidance on providing seamless, safe and affordable commuting options to mass transit station areas by all modes, and thus creating vibrant public spaces to serve the communities' needs – typically in developing countries such as India.

The manual has four objectives:

- 1. Use of participatory process to integrate the planning, implementation, maintenance and evaluation of station areas.
- 2. Promote use of streets as public spaces, NMT safety and infrastructure, women's security and universal accessibility.
- 3. Develop institutional structures and financing mechanisms to facilitate timely implementation of station accessibility plans.
- 4. Develop performance indicators and evaluate station area for accessibility planning, implementation and maintenance.

The Safe Access approach is based on five principles. These principles are chosen such that people of all genders and physical abilities are given the highest priorities and are able to make the most of the public services provided to them.

1.	2.	3.	4.	5.
Pedestrian and	The Public	Feeder	Parking	Safety and Security
Cyclist Priority	Realm	Services	Management	Creating safer,
Providing the necessary	Enhancing public	Increasing the	Creating a parking	comfortable and
infrastructure for	spaces by making	connectivity of the	management plan to	convenient station
pedestrians and cyclists	streets safer,	system as a whole, by	increase the supply	areas for commuters
to move safely and	comfortable and	enhancing coordination	of parking spaces, in	through traffic calming
conveniently around	imageable. This	between feeder	addition to managing	measures, safe
the city. This includes	includes accessible	buses and other	the existing parking	crossings, and reducing
continuous, safe and	design in the public	public transport at the	load.	conflict points between
comfortable pedestrian	realm around the	station. This includes		pedestrians and

minimizing waiting

access to last mile

times and demarcating

connectivity modes like

auto-rickshaws, cycle rickshaws and taxis.

cvclists.

station, and convenient

and easy signage that

types of street activity

highlights different

and its uses.

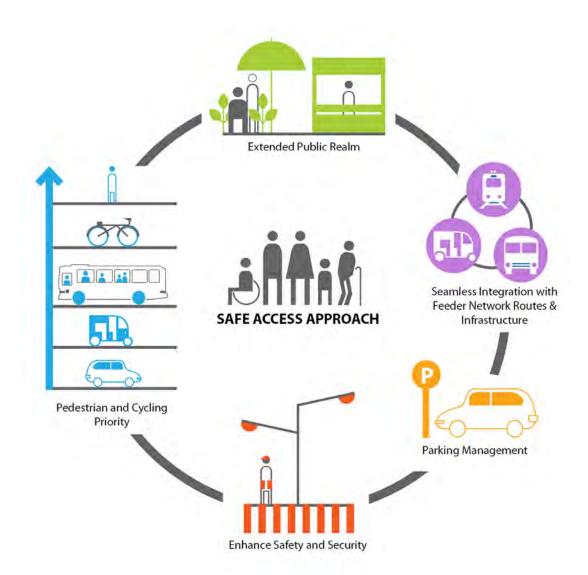
city.

and cycling networks

connecting the station

to other areas in the



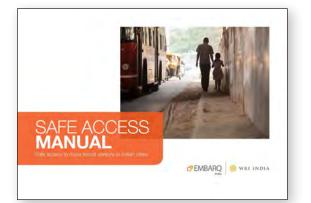


5 People-centered principles of safe access (Source: © WRI India)

DOWNLOAD SAFE ACCESS MANUAL HERE 🚽

Or Visit the link below to download the manual.

www.wrirosscities.org/research/publication/safe-access-mass-transit-manual





FORMAT: Workshop

TYPICAL TIME: 3 hours including 45 minutes for presenting concepts of Safe Access and its five principles.



SESSIONS:

The game includes two sessions:

- » Presentation of Safe-Access principles
- Participants play different roles in the role playing activity to make a case for each role. This gives a fresh perspective to participants and makes them aware of the needs of other road users.



AUDIENCE(S):

A list of stakeholders (but not limited to) of the station area who can participate are mentioned below:

- » Residents and users of the station area
- Representatives of Associations

 RWA (Residence Welfare
 Association), shop associations,
 market associations, business
 owners and others
- Institutional representatives, i.e. schools, colleges, hospitals and others
- » Traffic and transport representatives,
 e.g. traffic police, wardens, etc.
- » Elected representatives, decision makers and experts in the area
- » Government officials

Note: The participants of the activity should be chosen, such that they represent the diversity of the population/ users in the station area. This can be achieved by identifying the nature of activities in the station area and identifying representatives from the same.



IDEAL ENGAGEMENT SIZE:

30-40 participants. Minimum 12.

TODKP

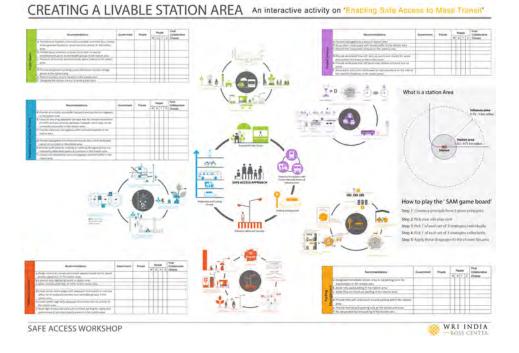
MATERIAL REQUIRED

1

Print the pre-prepared interactive board (A1 or 24"x36")

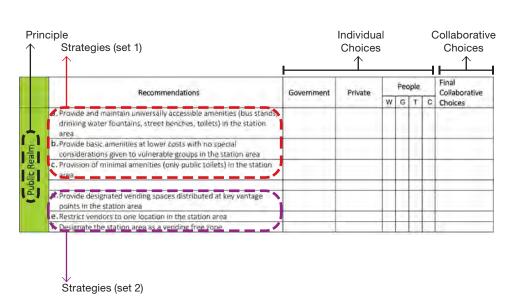
The interactive board contains the 5 principles of safe access and options for choosing strategies for respective principles under assigned roles.

Strategies for each principle are mentioned in a separate color against each principle.



Each principle on the board has 2 sets of recommendations with 3 options for each. The different columns indicate the roles that are assigned to each participant. Every group member will mark the recommendation that is relevant to the role assigned to them.

Each participant shall mark their choices for the strategies as per their assigned roles, and then discuss within the group to arrive at a final choice.

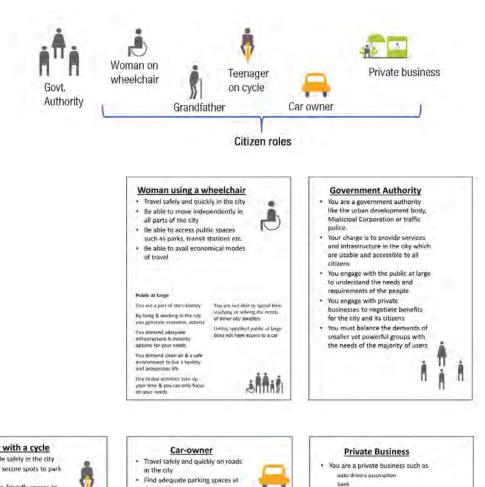




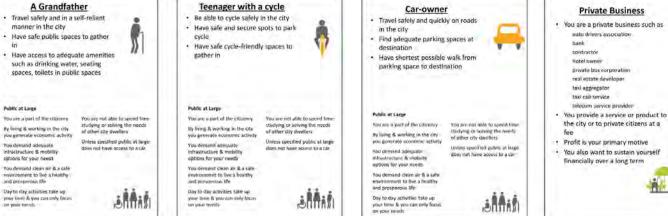


Print the Role-play cards

Each team (with minimum of 6 participants) gets 6 role play cards for the participants. The participant is not only playing the assigned role but also representing that category of people in a real world scenario. Hence, he or she should remain biased towards the concerns of the role assigned.



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HOW TO PLAY

'SAFE ACCESS' PRESENTATION

A presentation is made to the participants to set out the principles and strategies of safe access.

The coordinators also explain the role-play activity to the participants.

DIVIDE INTO GROUPS

Coordinators divide the participants into groups of six and assigns a moderator to each group. Maximum number of groups that can be there is five.

CHOOSE A PRINCIPLE

Each team is provided with the interactive board. They are then asked to choose one out of the five principles as stated on the board.

PICK A CARD

Each team moderator now randomly distributes the role-playing cards amongst the team members. The team members stick to the roles assigned till the end of activity.

05

SELECT STRATEGIES INDIVIDUALLY

The participants then choose a set of strategies from the 2 subsets i.e. one strategy from each set INDIVIDUALLY.

Moderators facilitate the discussions and ensure that participants are taking decisions based on the roles chosen.

SELECT STRATEGIES COLLECTIVELY

The participants now choose a set of strategies from the 2 subsets COLLECTIVELY.

Moderators facilitate interactions between the participants and help 'Government' take the final decision for strategies.

PRESENTATION OF STRATEGIES

At the end of the session, the participant with a government role in each group presents the collective choices and the justification for the strategies chosen, followed by any Q and A session.





SAFE ACCESS ROLE-PLAY



Supporting tools - Interactive Board and Cards













Woman using a wheelchair

- Travel safely and guickly in the city
- · Be able to move independently in all parts of the city



- Be able to access public spaces such as parks, transit stations etc.
- Be able to avail economical modes of travel

Public at Large

You are a part of the citizenry

By living & working in the city you generate economic activity

You demand adequate infrastructure & mobility options for your needs

You demand clean air & a safe environment to live a healthy and prosperous life

Day to day activities take up your time & you can only focus on your needs

A Grandfather

- Travel safely and in a self-reliant manner in the city
- · Have safe public spaces to gather in
- Have access to adequate amenities such as drinking water, seating spaces, toilets in public spaces

Public at Large

You are a part of the citizenry

By living & working in the city

You demand adequate

options for your needs

and prosperous life

on your needs

infrastructure & mobility

you generate economic activity

You demand clean air & a safe

environment to live a healthy

Day to day activities take up

your time & you can only focus

You are not able to spend time

studying or solving the needs

Unless specified public at large

does not have access to a car

of other city dwellers

Teenager with a cycle

- Be able to cycle safely in the city
- · Have safe and secure spots to park cycle
- Have safe cycle-friendly spaces to gather in

Public at Large

You are a part of the citizenry

By living & working in the city you generate economic activity

You demand adequate infrastructure & mobility options for your needs

You demand clean air & a safe environment to live a healthy and prosperous life

your time & you can only focus on your needs

You are not able to spend time studying or solving the needs of other city dwellers

Unless specified public at large does not have access to a car

Day to day activities take up



You are not able to spend time

Unless specified public at large

does not have access to a car

studying or solving the needs

of other city dwellers



Car-owner

Travel safely and quickly on roads
 in the city



- Find adequate parking spaces at destination
- Have shortest possible walk from parking space to destination

Public at Large

You are a part of the citizenry

By living & working in the city you generate economic activity

You demand adequate infrastructure & mobility options for your needs

You demand clean air & a safe environment to live a healthy and prosperous life

Day to day activities take up your time & you can only focus on your needs You are not able to spend time studying or solving the needs of other city dwellers

Unless specified public at large does not have access to a car

Private Business

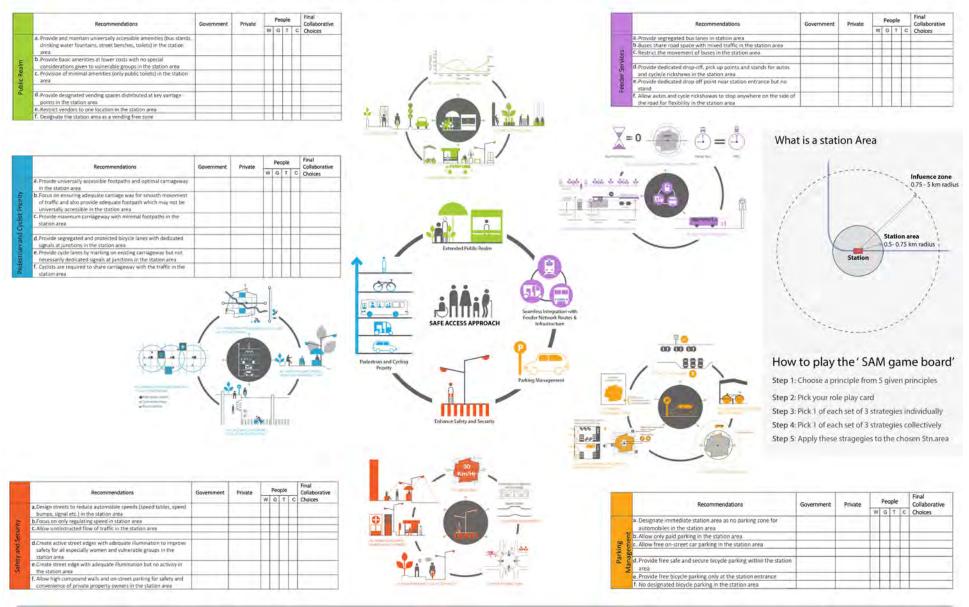
- You are a private business such as auto drivers association bank contractor
 - contractor
 - hotel owner
 - private bus corporation
 - real estate developer
 - taxi aggregator taxi cab service
 - taxi cap service
 - telecom service provider
- You provide a service or product to the city or to private citizens at a fee
- Profit is your primary motive
- You also want to sustain yourself financially over a long term

Government Authority

- You are a government authority like the urban development body, Municipal Corporation or traffic police.
- Your charge is to provide services and infrastructure in the city which are usable and accessible to all citizens
- You engage with the public at large to understand the needs and requirements of the people
- You engage with private businesses to negotiate benefits for the city and its citizens
- You must balance the demands of smaller yet powerful groups with the needs of the majority of users



CREATING A LIVABLE STATION AREA An interactive activity on 'Enabling Safe Access to Mass Transit'



SAFE ACCESS WORKSHOP



Recommendations 0. Provide universally accessible footpaths and optimal carriageway	Government	Private	11	Peo	ople	Final Collaborative	
	Govenmente	Thrute	W	G	T	С	Choices
a.Provide universally accessible footpaths and optimal carriag in the station area	емах						
b. Focus on ensuring adequate carriage way for smooth mover of traffic and also provide adequate footpath which may not universally accessible in the station area		-					
C. Provide maximum carriageway with minimal footpaths in th station area	ę.	-					
 d.Provide segregated and protected bicycle lanes with dedicat signals at junctions in the station area 	ed						
e.Provide cycle lanes by marking on existing carriageway but r necessarily dedicated signals at junctions in the station area							
 Cyclists are required to share carriageway with the traffic in station area 	the.						

	Recommendations	Government	Private		Pec	ple	Final Collaborative	
				W	G	Ť	C	Choices
	 a. Designate immediate station area as no parking zone for automobiles in the station area 			Ē.				
ent	b. Allow only paid parking in the station area							
Parking	c. Allow free on-street car parking in the station area				_	_	-	
Manag	d. Provide free safe and secure bicycle parking within the station area							
-	e. Provide free bicycle parking only at the station entrance			1				
	f. No designated bicycle parking in the station area	· · · · · · · · · · · · · · · · · · ·	C 1 1 1 1	1.1		1		

	Recommendations	Government	Private		Per	ple	Final Collaborative Choices	
distant busided by	Coremnette	10.6.2	W	G	т	C		
	 Provide and maintain universally accessible amenities (bus stands, drinking water fountains, street benches, toilets) in the station area 							
	b. Provide basic amenities at lower costs with no special considerations given to vulnerable groups in the station area							
	c. Provision of minimal amenities (only public tollets) in the station area							
	d. Provide designated vending spaces distributed at key vantage points in the station area							
	e. Restrict vendors to one location in the station area							
	f. Designate the station area as a vending free zone							

Recommen	Recommendations	Government	Private		Pec	ple	Final Collaborative	
		1.00 million (1.00 million)		W	G	т	C	Choices
a.Design streets to reduce automobil bumps, signal etc.) In the station ar	a state of the second se	4						
b.Focus on only regulating speed in s	tation area							
c.Allow unobstructed flow of traffic i	n the station area			-				
d.Create active street edges with ade safety for all especially women and station area	A							
e.Create street edge with adequate i the station area	lumination but no activity in							
f. Allow high compound walls and on convenience of private property ow	and the second	T						1

	Recommendations	Government	Private		Pec	ple		Final Collaborative Choices
				W	G	т	C	
ces	a.Provide segregated bus lanes in station area					1		
	b.Buses share road space with mixed traffic in the station area					-	1.1	
	C. Restrict the movement of buses in the station area		_	-	_	-		
er Services	d.Provide dedicated drop-off, pick up points and stands for autos and cycle/e rickshaws in the station area							
Feeder	e.Provide dedicated drop off point near station entrance but no stand							
	f. Allow autos and cycle rickshawas to stop anywhere on the side of the road for flexibility in the station area							

