



CHALMERS
UNIVERSITY OF TECHNOLOGY



UNIVERSITY OF GOTHENBURG



How citizen dialogue aligns with functional diversity in the development of urban areas

Master's thesis in Design and Construction Project Management

Hanna Eriksson

DEPARTMENT OF Architecture and Civil Engineering
CHALMERS UNIVERSITY OF TECHNOLOGY

Gothenburg, Sweden 2025

www.chalmers.se

How citizen dialogue aligns with functional diversity in the development of urban areas
HANNA L. J. ERIKSSON

© HANNA L. J. ERIKSSON

Department of Architecture and Civil Engineering
Chalmers University of Technology
SE-412 96 Göteborg
Sweden
Telephone + 46 (0)31-772 1000

Cover:
[Discussion around a lively, vibrant city landscape]

How citizen dialogue aligns with functional diversity in the development of urban areas
HANNA ERIKSSON
Department of Architecture and Civil Engineering
Chalmers University of Technology

Summary

This thesis explores how citizen dialogue aligns with the concept of functional diversity in the urban environment. Functional diversity in this study is defined based on Jane Jacobs's four criteria for city diversity, with additions from more recent sources. The four criteria's are: a mix of primary functions, short blocks, housing diversity, and high population density

A key assumption in this thesis is that a diverse group of participants in the dialogue process leads to more diverse and inclusive outcomes in urban development. Therefore, the study also examines strategies to achieve a broad and representative participation group. To answer these questions, three cases where citizen dialogue has been utilized were analyzed. The findings indicate that developing targeted engagement strategies is crucial for fostering diverse participation. Open invitations to dialogues were found to be less effective in achieving a diverse participation group; instead, collaboration with associations and councils proved more successful in reaching underrepresented groups.

Regarding functional diversity, the study highlights that while citizen dialogue can foster support for a mix of functions, the majority of requests made by the dialogue participants were for secondary functions. The responsibility for ensuring a well-balanced distribution of primary and secondary functions ultimately lies with professionals to fulfil the requirement of a mix of primary functions. The findings also suggest that dialogue can influence urban form due to often being introduced early in the process. However, competing interests, such as demands for increased car infrastructure and walkability, may challenge functional diversity. Housing diversity was not a prominent topic in the analyzed dialogues. This further underscores the importance of including participants from different socioeconomic backgrounds. The study also found that concerns about density were common, yet through the use of models and visualizations, dialogues helped to generate support for higher-density solutions.

Sammanfattning

Denna avhandling undersöker hur medborgardialog överensstämmer med begreppet funktionell diversitet i utvecklandet av urbana miljöer. I studien definieras funktionell diversitet utifrån Jane Jacobs fyra kriterier för stadsdiversitet, med tillägg från nyare källor. De fyra kriterierna är: en blandning av primära funktioner, korta kvarter, mångfald i byggnadsutbudet och hög befolkningstäthet.

Ett centralt antagande i denna avhandling är att en mer varierad grupp deltagare i dialogprocessen leder till mer diversitet i resultat i stadsutveckling. Därför undersöker studien också strategier för att uppnå en bred och representativ deltagandegrupp. För att besvara dessa frågor analyserades tre fall där medborgardialog har använts. Resultaten indikerar att det är avgörande att utveckla riktade strategier för att främja mångsidigt deltagande. En öppen inbjudan till dialoger visade sig vara mindre effektiva för att uppnå en mångsidig deltagandegrupp; i stället visade sig samarbetet med föreningar och råd vara mer framgångsrikt för att nå underrepresenterade grupper.

När det gäller funktionell diversitet framhåller studien att även om medborgardialog kan främja stöd för en mix av funktioner, gällde majoriteten av förfrågningarna från dialogdeltagarna sekundära funktioner. Ansvar för att säkerställa en väl avvägd fördelning av primära och sekundära funktioner ligger ytterst på yrkesverksamma för att uppfylla kravet på en mix av primära funktioner. Resultaten tyder också på att dialog kan påverka den urbana utformningen på grund av att den ofta introduceras tidigt i processen. Däremot kan konkurrerande intressen, såsom krav på ökad bilinfrastruktur och gångbarhet, utmana funktionell diversitet. Diversitet i byggnadsutbudet var inte ett framträdande ämne i de analyserade dialogerna. Detta understryker ytterligare vikten av att inkludera deltagare från olika socioekonomiska bakgrunder. Studien fann också en ökning i befolkningens mängd var en oro, men genom att använda modeller och visualiseringar hjälpte dialoger till att generera stöd för lösningar med högre befolkningens mängd.

Content

SUMMARY	III
SAMMANFATTNING	IV
1. INTRODUCTION	7
1.1 BACKGROUND	7
1.2 PURPOSE	8
1.3 RESEARCH QUESTION	8
1.4 ASSUMPTIONS	8
1.5 DELIMITATION	8
1.6 DEFINING CITIZENSHIP	8
1.7 TRANSLATIONS	9
2. METHOD	10
2.1 RESEARCH APPROACH	10
2.2 CASE SELECTION AND RESEARCH DESIGN	10
2.3 LITERATURE REVIEW AND FRAMEWORK DEVELOPMENT	10
2.3.1 <i>Interviews for Framework Development</i>	11
2.4 CASE STUDY METHODOLOGY	11
2.4.1 <i>Pre-Interview Preparations</i>	11
2.4.2 <i>Interview Process</i>	12
2.5 ANALYTICAL FRAMEWORK	12
2.6 STUDY ETHICS	12
2.7 TRUSTWORTHINESS	12
2.7.1 <i>Credibility</i>	13
2.7.2 <i>Transferability</i>	13
2.7.3 <i>Dependability</i>	13
2.7.4 <i>Confirmability</i>	13
2.8 <i>Assisting tool</i>	13
3. THEORY	14
3.1 PARADIGM SHIFT	14
3.2 FUNCTIONAL DIVERSITY	16
3.2.1 <i>Benefits of functional diversity</i>	18
3.2.2 <i>Critique of functional diversity</i>	19
3.2.3 <i>Ways of achieving functional diversity</i>	20
3.2.4 <i>15-minute city interview</i>	27
3.3 CITIZEN DIALOGUE	32
3.3.1 <i>Consultation vs dialogue</i>	33
3.3.2 <i>Benefits of Citizen Participation</i>	33
3.3.3 <i>Criticism of citizen dialogue</i>	34
3.3.4 <i>Ladder of participation</i>	34
3.3.5 <i>Interview citizen dialogue</i>	36
4. CASE STUDY	38
4.1 NYA HOVÅS	38
4.1.1 <i>Background</i>	39
4.1.2 <i>Vision</i>	39
4.1.3 <i>Dialogue method and activities</i>	40
4.1.4 <i>Result</i>	41
4.2 NÖDINGE CITY CENTER	41
4.2.1 <i>Dialogue method and activities</i>	42
4.3 FALKENBERG	43

4.4. RESULT INTERVIEWS	45
4.4.1 DIALOGUE ACTIVITIES.....	45
<i>Dialogue actives: Nya Hovås</i>	46
<i>Dialogue activities: Nödinge</i>	46
<i>Dialogue activities: Falkenberg</i>	47
4.4.2 TERMS USED FOR THE PROCESS AND DEFINITIONS.	48
4.4.3 EXPRESSED DESIRES FROM THE DIALOGUE PARTICIPANTS.....	50
4.4.4 DIALOGUE PARTICIPANTS.....	52
4.4.5 MOTIVATION	54
4.4.6 CHALLENGES.....	56
4.4.7 HOW THE DIALOGUE AFFECTED THE RESULT.....	59
4.4.8 SUCCESS FACTORS	62
6. DISCUSSION.....	68
6.1 DIALOGUE ACTIVITIES AND METHOD.....	68
6.2 DIVERSITY IN THE PARTICIPATION POOL	69
6.3 CITIZEN DIALOGUE CONTRIBUTION TO FUNCTIONAL DIVERSITY	70
6.3.1 <i>Primary function mix</i>	70
6.3.2 <i>Built urban fabric</i>	72
6.4.3 <i>Diversity of Buildings</i>	73
6.4.4 <i>High population density</i>	74
7 CONCLUSIONS	75
LITERARY SOURCES.....	77
WEB-BASED SOURCES	78
<i>Appendix 1: Interview questions cases</i>	79

1. Introduction

1.1 Background

For much of the 20th century, our cities have been shaped by the modernist city planning ideal (Loit, 2014). The idea of modernist city planning was a top-down rational approach performed by “independent” experts. It was marked by a strong belief that with the help of rational design and technical innovation, the problems plaguing society could be solved. One of the fundamental principles of modernist city planning was the separation of different city functions, such as housing, commerce, entertainment and industry (Loit, 2014). The rationale behind this was to enhance safety and efficiency by separating activities that were viewed as being incompatible, for example, housing and industry. It was considered necessary due to the poor urban conditions and pollution prevalent at the time (Grant, 2002) (Hoppenbrouwer & Louw, 2005). Modernist city planning emphasised simplicity, structure, and conformity (Loit, 2014).

However, in later years, modernist planning has been criticised for being socially, ecologically and economically unsustainable. Functional separation has been blamed for creating fragmented societies that are heavily dependent on cars (Moreno et al., 2021). Reversing the effects of modernist city planning by making denser, mixed-use cities is of great importance for sustainability. This is highlighted in the recent concept of the 15-minute city, where all citizens' daily needs should be met within a 15-minute walk or bike ride from their homes. For this to become a reality, many different functions must co-exist within a single area to fulfill a variety of people's needs

However, the critique of functional separation is not new and was already recognised during the height of the modernist planning ideal. One of the earliest critics was Jane Jacobs, who, in her influential book *Death and Life of Great American Cities*, argued that diversity is the most important factor for cities to thrive (Jacob, 1961). Jacobs advocated for dense, diverse and vibrant neighborhoods, highlighting the importance of an active street life and a lively public space (Moreno, 2024). In her book she stipulates four criteria for achieving diversity in the urban landscape: *a mix of primary functions, short blocks, diversity in building ages and high population density* (Jacobs, 1961).

Apart from the critique of functional separation, the modernist planning ideal has also been criticized for promoting the top-down approach to planning, for viewing society as a homogenous group and for not accounting for various groups' differing needs (Loit, 2014). In contrast, in the post-modernist planning ideal, citizens are encouraged to participate in the process (Henecke & Kahn, 2002). This is reflected in the global goals for sustainable development, Agenda 2030, goal 11, which concerns sustainable cities and societies. Subsection 11.3 states that every country should work toward inclusionary and sustainable urbanisation and improve the capacity for collaborative, integrated, and sustainable planning and maintenance of settlements (Regeringskasliet, 2023). Inclusion is another crucial element in the 15-minute city, which advocates for active citizen participation (Moreno, 2024)

The tool of employing a citizen dialogue can be viewed as part of the post-modern planning ideal of involving the citizen in the process. It was an emerging and popular topic 10-15 years ago and is a tool to get the citizens more involved in the planning process. Previous writings around citizen dialogue have often focused on the question of power between the individuals conducting and the individuals participating in the dialogue. However, not much focus has been given to how the dialogue affected the result in the urban environment. Due to lengthy development times in the construction

industry, the results of projects that used citizen dialogue in the initial stages of the planning process have just now begun to take shape in the built environment. This is, therefore, an opportune moment to evaluate the effect of citizen dialogue.

By identifying key aspects to achieving functional diversity and comparing these against three cases where a citizen dialogue has been performed, this essay will explore how a citizen dialogue aligns with the concept of functional diversity. Exploring what possible effect a citizen dialogue could have on the urban environment and how to utilize dialogue to develop functionally diverse areas that meet the needs of a diverse community.

1.2 Purpose

The purpose of this thesis is to explore the possible effects a citizen dialogue can have on the urban environment. The goal is to establish a framework for functional diversity and identify if citizen dialogue aligns with this framework to identify if citizen dialogue is helpful in creating functional diversity.

1.3 Research question

Main research question:

Does a citizen dialogue align with the concept of functional diversity?

Sub-research questions:

What are the main components of functional diversity?

How can the dialogue attract a diverse group of participants?

1.4 Assumptions

In this thesis, it is assumed that the more diverse the set of participants is in the dialogue, the more diverse the result to the urban environment will be, as different people are assumed to have different needs and preferences.

1.5 Delimitation

Three cases will be studied from the southern parts of Sweden. In all three cases, dialogue has been utilized to develop smaller urban areas. Citizen dialogue is a wide concept; how the different cases have approached and used citizen dialogue will vary, and not all methods that can be used to perform a citizen dialogue will be examined.

1.6 Defining citizenship

Various terms could be used to refer to people occupying a space, such as users, clients, or citizens. For this thesis, the term *citizen* will be used. It is used to signify active participation in the development of society, not just being a user of the urban environment, which here is viewed as being more passive. The term citizen has the connotation of having a right to the urban environment but also having obligations to shape it. However, the term is not used to mean citizenship of a specific

country. All participants in the dialogue process in the three cases might not be Swedish citizens. Furthermore, the term citizen is used because the use of the term *citizen dialogue* seems to be the most widely recognised for the process of involving people who are not professionals in the planning process.

1.7 Translations

The sources used in the thesis are written both in Swedish and in English, and the interviews have been held in Swedish. Therefore, some Swedish terms have been translated into English by the author of the thesis. There may be inaccuracies in the translation, and for this reason, a list of the various translations can be found below.

Table 1: Swedish terms translated into English by author

Term Used in Thesis	Swedish Translation
City building office	Stadsbyggnadskontoret (now Stadbyggnadsförvaltningen)
City district management department	Stadsdelsförvaltningen
Co-creative	Medskapande
Collaborative dialogue	Sammskapande dialogue
Collaborative city planning	Sammskapande stadsutveckling
Collaborative placemaking	Platssamverkan
Detail plan	Detaljplan
Master plan	Översiktsplan
Mixed-city	Blandstad
Park and nature management department	Stadsdelsförvaltningen
Placemaking	Platsutveckling
Planning application	Planansökan
Planning department	Planavdelningen
Temporary placemaking	Tillfällig plats
Temporary place intervention	Tillfälliga åtgärder på platser
The public space	Offentliga rummet
Land use assignation	Markanvisning

2. Method

This thesis aims to investigate how citizen dialogue aligns with the concept of functional diversity.

2.1 Research approach

This thesis employed qualitative research methodology and a deductive approach to the relationship between theory and research was adopted. Qualitative research focuses on understanding the nature and meaning of phenomena, contrasting with quantitative methods that prioritise numerical measurement (Berg, 2009). While qualitative research often utilizes an inductive approach to theory generation, this study adopts a deductive approach, where research is guided by hypotheses and concepts derived from existing theory (Bryman, 2016).

2.2 Case selection and Research Design

The study examined three cases that have utilised citizen dialogue as a tool in the planning process in the southern part of Sweden. Though the three cases differ in what dialogue methods they have utilised, all three have used dialogue in the development of smaller urban places.

A literature review was conducted to serve as the foundation for understanding the concept of citizen dialogue and functional diversity. Within the literature review, four criteria for how to achieve functional diversity were identified, forming the basis for the theoretical framework against which the cases were examined. In addition to the literature review, two semi-structured interviews with professionals were conducted around two main topics to complement the insights gained from the literature review.

The primary data source for the case studies comprises semi-structured interviews with professionals who have worked on the selected cases. Relevant documents, such as reports authored by individuals involved in the projects or case studies written about the cases, were also reviewed to contextualise the findings from the interviews.

2.3 Literature Review and Framework Development

A literature review was conducted to provide a comprehensive understanding of the key concepts underpinning the study. According to Bryman (2021), a literature review serves several purposes, including identifying existing knowledge, relevant theories, and terminology, as well as uncovering debates and controversies in the field.

The review for this thesis focused on two main topics:

1. **Functional Diversity:** Defining the concept, identifying its benefits and challenges, and exploring theoretical approaches for fostering functional diversity in urban planning.
2. **Citizen Dialogue:** Examining the definition, potential advantages, and challenges associated with citizen dialogue in the context of urban development.

Insights from the literature review, complemented by the two additional interviews, were used to develop a framework identifying key factors for creating functionally diverse urban areas.

2.3.1 Interviews for Framework Development

Two additional semi-structured interviews were conducted with professionals possessing expertise in citizen dialogue and functional diversity. Each interview focused one of these core topics. The information obtained from the interviews was used to refine and validate the framework developed from the literature review.

Table 2: Interview participants: Complement to the literature review and the functional diversity framework

Subject	Participant	Titel
Citizen dialogue	Jenny Sundberg	Researcher and architect
Functional diversity; focusing on the 15-minute city	Giovanni Fusco	Researcher leader; The Evolutive Meshed Compact City.

2.4 Case Study Methodology

The primary source of the cases comes from semi-structured interviews held with professionals working with the three different cases where citizen dialogue has been utilized.

2.4.1 Pre-Interview Preparations

Before conducting interviews, existing materials related to the cases were reviewed to gain a deeper understanding of each case's context. This step ensured that interview questions addressed gaps in the literature and avoided redundancy by excluding topics already thoroughly covered in existing documents.

2.4.2 Interview Process

Semi-structured interviews as a method were chosen for their ability to balance flexibility and structure (Gillham, 2011). The open-ended questions asked in a semi-structured interview allowed interviewees to elaborate on their experiences. The fact that all the participants in the interviews were asked the same question ensured comparability across interviews. Additionally, probing questions were employed to explore additional details and ensure comprehensive coverage of the topics. This method encourages the discovery of new insights while maintaining a consistent focus on the research topic. Each interview lasted between 40 and 70 minutes, depending on the depth of discussion.

Table 3: Interview participants: Case study

Subject	Participant	Titel
Citizen dialogue in Nya Hovås	Johanna Söderlund	Head of City Development, Next step group
Citizen dialogue in Nödinge Centrum	Anna-Karin Gmoser	Project Developer, Department of Land and Development, Ale municipality
Citizen dialogue in Nödinge Centrum	Maria Björneberg	Planning Architect, Department of Land and Development, Ale municipality
Citizen dialogue in Falkenberg	Henrik Olsson	Head of Development Falkenberg City Centre, Falkenberg municipality

2.5 Analytical Framework

The findings from the interviews and case studies were analyzed using the framework developed from the literature review. The goal was to identify whether citizen dialogue serves as an effective tool for designing urban areas that promote functional diversity.

2.6 Study ethics

All participants have been told what the goal of the study is. They have been given the option of being anonymous and have been informed that audio recordings of the interviews will be deleted after publication. Participants will be sent the thesis if they have requested it.

2.7 Trustworthiness

The criteria on which the validity of qualitative research is judged should differ from quantitative validity criteria (Bryman, 2021). In qualitative research, *Trustworthiness* is often used to judge validity. Trustworthiness is built on four criteria: *credibility*, *transferability*, *dependability* and *conformability*.

2.7.1 Credibility

To enhance the credibility of the findings, steps were taken to ensure that the data accurately reflected the perspectives of the participants. The interviews were conducted using semi-structured guides, allowing for flexibility to explore specific experiences while maintaining consistency across interviews. Probing questions were used to clarify and deepen responses, ensuring a comprehensive understanding of the participants' insights. Member checks were also conducted by sharing key findings with the participants of the interviews for validation, ensuring alignment with their experiences and reducing the risk of misinterpretation.

2.7.2 Transferability

Transferability was considered by providing descriptions of the research context, participant selection criteria, and the cases discussed in the interviews. By situating the findings within the specific urban planning contexts and citizen dialogue processes described by the participants, the study offers insights that can be applied to similar contexts. The diversity of the cases, in terms of geographic location and focus within urban development, further enhances the potential applicability of the findings to a broader range of scenarios.

2.7.3 Dependability

Dependability was established by maintaining a transparent and systematic approach to data collection and analysis. Documentation of the interview process was kept, including the development of the interview guide and the rationale behind the choice of participants, was maintained to allow for replication. Thematic analysis was employed to identify patterns and themes, with iterative coding processes used to ensure consistency in interpretation. Additionally, all interviews were recorded and transcribed verbatim, providing a robust basis for analysis.

2.7.4 Confirmability

Bryman (2016) states that complete objectivity is impossible in qualitative research, but efforts were made to minimize the impact of the author of the thesis's own bias. To do this, the analysis of the material focused on the participants' narratives and grounding findings in what was stated in the interviews, the study ensured that the conclusions were firmly rooted in the data rather than the author's own preconceptions.

2.8 Assisting tool

Ai tools such as Grammarly and ChatGPT were used to improve the language and structure of the thesis. However, all inputs given to the AI tools are originally produced by the author of this thesis.

3. Theory

The theory section will cover valuable background information for later studies of the cases. It starts with explaining the paradigm shift in planning, from a top-down rational approach focusing on functional separation to a more egalitarian approach where the citizen is welcomed to participate in the process and functional integration is promoted.

The study then covers the two main topics of the thesis: functional diversity and citizen dialogue. The section on functional diversity covers its benefits, criticisms, and strategies to achieve it. The section on citizen dialogue includes definitions of citizen dialogue, the benefits of participation, the difference between voluntary dialogue and mandated consultation, and the ladder of participation, which deals with levels of power in participation.

3.1 Paradigm shift

The planning ideal that dominated most of the 20th century is often termed “the modernist planning ideal” (Loit, 2014). The modernist city planning ideal was a top-down rational approach performed by “independent” experts marked by a strong belief that with the help of rational design and technical innovation, the problem plaguing society could be solved. In this paradigm of city planning, planners, architects, and politicians decided how the city should develop and what was in the public's best interest. Planners were tasked with anticipating the needs of the citizens; however, the citizens were not included in the process. This authoritarian approach to city planning has been criticised for not considering the needs of different social groups, and that the result of the planning was not representative of the whole of society. The needs of disadvantaged groups were especially neglected as the planner saw the public as homogeneous. Even the notion of the “common good” has been criticised as a construct to hide the dominance of some people’s interests over others.

The prevailing planning ideal today could be called post-modernist as it came about as a reaction to the modernist city planning ideal (Loit, 2014). With the post-modernist approach to city planning came the acknowledgement that a plethora of different interests exist as the city consists of a heterogeneous group of citizens with various needs, preferences, and socioeconomic resources. The post-modernist planning ideal also tried to rectify the exclusion of the citizen by advocating for citizen participation. In the global goals for sustainable development, Agenda 2030, goal 11 concerns sustainable cities and societies. Subsection 11.3 states that every country should work toward inclusionary and sustainable urbanisation and improve the capacity for collaborative, integrated, and sustainable planning and maintenance of settlements (Regeringskasliet , 2023).

The post-modernist approach to planning, which rejects the top-down approach, reflects a more larger shift in societal governance. Social scientists have identified a shift from traditional "government" to "governance" (Abrahamsson, 2013). This shift away from a hierarchical decision-making system signifies a move towards multi-level governance involving flatter network structures and partnerships between several, equal actors. Along with the shift towards the post-modernist planning ideal, the citizens were also encouraged to participate in the process (Henecke & Kahn, 2002). In 1987, a new version of the Swedish building law was introduced that partly aimed to democratise the planning process as a reaction to the previous view of elitism in the process. Two crucial, interconnected changes were to change to a more localised form of governance, meaning more involvement by the

most affected parties, and to strengthen the citizen influence. The role of physical planning became the municipality's responsibility, and the government's follow-up checks on the municipality's plans were removed to support the local democracy. However, this puts more of a burden on the public to guard their own interests.

Another fundamental principle of modernist city planning was the separation of different city functions (Loit, 2014). The concept of segregating land uses came from the ideas of functionalism and the “functional city” put forth by the international movement CIAM (Congre’s Internationaux d’Architecture Moderne) (Hoppenbrouwer & Louw, 2005). In 1933 the CIAM charter was signed in Athens by European planners (Gelh, 2019). CIAM advocated for a clear separation of what they saw as the four main uses of the city; housing, employment, recreation and transport (Hoppenbrouwer & Louw, 2005). The rationale behind this was to enhance safety and efficiency by separating activities that were viewed as being incompatible, such as housing and industry (Grant, 2002). This approach was considered necessary due to the poor urban conditions and pollution prevalent at the time (Hoppenbrouwer & Louw, 2005). The planning emphasized simplicity, structure, and conformity (Loit, 2014).

Modernist city planning is now viewed as creating cities and communities that are fragmented and heavily dependent on cars (Moreno et al. 2021). The separation of function and the open city landscape has been criticized for neglecting the social life of the citizens and not creating the setting for a functioning urban life (Loit, 2014). The focus of modernist city planning was on the residence and the form of the neighborhood instead of what effect that structure had on the feeling of involvement, sense of belonging and well-being of the citizen.

During the last decades of the 20th century, a shift occurred away from the top-down approach to planning and the functionally separated city and the idea that a functionally mixed city was preferable became the accepted view among planners (Hoppenbrouwer & Louw, 2005). A new conference for city planners was conducted in 1998 where the main takeaway was that different functions of the city, such as residences, workplaces should not be separated (Gelh, 2019)

3.2 Functional diversity

Diversity is commonly viewed as desirable in city planning (Fainstein, 2005). Within the planning context, diversity can be defined as diversity of design, functions, or socioeconomic groups. It has several meanings, such as a varied physical design, a mix of uses, an expanded public realm, and multiple social groups feeling they have a “right to the city”. Proponents of a more diverse city believe it creates an environment that attracts people, promotes innovation, and provides fair and equal access to the city. The part of urban diversity that pertains to a mix of different functions is often referred to as mixed-use and multifunctionality. These terms usually only pertain to a few main city functions (Sardari Sayyar, -). Functional diversity is used to widen the scope and include more functions.

Jacob (1961) categorises different functions as primary and secondary uses and describes the need for diversity of the different uses as primary and secondary diversity. Jacobs (1961) defines primary uses as functions that attract people to a specific area by themselves because they serve as anchors. This could be workplaces, dwellings and some forms of entertainment and recreation. She further states that museums, libraries and galleries can be primary uses with the stipulation that they only function as that for those appreciative of these functions. Secondary functions, on the other hand, refer to the businesses and services that emerge in response to the demand generated by primary uses, catering to the individuals attracted to the area by the primary activities.

A mix of functions in an area is one definition of city diversity (Fainstein, 2005). The conscious effort of achieving a mix of functions is called mixed-use development (Rabianski & Clements, 2007). It came about as a reaction against the segregation of land uses that was prevalent in 20th century city planning and is often defined in opposition to functional segregation (Erfurt, 2020) (Yilmaz Bakir, 2020). Though there exist different definitions, it is often described as pedestrian-orientated and that it creates a live-work-play environment (Hoppenbrouwer & Louw, 2005) (Rabianski & Clements, 2005). To be called a mixed-use area, there should exist a variety of land use, such as residential, offices, retail, hotels, recreation, and other functions (Rabianski & Clements, 2007). Some planners also include industrial activities as one of the functions, though this is less common (Grant, 2002).

Erfurt (2020) divides mixed-use development into neighborhoods, streets, and buildings. A mixed-use neighborhood is one that prioritizes pedestrian use and where all the resident's day-to-day needs can be found within the “pedestrian shed”, the distance the people feel comfortable walking. The distance covered by the pedestrian shed can vary depending on the walking experience, such as how comfortable, varied, and safe it is. Erfurt (2020) argues that a mixed-use area that meets its resident's daily or even weekly needs is the most successful and resilient development pattern.

Mixed-use development is a key component of the reason concept of the 15-minute city (Pozoukidou & Chatziyiannaki, 2021). Similar to what Erfurt (2020) defines as a mixed-use neighbourhood, the concept of the 15-minute city aims to ensure that all residents can access their daily needs, including work, education, healthcare, leisure, and other amenities, within a 15-minute walk or bike ride from their homes (Pozoukidou & Chatziyiannaki, 2021). Carlos Moreno, the creator of the concept of the 15-minute city, envisioned it to fight climate change while still providing a good quality of life for its inhabitants (Moreno, 2024). The 15-minute city is a high-density urban city model where the goal is to integrate different urban functions and to facilitate urban inhabitants' ability to live, work, play and connect with others. This is done by creating mixed-use neighbourhoods and living spaces with the

goal of building strong links between people, strengthening social cohesion and providing a better quality of life.

Two essential concepts in the 15mC city are:

- *Chrono-urbanism*: In chrono-urbanism the time factor is studied to archive a better understanding of citizens' life rythems.
- *Chronotopia*: In Chronotopia, time as an element is used to investigate the uses of different resources.

The 15mC seeks to reconnect people to their communities and encourages a more localised way of living (Pozoukidou & Chatziyiannaki, 2021). Like other neighborhood design approaches, the 15mC emphasizes walkability, density, land use mix, and design diversity. However, what sets it apart is the concept of proximity, which is defined as bringing people to activities rather than bringing activities to the neighborhood. This includes proximity to amenities such as health care, preschools, schools, social services, commercial services, leisure, culture, parks, and nature areas etc. The 15-minutes city also aspires to localize workspaces as the commute to work represents many people's main reason to travel daily.

The 15mC concept aims to promote mobility that is both socially and environmentally sustainable by designing for shorter distances, a well-functioning walking and biking infrastructure and high-quality public transport (Moreno, 2024). By promoting active forms of transportation such as walking or cycling, reliance on cars can be reduced, which in turn promotes better air quality and reduced greenhouse gas emissions. Furthermore, by promoting efficient and affordable public transport, the issue of car congestion can be reduced. The long-term goal of the sustainable mobility promoted by the 15mC is to improve quality of life, strengthen social cohesion and encourage community. The overall goal is to build sustainable, liveable and resilient cities.

Social sustainability is a focus in 15-minute city design where an inclusive and egalitarian approach to planning is used (Pozoukidou & Chatziyiannaki, 2021). Entezis is put on the development of sustainable communities by providing equal access to both facilities and opportunities, local social interaction, participation in local community activities, community stability, pride of place, sense of belonging and feeling of safety and security. The creation of an environment that enhances the opportunity for social interaction, such as sidewalks and open space, is emphasised (Moreno, 2024). This is believed to create a sense of connection and familiarity. Furthermore, the citizen is encouraged to get involved in all stages in the planning of the 15mC to ensure that the result is appropriate for the community it is designed for, based on the experience of the users of the space. The notion of the "common good" is important in the 15mC concept (Moreno,2024). The author believes that a collective and collaborative approach to planning is needed to manage urban shared resources such as public space, community facilities and urban services. By recognising the importance of the common good, active citizenship is encouraged to create and maintain the urban environment.

In the Swedish context, the need for diversity and a mix of functions is widely recognized under the name of *Mixed city* (Bellander, 2005). The mixed city is often presented as a model for sustainable city development in many national goals and strategy documents. Though the concept of a mixed city is described as desirable, there does not exist a singular definition. Bellander (2005) writes that it is described as complex in form and consists of a dense yet readable building structure, which is

regarded as bringing proximity between businesses and people and creating a varying urban life. The mixed city is also regarded as creating a social and diverse living environment and lessening the need for transport.

The Gothenburg building office has established four criteria to define the term mixed city (Klingberg, 2006):

1. There should exist a mix of functions such as residential areas, office space, cultural attractions, recreation, service and commerce.
2. There should exist diversity in the urban environments and in the activities that takes place there, which should create an exciting and sustainable city life where almost anything can exist.
3. There should exist diversity in the people living in or using the area. This creates a robust social structure and places that are resilient and accepting. This is promoted by various sizes, grants and price ranges for housing and establishments.
4. There should exist buildings of varying ages. A mix of cheap and more expensive facilities attracts different kinds of businesses which gives the opportunity for smaller businesses to establish themselves in the area.

Mixed-use is part of the Mixed city under the name functional integration. Bellander (2005) defines function integration as residents having access to different functions within walking distance, such as shops, workspaces, places of culture and social meeting places. However, she states that mixed-city and functional integration are not synonymous; rather, function integration is a tool to achieve the goal of mixed-city.

3.2.1 Benefits of functional diversity

Jacobs (1961) states that cities that attract people are characterised by multiple interactions with strangers, short streets and a mix of uses. She further writes that cities need a diverse range of users who can support each other, both economically and socially and believes that unsuccessful areas lacked this kind of support.

Proponents of mixed-use development highlight several positive benefits (Grant, 2002). They argue that by integrating various types of land uses, urban areas can be active for more hours each day which contributes to a more efficient use of infrastructure. Sim (2019) argues that a city becomes more functional and sustainable for its inhabitants when it offers a mix of functions within a single area. If people can fulfil most of their needs, such as housing, employment, education, and leisure activities within a smaller area, it is possible to live more locally. By mixing housing and public functions, the dependency on vehicle transport will be reduced, and transit and pedestrian use will increase, which in turn lessens the harmful environmental effects of cars (Grant, 2002). Additionally, an environment with a mix of residential and small-scale shops can strengthen the identity of an area and create an attractive and stimulating environment that appeals to residents and visitors alike (Bellander, 2005) (Klingberg, 2006).

Jacobs (1961) describes how a mix of functions plays an important part in the safety of city streets. She argues that the most important factor for safety is the presence of other people, which she terms “eyes on the street”. However, this kind of surveillance can’t be forced; streets must be interesting to make social surveillance possible. To attract people to the streets, a wide range of diverse public functions must exist there. Jacobs provides three reasons why a mix of functions is important for safety. First, they serve as a reason for both residents and non-residents to use the streets. Secondly, they populate surrounding streets that lack public functions by people on their way to streets where public functions exist. Lastly, people running stores and small businesses are often keen to keep the streets they operate on safe as this is good for business. The Gothenburg building offices states that a mixed-used area has been proven to enhance the feeling of safety and the number of crimes is statistically lower as there are more people moving about in the neighbourhood (Klingberg, 2006).

Functional diversity additionally plays a role in creating socially sustainable cities in the form of social infrastructure. Social infrastructure refers to the facilities that are necessary for cities to thrive as spaces for social life (Latham & Layton, 2019). Some examples of social infrastructure are shops, plazas, playgrounds, sidewalks, public pools, cafes, community centers, and schools. The social infrastructure that creates the collective public character of a city is a key dimension to creating an enjoyable city. These places play a vital role as they provide opportunities for people who share the same space to meet and mix. Furthermore, social infrastructure can help mitigate some pressing issues in the urban environment such as social isolation, negotiating differences, and creating places adapted for people with different backgrounds and abilities. Places that can be described as social infrastructure often have other primary functions but the social interactions they facilitates affect how well they perform their primary function (Jacobs,1961).

Jacobs (1961) also states the role that functioning social infrastructure plays in making connections between people. She writes that in places where public functions are absent, social interactions are limited to deep connection, such as established friendship, or no connection at all. There exists no in-between and often the outcome is no connection at all. However, in areas with functioning social infrastructure, public places can act as natural meeting points between residents, creating social interaction. Apart from the positive effect social interaction has in creating sustainable communities, these connections also play a role in the safety of a neighbourhood as trust is established and a common code of conduct is created.

3.2.2 Critique of functional diversity

Though many planners strive to create environments that are diverse, opinions differ on how and if conscious planning can create them (Fainstein, 2005). Often environments consciously planned for diversity meet criticism of being inauthentic. The diversity that Jacobs (1969) advocated for grew organically, initiated by local forces, however in today's globalized world with a global economy and shared development strategy, results are often very similar to one another (Fainstein, 2005). Whereas city neighborhoods previously were characterized by small lot sizes and multiple ownership, today's, development is normally much bigger in size which effects diversity.

3.2.3 Ways of achieving functional diversity

Jacobs (1961) mentions four conditions that must exist for diversity to thrive in a city. Though her writings are over 60 years old, versions of her conditions are still cited in current literature regarding functional diversity. Jacobs emphasizes the significance of conditions one and four as she saw these as the hardest to achieve if lacking.

A mix of primary functions

Jacob's (1961) first condition: *The district, of sub-city size, must have more than one primary use; more than two would be preferable. The different functions must also attract people at different times during the day* (Jacobs, 1961).

Lavelid (2020) states that the great benefits of cities are the options for different functions, workplaces, services and cultural experiences that they can provide. The Urban land institutes recommend that at least three different uses, not differentiating between primary and secondary use, should be both functional and physically integrated into an area to apply mixed-use into practice (Yilmaz Bakir, 2020). Moreno (2024) states that a neighbourhood should consist of a mix of different housing types, shops, offices, green spaces, and services. By mixing these essential functions, the distance needed to travel on a daily basis is reduced, which makes it an essential aspect to realise the 15mC and making everyday activities easier for inhabitants. Additionally, mixing primary functions ensures that people with different schedules and purposes are drawn to the area and can share and utilize various common facilities (Jacobs, 1961). Jacobs (1961) states that on successful city streets, people must appear continuously, for various reasons and at different times during the day. Regulations play a crucial role in mixing primary function, as different uses must be legally permitted in a neighbourhood, and single-function zoning, such as industrial, residential, commercial and pedestrian zones, should not be introduced into law (Talen, 2006) (Moreno, 2024).

When primary functions are successfully integrated to encourage a varying pattern of street activity throughout different times of the day, it will lead to an economically stimulating situation (Jacobs, 1961). This in turn will create a conducive environment for secondary diversity to flourish. A mix of primary functions, such as workplaces and residences, creates a supportive environment for secondary functions, such as cultural establishments and smaller enterprises, including artisans and other small business owners (Lavelid, 2020). Secondary use can become a primary use, meaning it's the deciding factor for people to visit an area (Jacobs, 1961). This happens when secondary use is plentiful, diverse and unusual or unique. This is good for the economic health of cities and is important to create vibrant and enjoyable districts. However, this, Jacobs states (1961), is quite unusual and to be able to sustain themselves the secondary uses must still serve as support for a mix of other primary functions.

The benefit of mixing primary functions is that they attract people during different times of the day, which is important to ensure that secondary functions are effectively utilized (Jacobs, 1961). If secondary functions only serve one primary function, this is inherently inefficient. Jacobs (1961) exemplifies this with a shopping centre, a secondary function, that serves a residential area, a single primary function. The shopping centre will be empty most of the day due to people's working schedules and will only generate activity in the evenings. If enterprises like this are without customers for much of the day, they may disappear or often do not appear to begin with. Only a few secondary functions can generate enough turnover during the limited timespan they are used to be financially

viable if they serve a single primary function. This further aggravates the lack of functional diversity in an area.

Many different uses are inefficient if they lack users during large parts of the day, such as parks, shops, parking spaces and traffic facilities (Jacobs, 1961). Serving a mix of primary uses such as workplaces combined with residences, is therefore more efficient. Bringing workplaces into areas dominated by housing is vital due to them complementing each other by working on different time frames. An area with only residences would be empty during the middle of the day due to the residents being at work and an area with only workplaces would be empty at night when workers are at home. Mixing these functions would populate the area both during midday and in the evenings.

Examining the functionality of an area through the time factor is highlighted as important in the 15mC within the concept of Chrono-urbanism and Chronotopia (Moreno, 2024). Chrono-urbanism explores temporal patterns of urban usage, including peak usage times, the maximum number of users, and the transportation demands associated with various activities (Moreno, 2024). Gehl (2011) argues that instead of planning to integrate diverse functions into urban areas, functionality can be extended by redistributing activity over time. Chronotopia focuses on maximizing a building's functionality by rethinking its versatility and optimal use during different times of the day (Moreno, 2024). In the concept of Chronotopia, spaces are envisioned as multifunctional environments, accommodating a variety of activities based on varying needs and schedules. For instance, a building designed for a single function might only be used 30-40 % of the time. However, by accommodating different activities at various times, its overall usage can be significantly improved, contributing to a more efficient and versatile urban landscape.

Public spaces, such as streets, parks, and sidewalks, also play a crucial role in mixing functions as they integrate different mixed-use components such as residential, commercial, and industrial uses (Talen, 2006). These areas promote diversity by offering communal spaces in contrast to privatized residential spaces, thereby enhancing opportunities for informal, collective oversight and fostering a sense of shared responsibility. Parks and green spaces contribute to better air and mental health as places of calmness in otherwise busy cities and can alleviate some of the effects of heat waves (Lavelid, 2020). Public spaces and squares also democratize space due to many different groups in society being able to meet here. Squares and other notable places in the city function as nodes for people to orient themselves by.

Public space plays a crucial role in mixing people and activities (Gehl, 2011). The author states that people and activities should be assembled rather than dispersed in the urban landscape. Disbursement can be done at three levels, and the largest is at the city planning level, where people and activities can be dispersed in modernist functional separation. To remedy this a classical city structure should be adopted, where neighbourhoods are characterized by streets, squares, avenues, blocks and gardens in accordance with how cities grew before the modernist planning ideal (Gehl, 2011) (Moreno, 2024). In the classic city structure, public space is the most important element, and functions are evenly distributed along streets and in squares (Gehl, 2024). To archive this, urban roads and expressways should not be permitted to ensure a lively public space (Moreno, 2024)

Public space and streets in particular play a critical role in effectively mixing primary uses (Jacob, 1961). The author stipulates that the primary use mix must be effective. The first requirement for an effective primary use mix is that thought using different functions at different times, users must walk

the same streets. If separated for any reason, there will be no mutual support. Gehl (2011) states that an effective mix of primary functions is not only a matter of placing functions close together, but it is an issue of an actual mix of activities and people (Gehl, 2011). This is dependent on the people using the functions also using the same public space. Only then is a mutually stimulating situation created. Jacobs's (1961) second stipulation for an effective mix of primary functions is that people must utilize the same facilities. If, for example, low-income housing is placed next to expensive entertainment or shopping that the residents can't afford, they will not use these facilities. Therefore, these functions do not provide mutual support to one another.

Built urban fabric

Jacob's (1961) second condition: *Most blocks should be relatively short, ensuring that streets and intersections are encountered at regular intervals to provide frequent opportunities for turning.*

Jacobs second condition relates to how the urban fabric is formed. To promote functional diversity, the built city fabric should have a high level of permeability, which increases when blocks have a smaller surface area (Lavelid, 2020). Additionally, making blocks long and narrow should also be avoided. Though the covering area of the block might still be small, this lessens the permeability of the city fabric, which in turn reduces the different options of paths possible to walk between two points.

The principal reason for blocks to be short is that they increase the number of street intersections (Lavelid, 2020). Long blocks hinder one of Jacobs (1961) principal requirements for mixing uses; that different people with different purposes should appear on the *same* streets. They limit the number of roats possible to take and separate people (Lavelid, 2020). Additionally, a lower number of intersections has an economic disadvantage effect as people on different routes do not cross paths as often. Therefore, they cannot generate large enough pools of users to sustain different functions (Jacobs, 1961). An increase in street intersections results in more opportunities for interaction between different people and more economically advantages locations on street corners (Lavelid, 2020).

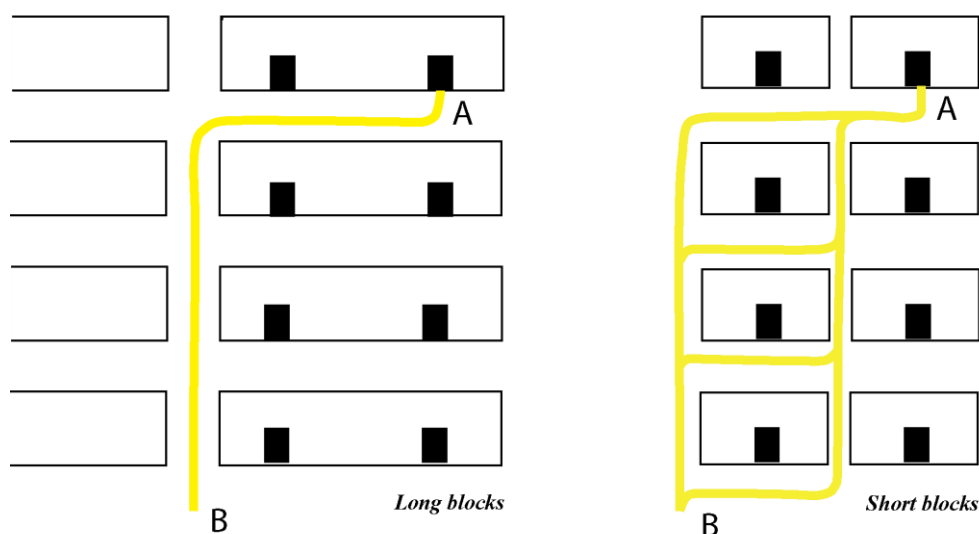


Figure 1: The different path options between point A and B; long block vs. short blocks

Additionally, smaller block leads to a higher proportion of streets, which in turn facilitates the inhabitants' access to those streets and increase the proximity to different uses (Lavelid, 2020). Streets themselves also play a vital role in diversity by acting as places that facilitate exchange and movement (Talen, 2006). Streets are places of functionality, taking the citizen to the bus or subway, where people walk to the store or a café, but also places for people to meet both previously known and unknown people (Lavelid, 2020). Talen, (2006) states the importance of planning for an appropriate balance between planned interactions and that intended for spontaneous exchanges.

The effects of long blocks leave little space for different uses (Jacobs, 1961). The first space where users from different blocks meet on their way to point B (see Figure 2) is at point C, leaving only the relatively short distance from C to B, where different uses have a sufficiently large pool of uses to draw from. Geographically different uses can be close, but due to the lack of different intersecting paths created by long blocks, they are in practice far apart. Small and experimental uses are especially vulnerable to the negative effects of long blocks and the lack of intersections as they are dependent on drawing from a larger geographical area to generate large enough pool of users.

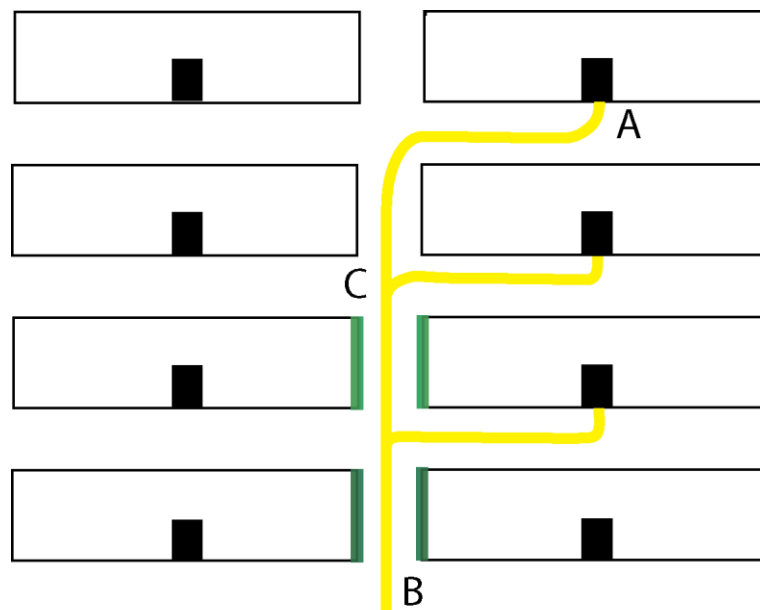


Figure 2: Point C is the first point where individuals from different blocks meet on their way to point B

Sim (2011) writes that to facilitate diversity, there needs to be a mix of building types, both in size and shape, but the amount of large to very large buildings should be limited. Instead, space should be given to very small, small, and midsize buildings. This will lead to more diversity in both building types and the activities that can take place there (Sim, 2011) (Lavelid, 2020). By reducing the sizes of both blocks and lot sizes the “fine grain” diversity of the urban fabric promoted by Jacobs (1961) is encouraged (Talen, 2006). Smaller blocks are more conducive to fostering a variety of building types and functions. Dividing a block further with short building lengths creates smaller premises which allow for a wider variety of different uses to be housed there (Lavelid, 2020). However, due to financial reasons, building companies often prefer to build larger units and restrictions of size must therefore be introduced land use assignments (Lavelid, 2020).

Additionally, buildings and blocks should be placed close together (Gehl, 2011). Placing buildings far apart represents the disbursement of people and activities on the median level. This is a common

pattern in suburban single-family housing and modernist apartment blocks. Consequently, paths connecting buildings are long, and the open areas are oversized, leading to outdoor activities being spread out. To remedy this, public space should be compacted by placing buildings closer together, enclosing the public space. This reduces the distance pedestrians need to travel between different functions or to experience new sensory experiences. Being in a small space allows people to experience space as a whole and in detail at the same time.

All sizes in a city, such as house length and height, street width, sizes of squares, etc., should be based on the human scale (Lavelid, 2020). Designing blocks on the human scale facilitates the number of uses that can be reached by walking and how much can be experienced during that walk (Gelh, 2011). Additionally, designing the urban fabric with the human scale in mind invites walking and cycling (Lavelid, 2020). At the smallest scale people and activities are dispersed by over-dimensioned space such as streets and squares. Streets and squares should be dimensioned according to the human scale, which Gelh (2011) states is often smaller than planners think. Reducing space is a way to intensify sensory experiences.

Shorter blocks, in combination with many entrances points to residences or public functions, create a safer and more varied urban environment (Lavelid, 2020). What functions are placed at street level are important for the liveliness of the street (Gelh, 2011). When functions that take up a large floorspace such as, offices, chain stores, theatres, banks and parking lots are placed at ground level activities in the streets are drastically reduced (Gehl, 2011)(Lavelid, 2020). Similarly, a single entrance to a block at street level, leading to more corridor entrances inside the building also creates a less safe and varied street environment (Lavelid, 2020). Rather, smaller functions with high activity should be placed at floor level, along with entrances to larger functions situated behind or above (Gelh, 2011).

The urban fabric structure affects walkability, which is another crucial factor in supporting functional diversity (Talen, 2006). Walkability plays a crucial role in populating shared space (Lavelid, 2020). Studies have shown that the most frequently used public functions are within 3-5 minutes walking distance from the user's home or place of work (Talen, 2000). When interventions are made to improve walkability, consumer spending is increased and generates benefits for established businesses (Hopkinson et al., 2024). Additionally, interventions to improve walkability help reduce traffic congestion in contrast to adding extra road capacity, which worsens road congestion by inducing demand (Talen, 2006) (Goodwin, 1996). Walkability should not be constrained to a few walkable streets where functions are designated, a common phenomenon in Swedish planning during the 1970s, as these drains the surrounding areas of functions (Lavelid, 2020). A fine grain spread of functions is important for a functioning city life.

Jacob's (1961) third condition: *The buildings in an area must be of different ages and in varied condition. The amount of old buildings should be proportionately high.*

Lavelid (2020) states that a city is and should be an ever-changing and evolving place, and this should be reflected in the ages of buildings. When developing an area, some older buildings should remain, which diversifies the age of buildings in the area. These buildings do not have to be buildings in great condition but older low-value buildings, sometimes in less desirable condition (Jacobs, 1961)

Having buildings of varying age will give the area historical anchoring and plays an important role in creating functional diversity due to the high cost of new construction (Klingberg, 2006) (Jacobs, 1961). Buildings of different ages are important to cultivate both diversity in both primary and secondary uses (Jacobs, 1961). Only uses that can afford to cover the high cost of construction can be housed in new buildings, limiting the different uses possible. To cover the cost, a function must have high turnover and must therefore already be well established, standardized or heavily subsidized.

Functions such as supermarkets, chain stores, chain restaurants and banks often have enough turnover to be housed in newer buildings (Jacobs, 1961). Additionally, functions founded by the government, such as opera houses and art museums, can also afford the high cost of newer buildings. Functions such as bars, smaller restaurants, studios, music stores, bookstores and antique dealers often cannot afford the high overhead of new construction and are therefore reliant on older buildings to house these functions.

Having buildings of varying ages consequently provides the opportunity for more variation in the types of activities that can be offered (Klingberg, 2006). This creates a mix of both functions and social groups, as older buildings are often cheaper and can house economically vulnerable people and functions (Lavelid, 2020). Older buildings, where the cost of rent or purchase is lower, are especially needed to help newer primary functions to establish (Jacobs, 1961). Enterprises that start with low funds can become successful and eventually afford the cost of new construction or renovations, but to do so, they need low-cost accommodation to get their start. Additionally, saving some older buildings is a tool to fight gentrification as existing functions and people can remain in the older buildings (Lavelid, 2020).

To mix housing types, sizes and forms of grant is a strategy used to create more social diversity and lessen segregation (Loit, 2014). Talen (2006) also states that integration of various housing types within a single area is one of the most effective strategies for utilizing design to promote diversity. This can be achieved through two approaches: the development of new mixed-housing structures or the introduction of different housing units through infill strategies, such as building on vacant lots or adding smaller complementary units, like those above garages or commercial spaces. UN-Habitat recommends that 20-50% of the city resident building stock should be tenancy and social housing and that no more than 50 % of the housing stock should be dominated by any form of grants (Lavelid, 2020).

Regulatory action can be needed to bring more diversity into the housing market (Talen, 2006). This could include permitting multi-family housing in areas where it previously has been excluded, and removing regulations such as minimum lot size requirements, maximum density limits, minimum setback mandates, and other restrictions that hinder housing diversity, can promote a broader range

of housing options. To encourage the “fine grain” diversity of the urban fabric promoted by Jacobs (1961) multiple rather than singular ownership should be promoted (Talen, 2006). To support functional diversity in a mixed-income housing development, maintaining a sufficient proportion of higher-income housing is essential for sustaining diversity (Talen, 2006). However, implementing strategies to promote stability against gentrification that would otherwise be forcing lower income families out of the area.

High population density

Jacob’s (1961) fourth condition: *The population must be sufficiently high in an area to support the different uses.*

“ ...People gathered in concentration of city size and density can be considered a positive good, in the faith that they are desirable because they are the source of immense vitality, and because they do represent... a great and exuberant richness of difference and possibility, many of these differences unique and unpredictable and all the more valuable because they are”

- Jane Jacobs, 1961

Connections can be made between an area’s population density and the amount of different uses it can support (Jacobs,1961). Sim (2019) states that when density and diversity are combined, it creates the foundation of a good urban environment. Lavelid (2020) argues that how many people and how densely they live is a fundamental aspect of creating a livable city and that it creates the foundation for other aspects of a city's enjoyability, such as functional mix. High population densities provide enough demand for services without relying on vehicle transport, creating a more sustainable city.

Densification is one of the key factors in the 15-minute city concept and is done by promoting the building of compact, well-connected neighbourhoods (Moreno, 2024). By densifying urban areas, the distance inhabitants need to travel is reduced, the use of space is optimised, urban sprawl is limited and surrounding natural and agricultural areas can be preserved (Moreno, 2024).

In less dense areas, the only uses that can be supported are functions used by the majority, such as large supermarkets and standard movie theaters (Jacobs, 1961). Specialty uses such as delicacies, bakeries, food shops from other countries and art films, have a hard time sustaining themselves in low-dense areas such as the suburbs. While there might be people living in these areas who would appreciate specialty amenities, if they were placed there, the customer base is not large enough for these functions to be financially viable. Only cities with enough population density can support these places.

In low-density areas, Jacobs (1961) advocates for incrementally building new buildings at different spots in the area to raise densities over time. The act of doing incremental in-fill projects has the added benefit of adding variety to the area as density levels are raised without causing standardization. Lavelid (2020) advocates for density to be spread evenly throughout an area to create enough support for functional diversity and not to create concentrations of services such as, for example a shopping center or a big box store (Lavelid, 2020). These places in turn drain the nearby area of other functions as the user base is not big enough to support both.

Residences are the city function that contributes most to concentration, as the people living in an area are the ones most often using the surrounding streets (Jacobs, 1961). Primary and secondary functions, apart from dwellings, must make effective use of urban space to not negatively contribute to concentration. A function used by few people simply takes up space and, therefore, has an adversary effect on concentration.

Jacobs (1961) states that the level of concentration needed to support diversity is not a strict number but is influenced by other factors such as the three other conditions for fostering diversity. Determining whether densities are too low or too high is the effect it has on diversity. Furthermore, regardless of how high levels of concentration are in an area, it is not enough if diversity is hindered by other factors. If diversity is lacking, density only provides unfavorable effects (Jacobs, 1961) (Sim, 2011). Concentration alone is not enough to foster diversity, but it still is a necessary part (Jacobs, 1961).

Jacob (1961) states that densities are high enough when they can support secondary diversity functions. If population levels are not high enough to create enough support for different functions in newly built areas, it is important that they are well connected with existing areas without major barriers (Lavelid, 2020). Barriers can be large, forested areas, motorways and bodies of water. In the same ways, densities can be determined to be too low if they suppress functional diversity; too high levels of densities can do the same (Jacobs, 1961). This is due to standardization being needed to reach very high levels of density. As functional diversity is dependent on the variety of building ages and types, this has an adverse effect. When the number of different building types declines, so does the diversity of people and uses that are housed in them.

Jacobs (1961) states that she is not opposed to high rises but that if this is the only housing type in an area, it does not foster diversity. She further criticized the combination of high density but low ground coverage that is prevalent in many high-rise areas. Low ground coverage combined with high density levels does not create a good environment for functional diversity. Gehl (2011) states that high population and function density, housed in high-rises common in many larger cities, can represent a disadvantage concentration.

While concentration is important to create functional diversity, different factors that do not contribute to higher density, such as streets, parks, and non-residential buildings, are important factors that lessen the potential negative effects of high density and create a synergetic effect (Lavelid, 2020). A high numbers of streets to compensate for high ground coverage is vital for the livability of an area as they create permeability between the buildings

3.2.4 15-minute city interview

Giovanni Fusco is research leader in the Evolutive Meshed Compact City: A pragmatic transition pathway to the 15-minutes city for European metropolitan peripheries. The Evolutive Meshed Compact City (EMC2) research is founded by the European Union's 10-year program, Driving Urban Transition (DUT), where the 15mC is one of three main topics. The research is focused on transforming suburban roads into main streets to apply the principle of the 15mC to suburbs. Giovanni Fusco calls these main streets "corridors of urbanity". These corridor developments of urbanity will create a mesh across the metropolitan area (research.chalmers.se). The transformation from road to

main street is done by reducing space for the car in favour of wider sidewalks, bicycle lanes and transit. Some incremental, strategically placed densifications to follow the population growth are also part of the strategy.

Giovanni Fusco stated that the 15-minute city (15mC) is framed as a critical element in achieving carbon neutral cities and one of the reason for that is the focus on resource efficiency, both in regards to land use and energy use for mobility. Additionally, the 15-minute city fosters conviviality and inclusion which he deems essential for the quality of life of urban citizens. Giovanni Fusco defined the 15mC as a city development model where both residence and other users of the city should have immediate access on foot to a range of resources, regardless of their location in the city, not just close to their home. It's a human-centric model and prioritizes what he called "soft mobility" such as walking or cycling. Giovanni Fusco acknowledge that Carlos Moreno have been most vocal on the topic of the 15mC recently but states that many different people have added to the conversation on it or concept similar to it. Additionally, what Giovanni Fusco called "The city of short distances" is a discussion that urban planner has had for over a century.

Giovanni Fusco states that cities should be mainly designed around the needs of the pedestrian and they should take priority . Transportation by bicycle or public transport should be the main ways of accelerating pedestrian movement. However, the 15mC is not a car-free model; it's a multi-modal concept. This means that some room must be left for cars, especially in the suburbs where car dependency is more widespread. Giovanni Fusco believes that there is a need for a car when for example transporting bulkier object such as furniture. Additionally, people from the suburbs and rural areas might need to arrive by car to the city. The challenge is to accommodate these individuals and make it easy for them to become pedestrians. In the suburbs, the goal is to phase out the car by initially starting to tame it. This will be done by reducing the use of the car and reducing the amount of public space car infrastructure takes.

Bigger European cities, such as Paris, are forerunners regarding transitioning to the 15mC, but one issue that Giovanni Fusco has with the concept is that too much emphasis is put on already dense urban areas. Transitioning toward the 15mC is less of a challenge in the central city, but it is much harder in suburban areas , and the majority of developed land is in the suburbs. Cities built in the 19th and the early part of the 20th century are often built to be pedestrian friendly. Here, that urban form and mix of functions are often already existing, and only some additional interventions are needed to align with the 15mC concept. However, urban development from the last 60-70 years is harder to transform due to them being more car centric. Focusing solely on the compact part of the city centre will create an even greater divide between the gentrified city centre and urban peripheries. If planners don't have strategies for these areas, they will be deemed unsustainable without any tangible solutions to change that.

Additionally, Giovanni Fusco critiques two common misunderstandings regarding the 15mC concept. The first is that people's places of work must be located close to where they live. He argues that while well-intentioned, efforts aimed at reducing people's commute by situating workplaces closer to residences is neither essential to the 15-minute city model nor feasible in modern metropolitan areas. Giovanni Fusco references criticism from economists who have argued that the 15mC concept risks fragmenting the metropolitan job market, undermining the inherent purpose of a metropolitan area. Giovanni Fusco highlights that metropolitan regions thrive on a diverse job market across a wider area, which allows individuals to match their skills with suitable employment opportunities. It would not be feasible or advisable for individuals to take a job near where they live only based on location

and policies enabling people to do so can realistically only benefit a small minority of individuals. In contrast to Moreno (2024) who puts great emphasis on the daily trips between people's workplace and their residence, Giovanni Fusco references the National mobility survey in France stating that the commute between work and home only constitutes around 20% of all travel. Other modes of transport, such as the bike or public transit, and to a limited extent the car, is needed to cover this commute. Some conspiracy theories have developed around the 15mC based on the fear that it seeks to limit people's ability to move freely. Giovanni Fusco believes that one of the reasons for this is the focus on the proximity between people's workplaces and residences which might lead people to believe that they will be *forced* to take a job within 15 minutes of where they live (00:47:19).

The second misconception that Giovanni Fusco seeks to dispel regarding the 15-minute city concept is the overemphasis on functional proximity. He critiques the prevalent notion, which Moreno endorses, that placing functions such as employment, housing, retail, and services in proximity will inherently foster a favourable urban environment. Giovanni Fusco argues that this perspective remains rooted in functionalism, a paradigm characteristic of modernist city planning. While modernist approaches traditionally categorized urban spaces into three or four primary functions connected by car infrastructure, contemporary iterations have merely expanded this framework to include six or seven functions without fundamentally departing from the functionalist ethos.

Giovanni Fusco's critique of the focus on functional proximity is that if the urban environment remains inhospitable to walking, people will still drive, just shorter distance. The EMC2 research has determined that the most fundamental resource that people should have access to on foot instead should be a lively and convivial public space. Giovanni Fusco does not view public space as a function but rather calls it "trans functional". He states that if public space is designed appropriately, it creates synergies between different functions and forms the basis for a mutually supportive environment. Giovanni Fusco gives the example of people going to an area because there is a school there and passes a bakery, a hair salon or a computer store. This increases the likelihood of this individual patronizing those shops. If public space, mainly in the form of the main street, is designed appropriately and well connected to other main streets, it will act as a catalyst for functional diversity.

Giovanni Fusco additionally critiques the assumption that planners can dictate the placement of functions such as retail and services. Exemplifying this, Giovanni Fusco states that in past developments from the 60s and 70s, planners planned for these functions. He states that often, only around a third of these functions receive enough foot traffic to be economically viable. This is especially prevalent in low-income areas where the residents don't have the spending power to sustain the businesses. Giovanni Fusco emphasizes that while public facilities can be strategically placed, market-driven entities like retail and private services will establish themselves in locations where they can thrive economically rather than where planners prescribe. He instead advocates for designing a high-quality public space and creating a network of main streets that will create the prerequisite to organically attracting these functions.

Giovanni Fusco explains that transportation engineers traditionally assume that the placement of different functions in proximity, including dwellings, is what generates flows of people through the mutual attraction of the functions. In contrast, space syntax posits that the urban grid or network of public spaces creates configurational properties that drive natural movement. This natural movement, in turn, attracts and determines the location of functions. While Giovanni Fusco acknowledges that a mix of both may play a role in urban dynamics, he asserts that the space syntax approach, emphasizing

the primacy of natural movement in shaping flows and consequently where functions are placed, is more critical.

The city-wide network created by pedestrian priority streets, creates a favourable environment for shops and services. These establishments can find patronage on a local scale but are also dependent on the pedestrian flows from other neighbourhoods. Giovanni Fusco references the economy of movement as a reason why shops cluster along main streets and why a focal point is created where two main streets meet. In traditional cities, main streets are often located close to one another, around 400 m apart. In the EMC2 research, where the focus is on the suburbs, distance of 1 to 1,5 km apart are considered a good estimate for services to have a large enough area to draw support from to be economically viable.

Giovanni Fusco emphasizes that not all roads possess the potential to be transformed into streets (00:34:10). Drawing on principles from space syntax theory, some roads can be identified as belonging to the "foreground network," which attracts the highest level of flow. Giovanni Fusco asserts that these roads have the potential to evolve into streets under the appropriate conditions. A critical factor in this transformation is the spatial arrangement of buildings along these roads. Giovanni Fusco highlights that buildings should be situated near to the street, aligned parallel to it, and feature an active ground floor. Moreover, the design of the surrounding public space plays a crucial role in enhancing pedestrian attraction, which is necessary for the road's viability to transform into a street. If the public space is not designed correctly, the road will simply consist of a lot of retail parking lots.

The biggest challenge in creating the 15mC leys in the suburbs. In cities, policies implemented to move toward the 15mC is often welcomed, but in the suburbs, acceptability is a challenge. To counteract this resistance, Giovanni Fusco believes that it is important to create a model of the 15mC that fits the suburbs and let it keep its inherent qualities, while simultaneously moving away from car dependency. He believes that residents of the suburbs would appreciate the practicalities of the cities if it can be made compatible with current suburban qualities. The network of main streets proposed in the EMC2 research is a way to make these two aspects compatible.

Though not having much personal experience on the subject, Giovanni Fusco states that discussions with citizens might play a crucial role in adopting the 15mC concept to different cultural contexts and to address an area's specific issues. The model should consider the citizens' opinions as they have inherent, practical knowledge about an area based on living there. The citizens can, therefore, add valuable knowledge on details that the planner might have overlooked.

However, Giovanni Fusco states that it is important for planners to not just view themselves as facilitators of public conversation on the 15mC but as actors who possess specific knowledge on the topic and can defend their point of view. Planners also have a deeper knowledge about the legal system which allows them to know what is feasible or not. The balance between the public and professionals requires a level of compromise and the role of the planner is both to facilitate the conversation and to participate in it by proposing specific solutions. This requires planners to maintain a degree of flexibility to accommodate modifications. However, Giovanni Fusco states this flexibility should have its boundaries and should not imply an "anything goes" approach.

The public space plays a crucial role in ensuring equal access to the city. Giovanni Fusco states that this means being extremely attentive to the quality of public space and having different groups of

different genders, ages and bodily abilities in mind when designing it. The focus of the 15mC is pedestrians but all pedestrians are not made equal. Different strategies for accommodating different groups can be to have landings on long stairs for the elderly to rest or widen the sidewalks for wheelchair users or mechanical solution for traversing stair and steep hill. The move away from car dependency also benefits vulnerable socioeconomic groups. Having multiple vehicles in a household put economic strain on many households and having only one car or being forced to use poorly developed public transportation limits poorer families access to the city. However, bicycling and walking are cheap transportation alternatives, so developing this infrastructure is a way to broaden access to the city. Giovanni Fusco states that implementing the 15mC concept is a solution to give more to everyone.

One of the reasons for the EMC2 research for focusing on the suburbs was the issue of gentrification. When starting with applying the principles of the 15mC to central city this can accelerate gentrification. For these areas, additional policies are needed to counteract the effect of gentrification. However, Giovanni Fusco states that it's not possible for the whole city to gentrify because people of the different socio-economic groups will still be working in the city. Therefore, there will be peripheral areas that will not gentrify and applying the 15mC solution there too will help to counteract the gentrification of the city centers.

3.3 Citizen Dialogue

“It’s not a question for the expert. Its something we should vote on. The physical environment means so much for how we live our life’s” - Peter Elmlund (Klingberg, 2006)

Citizen dialogue is an umbrella term for when professional actors invite citizens into the planning and design of a business, place, or a city (Lindholm et al., 2015). It covers a wide variety of activities, and both the level of involvement and power the citizen has over the process can vary, from having a consultation role, to having delegated power to making decisions. Other terms used to describe the umbrella term can be citizen influence, citizen involvement, and invited participation.

Qu & Hasselaar (2011) describe the concept of participatory planning as being when future occupants or residents from neighboring areas become actively involved in the planning process. This is done by encouraging them to form and express their own ideas in the planning processes, which makes them co-producers of the neighborhood and the city. As stakeholders, the future occupants can discover and discuss their needs and preferences and express them to the designers and project developers.

In Swedish city planning history, the discussion around citizen dialogue stems from the 1960 during the “Million program” era (Lindholm et al., 2015) (NE.se, 2023). The Million program is a collective name for the residential- and residential-building political policies that were enacted between 1964 and 1975, with the goal of building 1 million dwellings during this time (Lindholm et al., 2015). Criticism was raised over the change many Swedish city centers underwent due to the Million program policies, resulting in citizens coming together in neighborhood and local action groups (Lindholm et al., 2015). The rationality of physical planning as a solution to society's problem was questioned, and demands for more transparency in the planning process were made. After twenty years of investigation, changes in the Planning and Building law (PBL) were made and a mandatory consultation was introduced. This was done to democratize the planning process, strengthen citizen influence, and move the decision making closer to the inhabitants of the municipalities.

Langlet (2015) argues that the globalisation that the Swedish society has undergone has led the citizen to have more knowledge of other places, facilitating comparison with their own environment. This, in turn leads to a desire to participate and influence different aspects affecting the local area. Many municipalities in Sweden also put emphasis on the question of how to get citizens more involved in the collective development of society (Abrahamsson, 2013). To create a cohesive society, the citizens must feel and be involved in this development.

That the citizen dialogue has a clear purpose, a stated goal and that the participants understand the boundaries of what is feasible to influence is often stated as important by practitioners (Fridén, 2013). The fear is that if it is not designed in a way that fulfils these requirements, the dialogue will lead to disappointment and damage in trust from the citizens.

Historically the group that has developed dialogue strategies for planning the built environment has been driven by architects, either practicing or researching (Eriksson & Nylander, 2016). In a Swedish context, it is often municipalities that take responsibility for and initiate dialogue processes. It is less common that developers themselves push for citizen dialogue as a tool in the development process. Eriksson and Nylander (2016) state that the people representing the municipality or the developers

that open up for dialogue should take responsibility to make sure that even less established groups in society can have their voices heard.

3.3.1 Consultation vs dialogue

The Swedish law governing consultation in the planning and building process mandates that citizens must be informed about how to interpret the master plan, as well as the rationale behind it and potential consequences of the plan (Boverket, 2023). The clause states that affected parties have the right to insight into the planning of the master and detail plan, which is regarded as an essential supplement to representative democracy (Stenberg, 2013). The goal of this provision is to establish a solid basis for decision-making and provide the citizen with insight and the opportunities to influence the process (Stenberg, 2013).

However, Stenberg (2013) argues that the role of the citizen in planning has been limited. One issue with the law is *who* is encouraged to give their opinion on detailed plans. Only property owners in the immediate vicinity with an economic interest in the project are encouraged to take part in the dialogue. Renters, who may be equally affected by the project, are discouraged from participating. Instead, it's assumed that the property owner will speak on their behalf. The law does require that the detailed plan should be made public in an exhibition, allowing all citizens the opportunity to familiarize themselves with the plan and leave their opinions in written form. However, this is dependent on the citizen's knowledge of exhibition's existence and their ability to comprehend the plan.

Stenberg (2013) states that due to the focus on economic interest in the consultation process the participants are encouraged to look to their own interests. They are not encouraged to view themselves as a participant in the development of society that can provide specific knowledge to the process, what could be viewed as active citizenship. The focus on self-interest also leads to the nimby effect (not in my backyard) as property owners oppose new developments.

The Swedish planning and building law states that consultation with the citizen should be held in connection with the development of the detailed plan (Stenberg, 2013). The rationale behind this is that at that point, there should exist a solid basis to discuss. However, by that stage of the planning process most of the decisions affecting the citizen have already been made. Consequently, questions and objections raised by the citizens can be perceived by the authorities as an inconvenience and being raised too late. By introducing a citizen dialogue earlier in the process the knowledge that the citizen possesses on specific issues, needs and potential of the area can be better utilized. The earlier the citizen dialogue is held the greater the result, preferably it should be initiated even before the planning process has begun (Boverket, 2023)

3.3.2 Benefits of Citizen Participation

Qu & Hasselaar (2011) argues that citizen participation is an important tool to achieve a truly democratic society as it can empower people and encourage active citizenship (Qu & Hasselaar, 2011). Dialogue with citizens can yield positive effects because they possess specific knowledge about the local area and what it's like to live there (Corkhill, 2013). They can propose innovative solutions not previously thought of by professionals who are part of the planning process. Individuals

using a space daily may have a unique perspective that differs from that of planners and decision-makers (Boverket, 2023). Furthermore, a citizen dialogue can strengthen democracy as it engages the citizen in the development of society progression and enables more perspectives to be heard and considered. Participation in the development of society can create curiosity and interest among citizens and can lead to a deeper engagement in society and politics. Participation in different contexts can bring a society together, and a dialogue can create trust between different actors. Furthermore, citizen engagement and participation in planning can lend the process legitimacy. Even if a consensus is not reached, a well-executed dialogue process can promote greater understanding among citizens about the decisions being made.

Wates (2014) states that there are many benefits to getting the community involved in planning. (1) When the government lacks the means to solve an area's issues, local residents can add additional resources to make sure that their needs are met. (2) local people have the most insight about their surroundings, making them part of the process will lead to better decisions. (3) Working together makes for stronger communities. (4) In many cases community involvement is required by law. (5) Involving the citizen aligns with the democratic notion that people have the right to decide over their lives. Involving the citizen then lends the process democratic credibility. (6) Citizen participation can empower the community by building people's confidence, skills, and abilities. This can then help them take on challenges, both as individuals and as a community. (7) The design solution will be more adapted to the needs and wants of the community. (8) Citizen involvement can act as an education for the professionals as they gain insight into the wants and needs of the community. (9) Involving the community satisfies the public demand to participate as people often want to be a part of shaping their environment. (10) It can lead to speedier developments as people understand what options are realistic. This could lead to less time-wasting conflicts between planners and the public.

3.3.3 Criticism of citizen dialogue

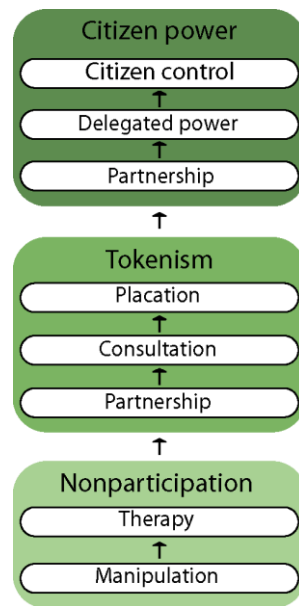
A risk with citizen dialogue is that already strong voices can get amplified and that the people participating in the process get disproportionately more influence than those who doesn't participate but are still affected by the result (Boverket, 2023). Studies on citizen participation between the 1970s up to the 2000s have shown that the people participating are often not representative of the population at large (Henecke & Khan, 2002). The most represented were participants that had an economic interest tied to development. The typical participant was a middle-aged men who was highly educated and active in an association. To mitigate the risk of the citizen dialogue amplifying already strong voices, it's important that a diverse set of people take part in the process, that not only the person living in the close vicinity participates and that every participant gets equal time and feels comfortable to express their opinion (Boverket, 2023).

3.3.4 Ladder of participation

Arnstein (1969) introduced the ladder of participation to describe the different levels of influence that citizens can have in the planning process (Arnstein, 1969). She argued that vulnerable citizens should have a broader influence on how the city is planned, built and managed (Castell, 2013).

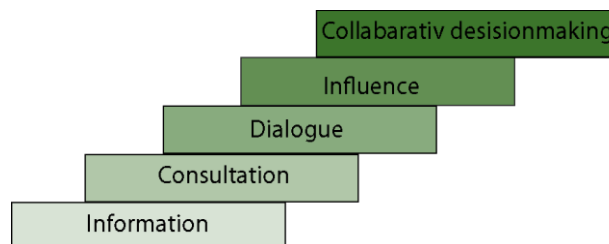
At the lowest level of the ladder is *manipulation* and *therapy*, what Arnstein (1969) calls non-participation and is used as a substitute for real participation. At these levels the goal is not to allow people to participate in planning but rather to “educate” them. The next level of the ladder is

informing and *consultation* where citizens are allowed to have a voice and be heard but don't have the power to ensure their opinions are considered in the decision-making process. Arnstein (1969) classifies these two levels as degrees of tokenism. The next level, *placation*, Arnstein (1969) classifies as a higher level of tokenism as citizens are allowed to advise but the powerholders still retain the right to decide. The next level of the ladder is *partnership* where citizens can negotiate and engage in trade-off with decisionmakers. The two top levels are *delegated power* and *citizen control* where most of the decision-making power resides with the citizens. Arnstein (1969) classifies the last three steps, *partnership*, *delegated power* and *citizen control* of the ladder as degrees of citizen power.



Figur 1: Arnstein's ladder of participation

Sweden's municipalities and regions (SKR) made an interpretation of Arnstein's (1969) ladder of participation called the Stairs of Participation (Castell, 2013). In the Stairs of Participation, the first two steps of the ladder are excluded as these represent non-participation. The first steps of the stair are *information* and *consultation* which align with the corresponding steps of the Arnstein's ladder. The next step of the stairs is *dialogue* which is similar to what Arnstein calls *consultation*. In dialogue the citizen should have the opportunity to express their opinion, to listen to others and to have their opinion considered in the planning process. Furthermore, dialogue also represents an exchange of ideas where the citizen can influence the process. Unlike with consultation where decisionmaker has decided on alternatives, the dialogue process should be designed to be open-ended where the participants can propose new suggestions and argue their position. However, opponents of dialogue as a city planning tool argue that it is sometimes just tokenism due to the citizen still lacking power.



Figur 2: SKR's stair of participation

3.3.5 Interview citizen dialogue

The concept of citizen dialogue started gaining considerable traction during the last years of the first decade of the 21st century. Jenny recounts her invitation to address politicians in Gothenburg on the topic of citizen dialogue in 2009. She notes that at that time, Malmö municipality was an early proponent of citizen dialogue, both implementing initiatives and disseminating information on the topic. Jennys definition of citizen dialogue is intrinsically linked to the question of power and influence. She observes that though dialogue and communication with citizens are often mentioned in policy documents that dialogue and conversation with citizens is often written in policy text, the extent of participants' influence is seldom addressed. To Jenny dialogue is often about relinquishing and redistributing power from professionals to inhabitants. She references Arnstein's ladder of participation in her definition of dialogue and entesis the importance of clearly stating at what step of the ladder the process is aiming for.

In Jennys experience the highest levels of the ladder are often neglected due to the prevailing assumption that the responsibility over the planning process should remain on officials and politicians. Conversely, the lower level is often dismissed under the pretext that manipulation should be avoided. However, Jenny argues that the lowest level still merits attention due to dialogue sometimes, unintentionally, becomes manipulative. This happens when the inhabitants are promised influence and then do not get it. If this is the case, Jenny states that it is important to be open about that. Jenny emphasizes that dialogue should lead to genuine influence and not merely serve to fulfil policy mandates. While dialogues conducted solely to meet formal requirements are not entirely without value, the result of the dialogue will not be as impactful. In her writings, she frequently uses the term "influence," which often elicits engagement and discussion from readers, which is her intended purpose.

One of the greatest benefits of dialogue, according to Jenny, is the opportunity to engage with individuals committed to improving society in a sustainable direction, both environmentally and socially. However, she also states that there are people who oppose sustainable development who wants to get involved in the dialogue. This could be people who oppose the municipality's effort to improve public transportation due to not wanting to lose their private parking. Nonetheless, in her work, Jenny has primarily engaged with residents of low-income areas, where carbon footprints are generally lower. Another advantage of dialogue lies in the localized knowledge that residents possess pertaining to the area. Jenny asserts that the perspectives of those living in a particular area should be prioritized and finds it irrational that decisions affecting an area, and in turn the local residents, should be made by external actors.

When asked what function inhabitants most frequently request in a dialogue, Jenny stated meeting places, both indoor and outdoor, is the most common reply. This could, for example, be affordable venues for social gatherings, libraries, or cafés, places that bring people together and facilitate social interactions. However, Jenny has observed a concerning trend of places for social interaction being taken away. For example, in the tenement buildings where she conducts her research, communal spaces are often converted for other uses. Affordable housing emerges as a critical issue in the areas where Jenny has worked with citizen dialogues. She highlights that newly constructed tenement housing or condominiums are often prohibitively expensive, leading to the displacement of lower-income residents. Jenny critiques densification strategies aimed at attracting middle-class residents to lower-income neighbourhoods, as these initiatives frequently result in the displacement of

vulnerable populations. She is especially critical of the term Mixed city as this is used as a coequalism for this gentrification process.

4. Case study

In this case study, three cases utilizing dialogue as a development tool will be examined. The first case is the development of a new area south of Gothenburg called Nya Hovås, the second is a project changing an existence area to create a new city center called Nödinge city centre, and the last case is a project to change and develop an existing city center, Falkenberg.

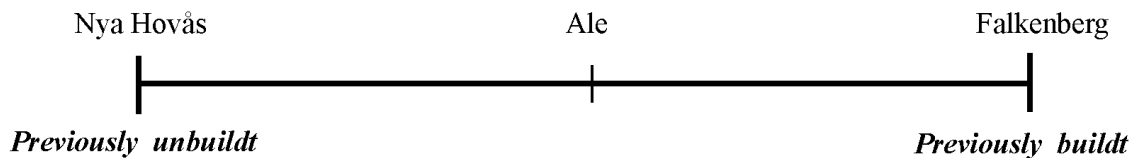


Figure 3: Cases placed on a axis from previous unbuildt to built

The three cases can be placed on an axis from a previously unbuildt area to an already built. The development of Nya Hovås is located on a previously largely unbuildt green field area next to an existing road leading out to the highway. The case Nödinge will be built on a previously built area but the function and character of the area will change. In the case in Falkenberg the dialogue was used to improve an existing area while not changing the building structure.

In both Falkenberg and Nödinge, the dialogue processes were initiated and driven by the municipality, and in Nya Hovås, it was largely driven by the main developer, Next Step Group. All three dialogue processes were aimed at private citizens who wanted to be part of the planning process, rather than towards professionals.

4.1 Nya Hovås

Nya Hovås is a densifying project (Eriksson & Nylander, 2016) that has developed a new city area in Gothenburg (Eriksson & Nylander, 2016) (Andersson et al., 2016). The development of 1000 new apartments represent an increase in the population of the area by 50% (Andersson et al., 2016). Next Step Group recognizes that to create a new part of Gothenburg that would be attractive to new residents, a variety of different functions had to be brought to the area (Sim, 2019). The Nya Hovås the project has been developed through dialogue and collaboration between head developer, Next Step Group, the citizens and officials to create a good urban development (Eriksson & Nylander, 2016)

The ambition for Nya Hovås was to develop a “World-class, small-scale mixed-city” where the residents should have proximity to services, commerce, nature and transport (Andersson et al., 2016). A focus of the project has been “the life between the buildings” and to create a city plan focused on community and safety. The project has been a collaboration between the lead developer Next Step Group, a real estate company that owns, develops, and manages commercial properties and residential areas and HSB (Eriksson & Nylander, 2016). The basis of the project group consisted of Jacob Torell, CEO of Next Step Group, and Lena Andersson, former project developer at HSB. Unusually for this project, it was the developers that both initiated and were the driving force behind much of the

dialogue process, rather than the municipality (Eriksson & Nylander, 2016). However, the municipality still played an active role.

In Nya Hovås, dialogue was identified early in the process as a tool to develop the desired product: an area with residences and establishments that could be sold or rented out (Eriksson & Nylander, 2016). It was believed that by conducting a dialogue with future consumers and renters, the content and character of Nya Hovås could be created. The way Nya Hovås has worked with citizen dialogue is credited for enabling a faster approval rate of the detail plan with only 3 appeals (Eriksson & Nylander, 2016) (Andersson et al., 2016). The project group has also stated that the dialogue has made the detail plan better, has improved the traffic situation and has created a brand for the new area (Eriksson & Nylander, 2016). Additionally, it has made the inhabitants of the area feel included in the process and has created a development that is tailored to the needs of the area and its inhabitants (Andersson et al., 2016).

4.1.1 Background

The area of Nya Hovås is located 12 kilometers south of Gothenburg in south Askim at the road exit called Brottkärrsmotet (Andersson et al., 2016). The area is characterized by its closeness to the sea and nature (Eriksson & Nylander, 2016). The residents in the area are relatively highly educated and have a high median income. Before the development of Nya Hovås had started, most of the buildings in the area were single-family houses from different eras of the 20th century, and the number of multi-family units was very limited (Eriksson & Nylander, 2016).

Urban features were first brought to the area in the 80ties in the form of the Origo house that was used for offices (Andersson et al., 2016). In 2008 the food shop Ica Kvantum opened which established the area as a place of commerce. This met some resistance from the residents in the area as they were concerned that the store would compete with the existent food shop. However, by communicating that the owner of the old shop would be the one managing the new Ica Kvantum, the opposition was withdrawn. Furthermore, plans to densify the area had long met harsh opposition from residents, and a previous detail plan had still not been approved after 30 years due to complaints.

Next Step Group was created as a company to develop and manage the Origo house in the early 2000th (Eriksson & Nylander, 2016). At that point the building had been empty for 10 years. Next Step Group wanted to establish a larger Ica in the building which necessitated a change in the detail plan. During the consultation this change met opposition from the residents, something the group had been warned might happen. However, Next Step Group addressed their concerns which made many withdraw their complaints. That Next Step Group had already established a local presence in the area and gained the trust of the local community was viewed as a success factor for the further development of Nya Hovås.

4.1.2 Vision

To reach consensus around the vision on the project a handbook was developed named *Nya Hovås qualities*. The book is signed by representatives from, Next Step Group, HSB and the construction companies Skanska Sweden and Veidekke Residential. The book's purpose was for everyone who participated in the development of Nya Hovås, whether they had been involved from the beginning or joined at later stages, to have a common vision for the area (Andersson et. al, 2016).

The vision is summarized in *Nya Hovås qualities* as “A world class, small scale, mixed city”. The author states that the vision of a small scale, mixed city is about proximity to services, commerce, nature, and transportation (Andersson et. al, 2016). Safety and community were keywords when developing the city fabric and *life between the buildings* was a priority. The design of the area was to be guided by variation and innovative thinking and *Variation* was a keyword for not only the designs of the buildings, but the service provided in the area and the public streets environments.

4.1.3 Dialogue method and activities

The dialogue was started in 2010 by the Gothenburg City Building office to address concerns among the citizens in the surrounding areas (Eriksson & Nylander, 2016). The objections raised pertained to the development of one of the detail plans, called “Norr om Uggedal”, where residential buildings were planned. Residents in the neighboring areas were concerned about the height of the buildings and that the development might erase the qualities that positively define the area. To meet the resistance, strategies for how to turn the concerns of the residents into engagement were developed. During the consultation for the detail plan “Norr om Uggedal” a workshop was planned to deepen the discussion and utilize the opinions of the residents.

The workshop was performed in November 2010 (Eriksson & Nylander, 2016) by having small groups discussing an aerial photo of the area. Many different departments representing the city of Gothenburg were present at the workshop: the city building office, the strategic department, the park and nature management department, the city district management department, and the real estate management office. The idea of having the city so extensively represented was to gather all opinions of the participants, to be able to answer their questions and to participate in discussion. Showing that the city cared about the participant's opinions is stated to have changed the initial negative attitude toward the project. The attitude change experienced during the workshop served as motivation for the later use of dialogue during the project.

During the workshop it was seen as important to gain the trust of the public and to enable people to speak freely (Eriksson & Nylander, 2016). The workshop started with a short introduction to the planning process and then the focus was on discussion so that the public would feel they had agency over the meeting. However, it was also seen as important to not create false expectations of what the workshop would lead to. The meeting ended with representatives from the municipality summarizing what they had gathered from the meeting, what they thought had bearing for the project, and what they would investigate further.

The citizen dialogue that the city building office had started was later continued by Next Step Group and HSB, who initiated a meeting in Träslövsläge to discuss how to proceed (Eriksson & Nylander, 2016). The discussion revolved around the previous problem of developing the area and what the reason for them might be. Different actors and stakeholders were identified and discussions were held on how to involve them, what information they would need, how to communicate with them, and what activities they would be invited to. The inhabitants in the surrounding area were identified as an important group to initiate a dialogue with as they had previously blocked development of the area.

The dialogue process was extensive and can be difficult to get a complete overview of them all (Eriksson & Nylander, 2016). However, the project group stated that it is not the individual activities

that have given a favourable result but the dialogue process as a whole. The dialogue resulted in 8000 ideas, requests and opinions on the project (Andersson et al. , 2016).

In 2011, invitation to an open-house meeting was sent out to the residents near the planned area (Eriksson & Nylander, 2016). For the open meeting, a basic model was produced to display the plans of building densely yet small-scale and create the possibility of commerce and urbanity with cafés. It was viewed as important to show what the project wanted to achieve, and the goal of the open meeting was both to inform the citizens and to hear their ideas.

Some concerns raised in the open house meeting were concerns of housing heights, the raised population density and that the character of the area would change (Eriksson & Nylander, 2016). Another request was for an extra exit lane to be added to road 158 due to car queues often occurring there. This was not something that HSB or Next Step Group had control over but they saw it as an important question and therefore they brought it to the concerned authorities. One concern that was brought up was safety and especially road safety. Many stated that due to the high levels of traffic the area did not feel safe for children. The school that later was built in the area was a result of this concern. It had not been part of the initial plan for the area. Additionally the school also provided a place for associations to meet in the evenings, another thing requested from the dialogue.

The initial open meeting was followed by others where specific questions were discussed or a specific group was invited (Eriksson & Nylander, 2016). These meetings were intended to determine what the general opinions of the project was in the community and answer possible concerns. Additionally, they were used to providing information on the project to the public.

At the same time a homepage on Facebook were set up where citizens could leave their suggestions (Eriksson & Nylander, 2016). An establishment for the project was opened in 2012 with a model of the project. This became a place to have open-house meetings and to inform the citizens about the project. The project establishment was also used to book in meeting when anyone contacted the project group with questions.

4.1.4 Result

In 2014 two detail plans for the area were approved (Eriksson & Nylander, 2016). Apart from residential the detail plans also contained a school, restaurants, and establishments for commerce called “small shops”. The resulting area is a mixed-use utilizing a layering approach with commercial establishments on the first floor and apartments on top (Sim, 2019). The area is designed in a traditional urban layout with streets and courtyards. One of the most noteworthy buildings in the area is the Spektrum building which contains business establishments, including a restaurant, on all four sides of the ground floor and a bowling alley in the cellar. The second and third floor houses a school with an accompanying playground on the rooftop and top floors functioning as a co-working space.

4.2 Nödinge city center

Nödinge is an area with urban features but is not on the scale of a city (Ale, 2015). The goal of Ale municipality is to develop Nödinge into a small-scale city containing a more robust offering of services and commercial establishments. The belief is that if different functions such dwellings, commerce, services, and offices can be more concentrated this will lead to a livelier Nödinge city

center where everyone can enjoy their living environment. A significant growth in the number of residents in Nödinge is also planned for. When the first dialogue was performed in 2015 the number of citizens was 5700. This is planned to double by 2030.

4.2.1 Dialogue method and activities

Ale municipality views it as important to ask the residents of Nödingen what they think and want and to use this in future planning (Ale, 2015). Citizen dialogue has been used at different stages of the development of Nödinge, beginning with the deepened masterplan of Nödinge starting in 2015 (Ale, 2015) up until the finished detail plan for Nödinge city center that was approved in 2022 (Ale.se, 2023). One dialogue that was performed was called “the dialogue day” and was carried out on the 28 of April 2015 (Ale, 2015). The dialogue took the form of an open house at the real estate firm Svensk Fastighetsförmedling on Ale square. With the help of a model of Nödinge and wooden blocks, ribbon, wooden beads and pieces of quilt the participants got to express their ideas and thoughts.

Ballets were also spread that asked 7 questions: (1) What in Nödinge do you want to keep? (2) What are you missing in Nödinge? (3) What is positive about the planned change in population in Nödinge? (4) Is there anything that makes you concerned for the planned change? (5) What do you want Nödinge to be associated with? (6) What do you need in Nödinge to be able to manage your everyday life without a car? (7) What do you think that the traffic solution should look like? Where should you walk, bike, drive and park?

Additionally, pupils from two different schools were asked for their opinion with the help of drawing and writing stations (Ale, 2015). One of the schools, Kyrkby School, is an elementary and middle school and the other school Da Vincis school is a high school. It was thought of as important to ask younger citizens of Nödinge about their opinions as they are the future of Nödinge and are the ones that will reside, work and live in Nödinge.

Dialogue was also used when developing the detail plan for Nödinge city center (Forsemalm & Börjesson, 2017). During the spring of 2017 Ale municipality commissioned four architecture firms to develop sketches for Nödinge city center as an initial work on the detail plan. The purpose of the assignment was to gather ideas for the development of the city center. All four proposals were exhibited on the 6 of May 2017 around which a citizen dialogue was performed. Citizens’ ideas and opinions were also gathered when the proposals were exhibited in the library and on Nödinge municipalities webpage.

The dialogue was performed by using simple dialogue card where the participants got to express their opinions on the suggestions, both by answering question on what was good and bad and a section where opinions could be formulated freely (Forsemalm & Börjesson, 2017). Participants also got to answer what age and gender they were and where they lived. In addition to the dialogue card’s opinion was gathered through discussion at the event. Around 100 people took part in the dialogue and 67 dialogue cards were gathered (Forsemalm & Börjesson, 2017). The participants were of varying ages with a slight overrepresentation of older peoples, more men than women took part and most of the participants came from Nödinge or the neighboring areas.

The detail plan was also based on previous dialogues (Forsemalm & Börjesson, 2017)

4.3 Falkenberg

The citizen dialogue in Falkenberg was part of a project called “The public space” (Risholm, 2014). The project was part of the municipality of Falkenberg’s further development of the city center and aimed to gather the citizens’ ideas and opinions for possible and desired improvements to the area. The project was a collaboration between the Falkenberg Näringsliv AB (trade and industry) and the Falkenberg city building office.

The dialogue was performed by placing a small glass building, called the cube, in Rörbäcks square during a week in November in 2014 presided by an extensive information and marketing campaign (Risholm, 2014)(Langlet, 2015). The building was manned by a developing leader, employed by the municipality, from 9 am to 9 pm from Monday to Sunday (Risholm, 2014). The idea of having such long opening hours was to attract a diverse set of citizens from many different age groups. Other municipality officials were also present to answer questions that the citizens might have. The gathering of ideas represented the first phase of the project, and the processing of the ideas gathered was a later phase.

The total cost of the project were 90000 SEK which covered the rent of the building, furnishment and marketing. 27 500 of the budgets were gained by a Eu-grant and the rest was provided by FNAB (Risholm, 2014). The salary for the municipality official present was provided by their respective organization.

The project is considered a success as the municipality received 1290 ideas and suggestions divided on 559 notes and letters etc. (Risholm, 2014). The ideas that were received from the dialogue were published on the municipality’s webpage. The project was received positively by the citizen that appreciated the interest of the municipalities in their opinions.

Henrik Olsson was the leader of the City center group as part of his overarching role as leader of development of the city center when the dialogue was performed (Olsson, 2016). The goal of the group was to advocate and create understanding for different stakeholders’ perspective and needs, to increase the understanding of the varying factor that effect the city center and to suggest areas of improvement such as new investment, focus areas and activities ect.

The group stated that they “believe in dialogue” as every person equal value in a democracy demands that everyone feel they have the right and opportunity to make their voice heard (Olsson, 2016). Citizen dialogue was seen as a tool to make use of people’s knowledge. Furthermore, it is stated that by encouraging involvement the decision being made has a more solid basis of knowledge. Further involvement is also believed to lead to more efficient management that meets peoples goal and reach.

The group also takes a social sustainably perspective on dialogue as research has shown that involvement, influence and power to affect one's living environment, can improve health. Furthermore, dialogue aligns with the municipality councils' goal to be more inclusive, which among other factors means that their operation should be transparent, and the citizen should have the right to influence and participate in the development of the municipality. Increasing citizen involvement is also part of the municipalities goal of increasing trust and confidence in the municipality.

The ideas and opinions gathered from the dialogue were later communicated to private property owners, companies and company association and municipality administrations (Olsson, 2016). These actors then got to decide what should and could be realized and what and when they should do so.

4.4. Result interviews

In this section, the result from the three interviews is presented. The first chapter, *Dialogue Activities*, is separated into three different sections, one for each case, for easier comprehension of what activities were performed in each case. In the rest of the chapters, the answers from the three interviews are woven together to facilitate comparison between the cases.

4.4.1 Dialogue activities

This chapter will present what activities were part of the citizen dialogues in each of the cases. All activities, both identified from the interviews and from the background literature, are presented below, followed by comments made by the interviewee participants.

Table 4: Dialogue activities performed in each case. Identified from background literature and interviews.

Nya Hovås	Nödinge	Falkenberg
<ul style="list-style-type: none"> • Workshop around an arial photo with the municipality of Gothenburg • Open house meeting with residents of the surrounding area; discussion around a model • Breakfast meetings in the project establishment • Spontaneous meetings in the project establishment • Surveys sent out via the digital tool “tyck och tryck” • Digital surveys sent to school age children 	<ul style="list-style-type: none"> • Communal meeting before the development of the deepened masterplan • Ballout handed out about the opinions on Nödinge • Workshop around a model • Dialogue with middle school age children • Evening meetings with different groups • Workshop with youth council • Two dialogues around material produced by different architectural firms • Dialogue around four proposal for the detail plan 	<ul style="list-style-type: none"> • First stage in cube: Gathering of ideas • Second stage in cube: Feedback

Dialogue actives: Nya Hovås

In Nya Hovås a wide variety of dialogue activities were performed over a long period. The establishment set up by Next Step Group, containing the model of the project, was always open for citizens to drop in and discuss possible concerns and opinions with professionals involved in the project. It was staffed alternately by Next Step Group or the building companies' part of the project. In the establishment, a wall was set up for citizen to post their opinions and ideas on the project. The fact that citizens could simply drop by the establishment to raise their concerns or present their ideas Johanna stated to be a success factor for the project.

The breakfast meetings were designed around different topics, such as the traffic situation, which was an appreciative theme. During the breakfast meeting 40-60 people would show up and Johanna judged the interest in participating to be high. In addition to the breakfast meeting, a directed dialogue towards school-age children was performed with the help of a The digital aimed toward school age children where sent out via the school principal and contained questions regarding what different functions the children wanted in Nya Hovås, what they felt were currently lacking in the area and about safety.

The tool "Tyck och Tryck" was hosted on the project's dedicated web page, which had been set up earlier in the project and was continuously updated to reflect the project's process. For example, when they worked with the traffic offices in Gothenburg or with the public transport provider, Västtrafik around the issue of mobility they could use "Tyck och Tryck" to ask the public questions around these topics. Additionally they used the tool to ask what different members of the public were interested in. Using the tool was a way to get answers quickly from people even if they could not come to the project establishment. They also had a member of staff stationed in the square in Nya Hovås with a tablet to ask similar questions.

Dialogue activities: Nödinge

Under the planning process, the municipality of Ale voluntarily performed a dialogue face to face with the citizens outside the required studies in the PBL. The first dialogue activity was held before beginning the work with the deepened masterplan and took the form of a big communal meeting. The meeting was advertised on all the municipality's communication channels, such as advertising the newspaper, sending out leaflets in the mail and handing out flyers at the train station in the morning. Additionally, information about the dialogue was spread by word of mouth, which in Ale was an effective method according to Anna-Karin. Various associations active in Ale municipality also had different activities that attracted people to the meeting.

Politicians and officials invited the citizens of Ale to Nödinge city center for two days for an open workshop. For the open workshop, a model was built around which citizens could come and express their opinions. The event was advertised by people handing out flyers in the morning at the train station, in the newspaper, by putting up posters, and by word of mouth. Due to Anna-Karin being hired shortly after this event she was a bit unsure about how many had participated but estimated there to be around 500 people. One of Anna-Karin's first assignments was to compile the material from the dialogue, which was extensive.

For the consultation that is required by PBL, an extra-large meeting was held by politicians and officials. Anna-Karin considered this meeting a dialogue activity as it was more extensive than what was required. They gathered citizens in a big establishment in Nödinge city center, and a model was produced to illustrate the project. Additionally, material showcasing the project was posted outside the establishment. The event was advertised on digital signs in Nödinge city center and outside a food shop and in the newspaper. Anna-Karin did not know if social media was used during the initial phases of the dialogue process in 2015, but it has been used since and is currently part of the municipality's work with dialogue.

For later dialogues held by the municipality, signs with QR codes were used to get people to answer questions. However, this technique had issues as many individuals logged on to the questionnaire, but fewer individuals answered the questions. Anna-Karin believed this was due to them asking too many questions. She stated that it might be advantageous to ask a limited number of questions and then have an additional question asking if the replier is interested in doing a more in-depth interview later on.

After the initial dialogue for the deepened masterplan 4 architecture firms were tasked with creating a sketch proposal for Nödinge city center to create a common vision for the project. The architecture firm Radar created dialogue material around the proposals, which was exhibited during an event. The participants in the dialogue got to write down on paper what they thought were positive and negative aspects of the proposal. The detailed plan that was later developed for the new Nödinge city center is an amalgamation of the suggestions from the initial dialogue around the deepened masterplan, aspects of all the sketch proposals and the feedback from the public on those suggestions.

Dialogue activities: Falkenberg

The dialogue was designed so that Henrik sat in a glass cube from 9 am to 9 pm for one week, in two different stages. In the first stage, the purpose was to gather ideas from the public on how to transform the city center. The participants of the dialogue got to write their suggestions on paper. Some of the participants wrote notes at home, some in the cube. In some instances, people who were curious about the cube came in and started a conversation with Henrik, leading to them writing a note. In total, the dialog generated 1190 suggestions and opinions.

The second stage was conducted two years later with the purpose of showcasing what and in which way the ideas had been carried out. In stage two, different actors that contributed to the creation of the city center were also invited. Some examples of actors that were present was the CEO of public transportation in Falkenberg, different property owners, heads of business, the chairman of the municipal board and representatives from the police.

After the dialog had concluded, Henrik went through all the suggestions, categorized them, and determined which actor could realize them. That was something Henrik thought he was very suited for in his role city center leader. He also navigated and mediated between different actors. For example, if one actor was interested in starting an outside seating establishment but thought they would have issues with the building permits office, then Henrik could set up a meeting between those actors.

4.4.2 Terms used for the process and definitions.

The term *citizen dialogue* can be divided into two parts, with *dialogue* describing the process and *citizen* describing the participants of the process. The terms that were used to describe both the process and the participants differ between the three cases.

Table 5: Terms used to describe the participants in the dialogues

Term used	Nya Hovås	Nödinge	Falkenberg
Participant	<ul style="list-style-type: none"> • Did not use the term citizen • Used the term Inhabitants 	<ul style="list-style-type: none"> • Did not use the term citizen • Used the term municipality member • Focused primarily on people who live in Nödinge • Excluded people who only work in the municipality 	<ul style="list-style-type: none"> • Did not use the term citizen • Used the term user/user of the city

When describing the participants of the dialogue process, none of the three cases used the term *citizen*. In Nödinge, they discussed the term and decided not to use it so as not to exclude people who did not have Swedish national citizenship from the dialogue process. A similar discussion was held when designing the dialogue in Falkenberg. The project group found the term *citizen* exclusionary and politically charged. In Nya Hovås, they also did not use the term *citizen dialogue*, but their responses differed from the other two cases. Johanna stated that she associated it with a protected term within the municipal sphere with a specific methodology. They did not use this methodology and therefore did not use the term *Citizen dialogue*.

The terms that were used instead of *citizen* differed between the three cases. In Nödinge, they referred to the people who partook in the dialogue process as *municipality members*. To Ale municipality, this term included people who were in different ways part of the municipality, either by living or working in the area. This, however, did not necessarily mean they were *citizens* in terms of having Swedish citizenship.

In Falkenberg, Henrik titled the participants in the dialogue as users of the city or users of a place as everyone, from the homeless to bus drivers, is included in the term *user*. He also titled the participants as people who *visit, live or works* in Falkenberg. Though he acknowledges that the “user”

has a responsibility over the place, he did not prefer the term citizen as that is determined by actual citizenship.

In both Nödinge and Nya Hovås, it was emphasized that a citizen dialogue is performed early in the process. Maria stated that for them, a citizen dialogue occurs in an early stage of the process when it is not required to have a dialogue, unlike the later consultation which is required by law. Johanna further stated that, apart from occurring early in the process, the dialogue should involve other actors, not just Next Step Group, in an open and honest way. These actors could be inhabitants, municipal officials, politicians, potential future customers, and people just passing by. Next Step group tried to reach everyone, not just the inhabitants of the nearby area. Johanna stated that citizen dialogue is a very wide term for Next Step Group.

However, Nödinges definition of who should be involved for it to be called a citizen dialogue differed somewhat. The municipality's definition of citizen dialogue is primarily a dialogue with the residents of the municipality and not as much with the people who only work in Ale. However, she added that dialogue with businesses might sometimes be included in the term citizen dialogue in Ale municipality, but she was not sure. She stated that the term was used carelessly for a multitude of dialogue processes and that the term “citizen” could be everyone except when it was a discussion with politicians. A discussion with property owners Anna-Karin is also excluded from the term “citizen dialogue”. Maria added that both discussions with politicians, property owner and businesses are under the umbrella of “dialogue”.

Previously, Maria have worked in the municipality of Örebro. They used the term “citizen dialogue” when the politician of the municipality was part of the dialogue. Otherwise, they called the process “citizen participation”. However, Maria acknowledged that citizen dialogue is the term most commonly used when describing this kind of process.

Table 6: Terms used to describe the dialogue process

Term used	Nya Hovås	Nödinge	Falkenberg
Process	<ul style="list-style-type: none"> • Inhabitants dialogue • Collaborative dialogue • Dialogue • Overarching term: Collaborative city development 	<ul style="list-style-type: none"> • Knowledge gathering 	<ul style="list-style-type: none"> • Gathering of information • Parallel to a customer survey

The terms used to describe the dialogue process also differed between the three cases. In Nödinge they called it “knowledge gathering”. Maria pointed out that it is not so much a two-way communication that the term *dialogue* would suggest but rather a one-way gathering of information

from the participants to the municipality. However, she states that representatives from the municipality are available to answer questions and present their ideas as well. In Nya Hovås, rather than using the term citizen dialogue, they used terms such as *inhabitants dialogue*, *collaborative dialogue* or just *dialogue process*. The overarching term they used was *collaborative city development*.

Henrik in Falkenberg also viewed citizen dialogue as a gathering of information and saw it as a kind of customer survey where the product that is being developed is a place. For him, a citizen dialogue is a tool to make the product, the city, as attractive as possible for the customer, the citizen. However, he stated that compared to a market survey where the target group should be narrow, the target group for a citizen dialogue should be as diverse as possible to create a place that is attractive to as many different groups as possible. Another difference between a market survey and a citizen dialogue is that a market survey is solely a gathering of information from the customer, while a dialogue is a two-way communication where the citizen is informed of their own responsibility to create attractive cities in collaboration with the municipality.

4.4.3 Expressed desires from the dialogue participants

Table 7: Desires and opinions expressed in the dialogue

Nya Hovås	Nödinge	Falkenberg
<ul style="list-style-type: none"> • Commerce and food offerings • Various corporations • Retail • Delies • Bars and restaurants • Hair salon • Car connectivity • Concerns about car congestion 	<ul style="list-style-type: none"> • Opinions on the design of the buildings • Opinions on building high • Cafes, pool hall, swimming pool • More greenery in the public space • Meeting places where no active engagement is needed • More defined square in the area • Concerns about safety 	<ul style="list-style-type: none"> • Playground • Clothing stores • More greenery • More outdoor seating • Free parking

The desired functions discussed in the dialogues revealed both similarities and differences across the three cases. The dialogues varied in focus based on the intended outcomes of the projects, which influenced the participants' responses. In Nödinge, where new structures were planned for construction, the design of these buildings emerged as a key topic of discussion. Building height was a particularly divisive issue, with some participants advocating for a maximum of three stories, while others expressed a preference for significantly taller buildings. Notably, the youth council expressed a desire for skyscrapers. Anna-Karin observed that younger participants tended to favour taller buildings, suggesting this preference might reflect a sense of civic pride or a desire to introduce greater urbanity to the area.

The dialogues in both Nya Hovås and Falkenberg primarily focused on identifying the functions participants wanted to introduce to the area. In Falkenberg, this emphasis naturally arose due to the absence of plans for new structures, while in Nya Hovås, the dialogue was intentionally structured to explore this aspect. Henrik emphasized that in a smaller city like Falkenberg, the availability of diverse offerings is particularly significant. Next Step Group asked the participants of the dialogue numerous questions aimed at understanding the functions and actors that citizens deemed necessary to create an attractive urban environment, including preferences for specific stores and their offerings. The majority of opinions expressed during the dialogue centered on desired functions, with a significant portion of suggestions relating to commerce and food services. Johanna noted that these elements are central to transforming Nya Hovås into a destination. Participants frequently requested amenities such as restaurants, places to enjoy a glass of wine, delis, fish shops, and hair salons. Johanna explained that residents sought provisions to meet their daily needs locally, what Next Step Group later came to call "managing everyday life".

Additionally, discussions about public spaces emerged as a key theme in the dialogues conducted in both Nödinge and Falkenberg. In Nödinge, participants emphasized the need for increased greenery and additional meeting places where no active engagement or effort would be required from visitors. Another prominent request was for a more clearly defined central square in Nödinge's city center, as Anna-Karin highlighted that the current city center is predominantly a parking lot. Similarly, in Falkenberg, Henrik noted that participants made several general suggestions for more greenery. Additional requests included the installation of park benches and outdoor seating options to enhance the functionality of the public space.

The dialogues also addressed more abstract urban functions. In Nödinge, participants emphasized concerns about safety, which some felt was currently inadequate. In Nya Hovås and Falkenberg traffic-related issues were highlighted. This took the form of concerns about transportation connectivity and car congestion in Nya Hovås and in Falkenberg, the provision of free parking emerged as a significant concern. Henrik associated this specific concern predominantly with older white men, as identified through the dialogue process.

4.4.4 Dialogue participants

Table 8: Over- and underrepresented groups in the participation pool

Representation	Nya Hovås	Nödinge	Falkenberg
Overrepresented	No record was kept of this aspect	Older individuals	Older, white males
Underrepresented	No record was kept of this aspect	<ul style="list-style-type: none"> • 25–35-year-olds • Individuals born outside of Sweden 	Individuals with an immigrant background

In both Nödinge and Falkenberg, the dialogues revealed disparities in participant representation, with certain demographic groups being overrepresented while others were underrepresented. In contrast, Johanna from Nya Hovås noted that no formal records were maintained regarding the demographics of participants, making it difficult to assess whether any groups were over- or underrepresented. However, Next Step Group implemented targeted efforts to engage a broad range of groups and ensure inclusivity in the dialogue process.

Anna-Karin observed that the majority of participants in the Nödinge dialogue were older individuals. Similarly, Henrik noted that in Falkenberg, the participant demographic was predominantly older, white, and male. Additionally, he stated that many of these individuals were either current or former politicians, therefore they knew how to express themselves and what channels to use. Henrik did not attribute this demographic skew to a lack of informational material or awareness of the dialogue. He asserted that, due to Falkenberg's small size and the presence of a widely read local newspaper that advertised the dialogue extensively, it was likely that all residents were aware of the opportunity to participate.

In all three cases targeted efforts to engage children in the dialogue process were undertaken as a mean to diversify the participation group. In Nödinge, this was done by visiting schools and in Nya Hovås a digital survey was distributed to school-age children. According to Johanna, this survey elicited many responses from pupils across a range of ages. She further emphasized that beyond school outreach, younger individuals could also be engaged through various associations. Additionally, a dedicated focus group, termed “Young City Developers,” was established, involving school-aged participants in the dialogue process. In Falkenberg, efforts to involve children included sending invitations to schools and preschools. However, Henrik expressed disappointment at the limited response, with only three groups participating in the dialogue.

In Nödinge, Anna-Karin identified individuals aged 25–35 as an underrepresented group in the dialogue. She attributed this underrepresentation to the likelihood that individuals in this age range were preoccupied with childcare responsibilities, limiting their availability to participate.

Additionally, Anna-Karin noted that while individuals born outside of Sweden were involved in the dialogue, their participation was not as extensive as desired. This issue of underrepresentation among individuals from immigrant backgrounds was also evident in Falkenberg. Despite implementing strategies such as multilingual advertising and engaging interpreters to reach this demographic, their involvement remained limited.

In Nya Hovås an extensive effort was made to design the dialogue process to attract a diverse range of participants. Next Step Group strategically considered the locations where different demographic groups were likely to congregate. For instance, Johanna noted that engaging teenagers was relatively straightforward when approaching them outside grocery stores, but it proved challenging to encourage their attendance at breakfast meetings. The breakfast meetings predominantly attracted individuals already interested in the project, primarily middle-aged to older adults. Hence, the meetings were designed with this demographic in mind, ensuring that working individuals could also participate in the dialogue. To promote these sessions, invitations were distributed to nearby residents via mailboxes, and posters were placed in grocery stores to raise awareness.

The use of digital tools served as an effective strategy to further diversify the pool of participants as additional demographic groups could be reached. Despite this, Johanna expressed a personal preference for face-to-face interactions, favouring direct engagement through street-level outreach or the organisation of focus groups. Additionally, Next Step Group utilised online surveys to find potential participants for focus groups by including a question regarding their willingness to participate.

In Nya Hovås specific people were also targeted for different dialogues based on the location of their residence. If, for example, there was a discussion around minimizing the impact of construction explosions, invitations were placed in the mailboxes of the people living in the surrounding areas to join a discussion on that topic. Additionally, when discussing which restaurant would be allowed to open in the area, people who had already moved into the area were invited to what Next Step Group called a “food audition”. In the food audition, different actors interested in opening a restaurant in the area were invited to cook some of their dishes which the residents of the area tested and judged.

4.4.5 Motivation

Table 9: Motivation for performing the dialogue

Nya Hovås	Nödinge	Falkenberg
<ul style="list-style-type: none"> • Make the result better tailored to the area • Identify the preferences of residents and future customers • Addressing temporal mismatch in desired and received input from citizens 	<ul style="list-style-type: none"> • Get residents’ opinions on the development of their community • Owning the narrative over the development 	<ul style="list-style-type: none"> • Transforming the city center in accordance with inhabitants' preference and opinions • Receiving feedback

In all three cases, the primary motivation for performing the dialogue was the belief that involving the citizens into the development process would yield a better result. In Nya Hovås project, Next Step Group utilized the dialogue to achieve a result that was tailored and contextually appropriate for the area. Like the Falkenberg project, Johanna perceived the act of listening to people's needs as a form of market research. Analogous to traditional market research, which identifies customers’ preferences in early stages, Next Step Group sought to understand the desires of local residents during the initial phases of development. Their objective was to ascertain the preferences of potential customers who would shop in the area as well as the future residents of Next Step Group housing developments.

Anna-Karin emphasized that the primary motivation for conducting the dialogue was to gather input from local residents regarding their vision for developing their community. Similarly, in Falkenberg, the goal was to transform the city center in alignment with the preferences and priorities of the inhabitants, basing decisions on their feedback about what was functioning well and what required further improvement. This approach aimed to identify opportunities for enhancement through targeted investments in physical upgrades and the maintenance of existing infrastructure. Henrik further underscored the importance of engaging with residents to receive ideas for creating a vibrant city center, noting that the dialogue generated numerous practical and actionable suggestions. He observed that residents’ perceptions of dissatisfaction were not always aligned with the underlying issues and the dialogue process enabled the identification of root causes.

In both Falkenberg and Nödinge an additional motivation for performing the dialogue centered on its communicative potential. In Nödinge, Anna-Karin highlighted that the dialogue served to both anchor and enhance public understanding of municipal decisions. Additionally, the dialogue provided an opportunity to inform residents about the municipality's initiatives and activities. Anna-Karin noted

that relying solely on online postings to disseminate information about planned changes would likely reach only a limited audience. By employing dialogue as a tool, a larger proportion of the population could engage with and access this information. In Falkenberg, the dialogue aimed to identify gaps in municipal communication and to clarify or emphasise key issues. For instance, Henrik sought to challenge the perception that a lack of ground-floor retail automatically renders a city center “dead.” Instead, he wanted to encourage residents to value other qualities, such as the area's cleanliness.

The communicative potential of the dialogue was especially important in Nödinge due to the strong presence and extensive readership of the local newspaper, *Ale-kuriren*. Anna-Karin explained that the municipality aimed to maintain control over the narrative surrounding the development of Nödinge's city center. However, the strong involvement of the local press occasionally presented challenges. There was a concern that *Ale-Kuriren* might publish details of the municipality's plans before these had been thoroughly discussed with the public. Anna-Karin, who had previously worked in Gothenburg, found the high level of engagement from the local press in Nödinge surprising. This differed with her experience in Gothenburg, where considerable effort was required to secure press coverage for development projects.

In both Nödinge and Falkenberg, the dialogue was additionally motivated by democratic considerations. In Nödinge, this motivation was represented in the political directive requiring public dialogue, which the Department of Land and Development was obligated to follow. In Falkenberg, one aim of the dialogue was to foster a form of direct democracy, albeit on a limited scale. Henrik described this process as enabling direct communication with what he referred to as “the common people,” instead of relying solely on traditional representative mechanisms. He viewed citizen dialogue as a supplement to representative democracy, noting that while citizens may vote for a political party, they might still disagree with the party on specific issues. Additionally, Henrik emphasized that respect, effective communication and collaboration are essential in a democracy and that these values and principles should be part of the development of urban spaces.

In Nya Hovås, one key motivation for engaging in citizen dialogue was to facilitate a smoother planning process. Next Step Group had identified a temporal mismatch between the stages at which they desired to have input from the citizens and when public interest for the project typically emerged. While Next Step Group viewed receiving feedback from the public early in the planning process as beneficial, citizens often became engaged only after construction had commenced and visible results began to materialize. To address this discrepancy, Next Step Group sought to strategically employ dialogue to preemptively address concerns and mitigate potential conflicts before they were raised in the appeals stage of the process.

4.4.6 Challenges

Table 10 Challenges experienced in the dialogue process

Nya Hovås	Nödinge	Falkenberg
<ul style="list-style-type: none"> • Requests made regarding aspect that Next Step Group did not control <ul style="list-style-type: none"> • The traffic situation • Long planning processes → Discontentment among participants → Reluctance to participate in future dialogue 	<ul style="list-style-type: none"> • Lack of diversity in participation group <ul style="list-style-type: none"> • Lack of participation from individuals born outside of Sweden. • Needs of non-participating groups might be forgotten about • Requests made regarding aspect that the municipality did not control <ul style="list-style-type: none"> • Commercial actors such as cafes, restaurant and a pool hall. • Long planning process → societal changes: Influence of online commerce 	<ul style="list-style-type: none"> • Lack of diversity in participation group <ul style="list-style-type: none"> • Lack of participation from disadvantaged groups. • Lack of participation from children. • Balancing the needs of different groups • Request that was fulfilled in alternative ways to what the participants intended → Dissatisfaction • Opposition from some politicians.

In both Falkenberg and Nödinge, a significant challenge was to achieve a diverse group of participants in the dialogue. In Falkenberg, Henrik stated that it was difficult to engage groups that don't usually get their voices heard in society. They tried different strategies to prevent this issue such as advertising the dialogue in many different languages and talking to interpreters, but it had a limited effect in getting these groups engage. Engaging people born outside of Sweden was an issue in Nödinge as well. Anna-Karin stated that even though many in this group are committed, they can be hard to reach. She stated that this could be due to language or cultural barriers and that it might be unfamiliar for some that a municipality would ask for the citizens' opinions.

Another group that was hard to reach in Falkenberg were children. Information about the dialogue was sent out to every school and pre-school in the area to get the child's perspective in the dialogue. However, this had limited effect as only three groups showed up. Henrik stated that the first step was to show that they were accessible to everyone and that everyone was welcome, such as having sent

out invitations to different groups and in different languages. Additionally, they had made the cube physically accessible by fitting it with a ramp to make it wheelchair accessible.

In Nödinge one issue was that the needs of the people who can't or don't want to participate in the dialogue might be forgotten about. That was something that happened when a spot where people with substance addiction stayed was planned away. Someone commenting on this to Anna-Karin, stated that that group will not disappear just because they are not planned for. In Falkenberg, people addicted to alcohol came up as an issue when trying to balance different groups' needs. The desire for benches came up in the dialogue. However, Henrik believed that adding benches that are too comfortable would attract people with addictions. This, he believed would in turn deter families that would not want to visit the place due to not feeling safe. He stated that he thought that creating a place that is inclusive to everyone is a utopia.

Another aspect in Falkenberg where different people's wants must be balanced is when considering outside seating establishments. This was desired from the dialogue, but having more outside seating establishments might increase the level of noise in the area, which in turn might disturb the residents living nearby. Some people might not have the option to move, which might be exclusionary to them.

In all three cases, there were issues with the participants making requests that were not in their power to fulfill. In Nödinge a large percentage of the answers received from the dialogue regarded aspects that the municipality had no control over such as cafes, restaurants, and a pool hall. Commercial actors will act in ways that they think will be economically beneficial for them, and if that does not align with the result of the dialogue, these requests can't be realized. Henrik also stated that there must be a financial incentive to realize the suggestions from the dialogue. Even though Henrik could convince some businesses with the help of the result from the dialogue, not all ideas could be implemented for this reason. He further stated that the suggestions must comply with the municipal regulations as well.

In Nya Hovås issues regarding the traffic situation came up in the dialogue. Next Step Group did not have control over the traffic situation as the roads are owned by the Swedish traffic authorities and the municipality. This also posed an issue as they could not control the width of the road. Johanna stated that they would like to have made it narrower as they put much effort into determining flows within the area and how individuals would get to the area. However, Johanna stated that this is an issue in every area where there is existing infrastructure and that they did the best out of the situation.

Another issue that they encountered in Nya Hovås was the length of the planning process between the dialogue and when there exists a noticeable result. This can create disillusionment among the participants due to them feeling that nothing is happening and, therefore, that their opinions have been ignored. This, in turn, creates a reluctance to participate in future dialogue. The long process also posed an issue in Nödinge due to societal changes. Since the dialogue was performed in 2015, online commerce has grown. This resulted in the number of commercial establishments on the first floor that was initially planned had to be reduced. To not create dissatisfaction in the participants was a challenge in Falkenberg as well, when a request had been carried out in a different way that still satisfied the underlying need.

Maria further stated due to the complex nature of the planning process it is hard to know if a citizen dialogue led to more functional diversity as it is influenced by many different factors. In the process one thing leads to another and it is difficult to know what originated from where.

In Falkenberg opposition to the dialogue came from some politicians. Some opposed the dialogue as they said the direct democracy aspect of the dialogue made them, as representative democracy officials, ops elite. However, politicians still played a crucial role in the dialogue as they were the ones who decided what was realized in the end. Henrik stated that he could only present the findings of the dialogue to the politicians. Other politicians opposed the dialogue due to not understanding what purpose it served. Additionally, some politicians also took offense to changes being made that were attributed to the dialogue, changes they tried to realize for years and for which they got no recognition.

4.4.7 How the dialogue affected the result.

Table 11: What effect the dialogue had on the urban environment

Nya Hovås	Nödinge	Falkenberg
<ul style="list-style-type: none"> • Next Step Group endeavored to meet the request made in the dialogue as much as possible. • The area was built based on the result of the dialogue as much as possible. • Strived to get the companies and businesses requested to establish themselves in Nya Hovås. • Shared the result with other actors involved in the planning process. • Contacted specific actors requested in the dialogue → used dialogue to show the need in the area. • Request about the architecture shared with actors responsible for that. • Shared the result with actors responsible for public transport and road infrastructure. • Food audition: Individual with less experience got the chance to open a business 	<ul style="list-style-type: none"> • The municipality’s vision was based on the result of the dialogue. • Dialogue was used to confirm that the municipality vision aligned with the will of the public. • Stipulated that a certain percentage of ground floors be dedicated to stores and businesses to fulfil requests for more functions • Shared the result with other actors involved in the planning process <ul style="list-style-type: none"> • Result for the deepened masterplan shared with architecture firms making sketch proposals for the area • Result from the dialogue shared with the biggest property development → Considered the result in their planning. • Improvement to the public space <ul style="list-style-type: none"> • Creation of a park • More focus on meeting spaces 	<ul style="list-style-type: none"> • Some requests were released in different ways than explicitly stated in the dialogue as to still fulfill the underlying need. • Contacted specific actors requested in the dialogue → used dialogue to show the need in the area. • Permanent playground • 2 hours free parking.

	<ul style="list-style-type: none"> • More focus on the square • More focus on general greenery 	
--	--	--

Johanna states that Next Step Group got many good ideas from the dialogue and that they worked to meet them as much as possible. Johanna stated that it was an advantage to not only have their own opinions and knowledge to base their decisions on but to also have the public and the authorities' opinions as well. It was important for Next Step Group to not only use the result from the dialogue in designing the area but to communicate to the public how they used it.

Ale municipality had a vision to create a larger offering of services which Anna-Karin says is based on continuous dialogue with the citizens. The result was also used to confirm the needs and desires the municipality thought the citizens might have in Nödinge City center. When asked what came from the dialogue and what came from Ales own vision Anna-Karin stated that the vision was based on the dialogue. She further stated that if the result from the dialogue had been that the citizen didn't want more functions, instead stating that they preferred to go to nearby cities to fulfill those needs, then the municipality would have reconsidered their vision.

In Falkenberg some of the suggestions they received from the dialogue were realized in different ways from what was explicitly stated in the dialogue while still fulfilling the underlying need. Henrik made the example that if someone asked for a yellow swing, instead a red carousel could be put up because the underlying need was deemed to be a place for children to play on.

When it comes to requests for commercial actors, that's an aspect that the municipality of Ale has no control over. The municipality cannot get specific businesses that were requested in the dialogue. However, they have stipulated that a certain percentage of the first floors should be allocated to stores and businesses to create the opportunity to meet this request. In Nya Hovås, they had a different approach to commercial actors where they maintained control of what commercial actors established themselves in the area. Next Step Group used the dialogue as a way for the personnel responsible for renting out the establishments to contact specific actors to inform them that there is demand for their products and services in the area. The dialogue was used as a tool to show that there was a desire for a specific actor, which translated into a possibility for profit for that actor, creating a mutually beneficial situation. In Falkenberg Henrik also used the dialogue as a tool to entice specific businesses to establish themselves in the area. With some actors this was successful and with other it was not, like HM who still thought they lacked financial incentive to do.

In both Nödinge and Nya Hovås the result of the dialogue was shared with other actors involved in the planning process. The result from the original dialogue for the deepened masterplan in Nödinge was presented to the four architecture firms that did the sketch proposal, so they could have them in mind when making the proposals. Additionally, one of the biggest property owners in the area, Balder,

was part of the project group alongside the municipality and tried to consider the dialogue in their decision-making process as well. When the result from the dialogue in Nya Hovås regarded the architecture of the area, they brought those requests to the actors responsible for the architecture. Furthermore, they involved both Västtrafik and the Swedish transportation administration in the planning process.

In all three cases, the interviewees had a few specific examples of how the dialogue had affected the result. In Nödinge the most notable example of how the dialogue affected the result is the creation of the park and the focus on greenery in the detail plan. Furthermore, Anna-Karin states that when it comes to the public space the result of the dialogue has influenced the result a great deal. If the dialogue had not happened, not as much focus might not have been placed on meeting places, on creating a square and on greenery. The desire for more greenery was made in Falkenberg as well. However, Henrik did not know if that was something that came to fruition there.

The idea for the food audition came due to there being many different actors that wanted to open a restaurant and Next Step Group thought that the people living in the area would be the best judges. Johanna stated that the person who won the audition might not have been chosen if they instead had judged on previous merits or turn-over as she was young at the time and had not owned a restaurant previously. This, therefore, was a specific example of how the different dialogues affected the result. Furthermore, Johanna states that the winner has been very successful and that she now is one of Nya Hovås greatest ambassadors. In Falkenberg, the specific example Henrik gave that could be attributed to the dialogue was a permanent playground and 2 hours free parking. Henrik stated that he believed this was an environmentally friendly solution because people would then not drive further to a shopping mall to do their shopping.

4.4.8 Success factors

Table 12: Dialogue successfactors

Nya Hovås	Nödinge	Falkenberg
<ul style="list-style-type: none"> • The dialogue having a specific place → The project establishment • Combination of digital tools and face to face meetings • Limitation and direction imposed by the designers of the dialogue process: <ul style="list-style-type: none"> • Prototyping • Using signs to communicate with the public • Maintaining control over the first-floor establishments • Starting the dialogue early 	<ul style="list-style-type: none"> • The individual designing the dialogue process → Worked with dialogue before • Elicit a sense of urgency in the participants • Adding digital tools • Limitation and direction imposed by the designers of the dialogue process: <ul style="list-style-type: none"> • Asking specific questions • Explaining what conditions are in place • Temporary installation to show that the participants' opinions are being considered during the long planning process • Targeted actions toward children and teenagers to get their perspective. • Identifying the underlying needs of a request • Achieving diversity in the participation group: <ul style="list-style-type: none"> • Combine dialogue activities with other event → reach a larger target group for example people born outside of Sweden • Going through different associations 	<ul style="list-style-type: none"> • The individual designing the dialogue process → Collaboration between professionals with various backgrounds • Support from decision makers • The dialogue having a specific place → the cube • Having funds allocated to the project for small fixes • Using sources such as newspaper to share when a request had been realized • Acknowledge other individuals contributions to not create resentment from officials towards the dialogue process • Achieving diversity in the participation group: <ul style="list-style-type: none"> • Using language learning events as dialogue opportunities to get individuals born outside of Sweden's perspective • Going through various associations • Engaging schools to get children involved

	<ul style="list-style-type: none"> • Consulting various council such as yough, elder or disable counsils • Digital solution → easy to translate into various languages • Engaging schools to get children involved • Having other representatives for the need of groups that will not get involved in the dialogue process • Identify which groups that it possible to engage and which groups are not • For request that the municipality lacks control over→Creating the right conditions to fullfill these requests 	
--	---	--

In Nödinge and Falkenberg the importance of who was part of designing the dialogue was highlighted. Maria mentioned that it is advantageous to have people working with the dialogue having been part of many dialogues previously as they have knowledge about what works and what doesn't. In Falkenberg, Henrik stated that one of the success factors was the collaboration between the four people that were part of designing the dialogue process and their different backgrounds. Henrik had a background in marketing, more specifically in consumer behavior and business economy, the second person had an academic background in citizen dialogue, the third was a communicator who could describe the intention of the project well, and the fourth was the city architect who was knowledgeable in the municipal system.

Henrik further highlighted the importance of having the decision-makers' support. Even though there was quite strong opposition to the dialogue by some politicians the dialogue was performed due to the director of the board of the municipality supported the initiative. Henrik remarked that it is similar to the opposition that one encounters when making any sort of change that is not part of the established system and that strong individuals and clear directives are needed to achieve a change.

In both Falkenberg and Nya Hovås, having a specific location designated for the dialogue was viewed as beneficial. Henrik stated that the benefit of having a place to meet, like the cube, is that it is possible to have two-way communication, making it possible to get both a quantitative analysis and a

qualitative analysis as it is identifiable how many people care about an issue but also why they care about an issue. In this way, the dialogue was similar to the method of having a focus group.

In Nya Hovås, Johanna stated that being present in the area was a success factor due to them always being available. She contrasted this with a government entity or other companies that you can only contact at certain times or not at all. At Nya Hovås people could just drop into the project establishment or Next Step Group could walk around in the area and talk to important actors, such as the manager of the Ica store or the staff of the fish truck. By being present, they could also discover if there were any issues at any time in the process.

In Nödinge, Maria stated that people's sense of urgency was important to get them invested in the dialogue process. Compared to other dialogues the municipality of Ale had undertaken, it was quite easy to get people involved in the deepened masterplan as it dealt with extensive changes to the area that people consider to have an impact on them personally. This made people react, and therefore, they got more answers from that dialogue.

In both Nödinge and Nya Hovås, adding digital tools to the process was viewed as beneficial. Johanna thought that a combination of a digital tool and physical meetings, such as in the establishment for the project and in the square, was ideal. Her opinion was that the digital tools were a bit impersonal and that you get a more nuanced picture of people's underlying needs by meeting people face to face. In Nödinge, the digital tool was thought of as beneficial to reach the group of 25-35 who are usually busy. This age group might not have time to come to the square and have a discussion in person but might have time to fill out a questionnaire.

Digital tools were also highlighted as beneficial in Nödinge to solve the problem of making sure that the citizen's opinion from the dialogue is being considered in the planning process and not forgotten about. In the development of FÖP Älvängen, a later dialogue that is still ongoing, Ale has an internal map called the “civil development” map with different layers that can be turned on and off. One of those layers is the opinions of the citizens. Anna-Karin stated that having a layer like this, that shows what places are significant to the inhabitants of Ale municipality is of great importance, as it can be considered in the planning process.

In both Nödinge and Nya Hovås, it was believed that for the dialogue to be successful, it must consist of some limitations and directions from the designers of the dialogue. Maria stated that it is important to make the participants aware of the prerequisites of the dialogue: what can and cannot be changed so that the output from the dialogue is something that is anchored. In Nya Hovås, prototyping was important since starting from a blank page was believed to be too abstract for people. Johanna stated that it is important to showcase your plans and to steer the dialogue to make progress. If this is not done, the dialogue process could take years. However, even though Johanna thought the dialogue should have direction, it is still important to let it be an open process. Johanna compared it to the difference of saying “This is how it will be” to “This is what we are thinking”. Based on the response, the first prototype can be adjusted in an iterative process until a result is reached.

Anna-Karin stated that the most successful dialogues are those that ask specific questions and are clear with what conditions are in place. If broad questions are asked, broad answers will be received which might be appropriate before delimitations are placed on the process such as in the process of

creating the FÖP. This can create the opportunity to discover new perspectives and aspects not previously considered. This new perspective was something Anna-Karin experiences when having a dialogue about what to do with a place where a building would be demolished. Normally, when demolishing a building, everything is removed, but in this instance, someone suggested keeping the foundational concrete slab, which is now in use. Maria stated that it was important to be open-minded toward this happening. Anna-Karin agreed, however, stating that it is important to still be clear of what conditions are in place.

Maria pondered over the issue of how to provide feedback and showed that the participant's opinions are being considered while the planning process is ongoing. One suggestion she had was installing temporary solutions, such as a temporary park. The brochure where Anna-Karin compiled the result from the dialogue was also a way to provide feedback. In the later part of the planning process, they also tried to communicate that certain aspects came from the dialogue, but Anna-Karin stated that there was room for improvement in that aspect.

In Falkenberg Henrik stated that the fact that they had gotten 2 million SEK over a period of for years allocated to doing small fixes such as benches and flags etc meant that those kinds of suggestions could then be implemented quickly and easily. When something from the result of the dialogue was realized Henrik could tell the newspaper that that was something that came from the dialogue which showed the citizens that they were being listened to.

In Nya Hovås they put up signs in the area to communicate with the public. The signs kept the citizens informed during construction, often in a humorous tone such as “Are we blowing things up again? Yeah we are sorry for that”. These signs often had a number on them where citizens could call if they had any thoughts or opinions and they could also be used to inform about dialogue events, such as the breakfast meeting.

In Falkenberg when the result from the dialogue was issues that politician had wanted to work on before Henrik said that they learned that it was important to acknowledge that and to position the dialogue as being advantages in this regard, to not create resentment from the politician. In this aspect having a communication expert being part of the team was helpful.

Maria states that children and teenager have difficulties making their voices heard on their own so more targeted action that is adapted to their age group is required to include them in the dialogue process. Anna-Karin also mentioned that older children and teenagers are a group that has been hard to target. To remedy this, targeted actions were taken to get them to participate in the dialogue by, for example, engaging the local youth council, which is very active in Ale. Anna-Karin stated that to get as diverse group of participants as possible it is important to identify which groups you want to participate and what channels to use to reach out to them. To reach some groups, it is not enough just to open a dialogue; some groups must be sought out specifically.

Efforts should be made to plan how to reach different target groups. Anna-Karin stated that advertising on Instagram and Facebook is not an effective way to reach teenagers any more and suggested that TikTok would be more suitable. Furthermore, she stated that it takes effort to be as updated on trends as teenagers are. Another success factor is to capture their interest when the result of the dialogue might not be visible for 10-15 years. Being able to interpret what the underlying to a request is also

important. Maria gave an example about a teenager asking for a fast food restaurant, is that a need for a meeting place for people their age or for inexpensive food?

Attracting more people born outside of Sweden was an issue that the dialogues in both Nödinge and Falkenberg grappled with. In Falkenberg they learned from the dialogue in the cube and developed an event called “walk and talk” for a concept called a “language buddy” where an immigrant is paired with a Swedish citizen to learn Swedish. In the “walk and talk” event, the pair was tasked with walking around Falkenberg for an hour and talking about what they found attractive about the city center and what they found boring. After an hour had passed, all the pairs gathered and discussed their findings, and Henrik collected the information and presented it to the politicians of the municipality of Falkenberg.

In Nödinge Anna-Karin had a suggestion for how to attract more people born outside of Sweden. She stated that doing the dialogue during another event might be advantageous because a wide target group can be reached. She further stated that special provisions might have to be made for non-Swedish speaking people. Here, Anna-Karin stated that digital solutions were advantageous as they could be translated into many different languages (such as having a QR code on a poster, for example). This was especially important in Nödinge where the largest population of people born outside of Sweden reside in the municipality.

Going through different associations and special groups was also raised as a possible solution to reach marginalized groups in both Falkenberg and Nödinge. Anna-Karin stated that to get the perspective of the needs of different groups, various councils can be consulted, such as the youth, elderly and disabled council. Understanding the needs of someone with a disability might be especially hard and Anna-Karin stated that she got useful information from the disabled council about how to make places accessible for, for example, wheelchair users and the visually impaired. In Falkenberg, Henrik also suggested that if a dialogue dealt with a specific topic, an association suitable for that topic could be consulted. He gave the example that if the topic of the dialogue was sustainability, the cycling promotion association could be consulted.

Both Henrik and Anna-Karin mentioned the role that schools have in getting children involved. In Falkenberg to get more children involved Henrik suggested making this kind of participation mandatory in schools. To get children more involved and knowledgeable in civic development Anna-Karin wished that it was part of the school curriculum, so even if there were no ongoing citizen dialogue at the time children would still know how it affected them and how they could influence.

To solve the issue of people not participating in the dialogue being forgotten about, Anna-Karin stated that while it is important to listen to the participants of the dialogue it is important to have an even wider perspective to accommodate those who don't get involved. This could be done by being in contact with the welfare office or the youth council to get perspectives not automatically considered. Maria added that even though they try to have a wide target group, they cannot reach every group. It's therefore important to talk to someone that understands those groups' needs.

To reach as many groups as possible, Anna-Karin stated that it is important to have a wide perspective early in the process. Maria added that it is important to identify what groups they can and cannot

reach and assess along the process. Sometimes, due to a restriction in time and resources, it might be necessary to make prioritization where the goal is not to reach every group. Where to put the municipalities' resources is a decision made both by the higher-ups in the organization and the politicians. One example of this is that there is a commitment from the municipality to strengthen children's influence in the civil planning.

Even though many suggestions for specific functions from the dialogue were not in the municipality's power to fulfill, Anna-Karin stated that they had the ability to create the right conditions for those functions to be present. Anna-Karin stated that the municipality has a responsibility to do what it can to bring people to the city center. This could be done by, for example, placing the municipality office and the public library. These are public functions that bring people to the city center. Furthermore, the municipality has 500 employees, which, if the office is situated in the city center, can bring customers to businesses there.

In Nya Hovås the request for specific business was solved in a different way. By contracting in a provision to be allowed to buy back all the first floors when Next Step Group sold the building rights to the construction companies they could decide what functions inhabited the first floors. This, in turn, made it possible for Next Step Group to allow one establishment to be empty for a few months until they found the right tenants and that different stores would not compete. Tenants were also promised support and help from Next Step Group as they have an interest in small actors succeeding. Next Step Group also assisted with moving tenants if they needed a bigger or smaller space.

Next Step Group starts the dialogue process early, sometimes before they even sent in the planning application, to get input on the project. Starting this early in the process, they can discover if the project is right for the area and if the nearby neighbor wants it. For Next Step Group the dialogue process was a continuous process starting even before the project started and ending with the finished product.

6. Discussion

The discussion consists of three parts. In the first part, activities and methods of dialogue used in the three cases are compared. The second part is devoted to discussing how the three cases diversify the participation group and what could be done differently to answer the research question: How can the dialogue attract a diverse group of participants? Lastly, aspects of the dialogues that could be connected to the four criteria to achieve functional diversity will be identified. These will be discussed based on whether the dialogue had a positive, negative or no effect in regard to the criteria to answer the research question: Does a citizen dialogue align with the concept of functional diversity?

6.1 Dialogue activities and method

Both in scope and time frame, the dialogue activities and method vary considerably between the three cases. In both Nya Hovås and Nödinge, the different dialogue activities were conducted over many years, while in Falkenberg, the two parts of the dialogue were spread out by only two years, and the second part was mainly a follow-up to the first meeting. The amount of different dialogue activities is additionally much larger in both Nödinge and Nya Hovås. Getting an overview of the process is, therefore, more challenging in these two cases than in Falkenberg. Additionally, neither participant in the interviews conducted for this study for the Nya Hovås and Nödinge case was part of the dialogue process from the very beginning. This can result in possible inaccuracies and further difficulties in getting an overview of the dialogue process. However, in Falkenberg Henrik was part of the whole process.

Though the activities vary between the three cases, some similarities can be found between them. In Falkenberg and Nya Hovås a specific place was dedicated to the project. In Falkenberg, that took the form of a cube, and in Nya Hovås, this came about with the later addition of the project establishment. This provided a physical representation of the dialogue process, and especially in the Falkenberg case, it raised people's curiosity and interest in the dialogue. In Nya Hovås, having the establishment meant people could drop in spontaneously. Encouraging spontaneous meetings might be a way to diversify the result of the dialogue both in who participates and what suggestions and opinions they might express.

The use of models was a tool used in both Nya Hovås and Nödinge, which provides a visual element to guide the dialogue. In Nya Hovås it was used early in the process to show the developers' vision for the area. This facilitated communication of the goal of the dialogue to the participants, which gave the dialogue direction. It's likely that the opinions they got from the participants were more useful because they understood the developer's vision for the project. This contrasts with the Falkenberg dialogue, which was designed to be very open. This could result in getting entirely new perspectives but could also open it up for opinions that are not feasible. However, Henrik's presence might have mitigated this risk as he could explain what is doable and what is not.

The reason for performing the dialogue in Nya Hovås seems to be motivated both by the necessity to meet the opposition previous schemes for the area had met. A common critique of citizen dialogue found in the literature is that citizen dialogue can become manipulative when participants are promised influence but then don't get it. The participants of the dialogue in Nya Hovås did from the start have a high level of power limiting this risk. In Nödinge, there was a municipal directive to perform dialogues with the residences of the municipality. As stated by Jenny in the interview about

citizen dialogue this might be a less powerful motivation as it is not sprung out of necessity. In Nya Hovås, the dialogue was not a point to be crossed off a to-do list but was born out of a real need to meet the opposition to realize the project at all.

6.2 Diversity in the participation pool

An assumption made early in the writing process was that a more diverse pool of participants would yield a more diverse result to the urban environment. In the dialogue activity in Nödinge, where ballots were utilized, the participants got to answer what their age and gender were. In Nya Hovås and Falkenberg no formal record of the demographics that participated were kept. Johanna stated that due to no record being kept of the demographic groups, she did not know if any group was over or under-represented. Henrik stated that white, older men were overrepresented. As he manned the cube the entire time, this can be viewed as credible information. Having concrete data on who has participated in the dialogue is the first step to identifying if there are any over or underrepresented gender or age groups.

In all three cases, the interview participants felt certain that the information about the dialogue had reached most people, but in both Falkenberg and Nödinge, some groups were still under- or overrepresented. The participants of these two interviews stated that communication was not an issue to reach everyone but that it was not enough to diversify the participation pool. In Falkenberg, Henrik stated that they had made efforts to make the dialogue accessible to more groups by providing ramps to the cube, advertising in different languages and engaging interpreters. However, this did not get the desired effect. In both Nödinge and Nya Hovås, the efforts to actively seek out different groups by visiting schools or different community associations were deemed to be a success factor in diversifying the participation group.

Simply performing a dialogue was deemed not to be enough to reach every group in society due to it being based on voluntary participation. Some groups will be very willing to participate, have the tools to communicate their needs and have trust in the system of government that their opinion will be taken into consideration. In Falkenberg, Henrik asserted that most of the participants were older men, many of them being or having previously been politicians, and that they knew how to express themselves and what channels to use. This validates the critiques that a citizen dialogue enhances already strong voices in society. Active measures to counteract this possible negative outcome should be deployed. To get a diverse set of participants, the designers of the dialogue must think of the different groups they want to reach and reflect on how to find them.

In Nödinge one group that it was hard for them to reach was people addicted to substances. Anna-Karin stated that they know that these people will not attend a dialogue event. Additionally, these individuals' experiences are likely vastly different from the planners', and their needs can therefore be forgotten about. A complement to a dialogue could, therefore, be seeking advice from people who have insight into their situation, for example, a social worker. As was pointed out to the people working with the dialogue in Nödinge, these people will not disappear just because they are not planned for.

How to tend to this group's needs is also important to have in mind when it comes to other groups' needs, such as families who might not feel safe. In Falkenberg, this was an issue when the result from the dialogue showed a desire for benches, but Henrik believed that this would attract people addicted to substances, which in turn would deter families from the square. Not installing benches might not

be the right solution, but rather planning for both groups, such as having a designated area where using substances is allowed, similar to what Anna-Karin stated they had done in an area in Gothenburg.

Other groups that were not part of the dialogue to the extent proportional to their demographic numbers were people born outside of Sweden. One of the stated reasons for this was that some of them might not be used to a governing body, such as the municipality, asking for the citizens' opinions. In both Falkenberg and Nödinge, going through associations to get this group involved was stated as a possible solution.

Another possible reason for some people's unwillingness to participate in the dialogue process might be explained by the long project times in the construction industry. This might lead people to believe that nothing is being done with their suggestion, which creates distrust in the dialogue process. In Maria's interview for the Nödinge case, she stated that temporary installation might be a solution to show the citizens that their opinions are considered. Additionally, deploying temporary installations enables more efficient use of the land during the development and adds a time element to mix-use.

In Falkenberg the cube had quite extensive opening hours, from 9 am to 9 pm, which was done due to the belief that this would diversify the group of participants in the dialogue. By doing this, people that operated on different timescales could be reached. Individuals who worked could come in the evenings, and people who did not could come during the day. Additionally, the functionality of the square where the cube was placed, albeit during the limited time the dialogue was being performed, was expanded. The cube itself attracted people, as Henrik stated that some people curious about the cube came in, and that led to interesting conversations. However, having a single event reduces the likelihood of tailoring the dialogue to different groups, while having a wide variety of different dialogue activities in different mediums might be a way to diversify the pool of participants. Henrik was the interview participant who expressed the most concern about the lack of diversity in the participants of the dialogue, and the lack of variety in the dialogue activities in the Falkenberg case might be a reason for that.

6.3 Citizen dialogue contribution to functional diversity

In this section, how the citizen dialogues from the three cases contributed positively or negatively to functional diversity will be discussed based on the four criteria set in the functional diversity framework.

6.3.1 Primary function mix

Jacobs (1961) first condition deals with a mix of different functions. She states that the most important functions that should be mixed are primary ones such as workplaces, residences and education. The reason for this is that primary functions attract people to an area and mixing them results in people populating the area at different times of the day. Secondary diversity, such as shops and restaurants, will appear primarily as a result of primary diversity. However, one of the misunderstandings that Giovanni Fusco brought up in his interview was the focus on functional mix. He stated that it's a common misconception that if functions such as dwellings, workplaces and retail are placed in proximity it will inherently create an enjoyable urban experience. Instead, he advocates focusing on proximity to a well-designed public space. It is not the functions in themselves that generate pedestrian

flow but rather a well-designed public space. When this is done correctly functional diversity will appear as a byproduct.

In Nödinge their vision of creating a larger offering of services was based on the dialogue processes. Additionally, it was used to confirm the needs and wishes of the citizens of the municipality. In this aspect the dialogue can be viewed as positive to create a mix of functions. The dialogue confirmed that a larger offering of services was desired by the municipality's inhabitants, and therefore, the municipality added that to their vision. Additionally, the services offered will be better tailored to the area because the municipality is aware of the inhabitants' wishes.

Bringing different functions to the area was a strategy that Next Step Group used to make Nya Hovås attractive to new residents. Their vision for the area was for residents to have proximity to services, commerce, nature and transport. The municipality had a similar vision of developing Nödinge center into a small-scale city by increasing the offerings in the area. The municipality believes that if different functions such as dwellings, commerce, services, and offices can be more concentrated, this will lead to a more enjoyable and livelier Nödinge city. A belief that aligns closely with the vision of functional diversity.

In both the dialogue in Falkenberg and Nya Hovås, the primary focus of the dialogue was on what functions the participants wanted to bring to the area. Most of the specific functions that were brought up in the interview were for what can be described as secondary functions, such as clothing stores, cafes and restaurants. Having diverse and interesting secondary diversity is important for both the economic health and liveability of an area (Jacobs, 1961). Johanna stated in her interview that these functions are central to transforming an area into a destination. However, secondary diversity alone can very rarely attract people to an area to be economically viable (Jacobs, 1961). A mix of primary functions is needed to sustain secondary diversity.

However, the focus on secondary functions does not necessarily mean that the dialogue would have negative effects on functional diversity. Provided that the participant of the dialogue does not actively oppose a mix of primary functions, which has not been identified in any of the three cases, the developers of the area can plan for a mix of primary functions. This can be done to create support for secondary diversity, which was identified as a desire from the dialogue. If opposition to a mix of primary functions has been identified, the developer can utilize the two-way nature of dialogue to inform of the benefits of mixing primary functions to create secondary diversity. However, it's important to be mindful so that the dialogue does not become manipulative.

Additionally, some functions that can be viewed as primary functions were requested, such as a swimming pool in Nödinge and a playground in Falkenberg. Additionally, in Nya Hovås, the school came about as a solution to the concern brought up in the dialogue that the area was not safe for children (Eriksson & Nylander, 2016). If not brought up by the participant of the dialogue, primary diversity must be planned for by the developers of the area, such as mixing workplaces and residences. This was done in Nödinge by adding the municipality headquarter to the square and a public library to create demand for surrounding businesses.

Many of the requests made in the three cases were for specific commercial actors, such as restaurants, cafes and clothing stores. Getting specific commercial actors into the area poses a problem for the actors leading the dialogue as that is not something they have control over. Giovanni Fusco, in the 15mC-interview, states that commercial actors will only establish themselves where it is economically

profitable to do so. In Nödinge their solution to this was to create the opportunity for different actors to establish themselves by stipulation that a certain percentage of the first floors should be dedicated as stores and businesses. Additionally, they added the municipality headquarters to the plans to create support for surrounding businesses. In both Falkenberg and Nya Hovås, the developers took a more active role by contacting specific businesses that had been requested in the dialogue to show that there was a demand for their business in the area. In Nya Hovås, Next Step Group also had a high level of control over the businesses that established themselves in the area, as they owned the first-floor shops and could, therefore, decide who to rent to.

In the Falkeberg case, Henrik stated the importance of him having the broad position of being City Center Leader. He could identify which actors, whether private property owners, commercial actors, company associations or municipality administrations, would be able to realize the suggestion. Additionally, he could act as facilitator and communicator between different entities, for example, setting up meetings between a restaurant owner and the building permit office to discuss a potential outside seating establishment. This highlights the importance of having broad, interdisciplinary knowledge.

Henrik stated that he had identified that people believed that without commerce in the ground floors in the city center, the place would lack vibrancy. Though other functions exist, commerce is an important part of functional diversity, and here, the dialogue has identified a desire for it. Henrik wished to use the dialogue to get people to appreciate other things that made the city center attractive such as the cleanliness of the place. Other aspects such as this are important in creating an attractive space, but from a functional diversity perspective, without public function, a city center will not have much possibility of attracting people, which in turn makes it uninteresting. However, many of the suggestions were for commerce, so it did not seem to affect the dialogue in a negative way from a functional diversity perspective.

In Nya Hovås, the concept of Chronotopia has been applied in the school building. From the dialogue, it was identified that the area was not felt to be a safe place for children, and the school building came about as a result of this (Eriksson & Nylander, 2016). Additionally, requests from the dialogue were made for places where different associations could gather. This was realized in the school building so that the buildings are used by the students during the day and by the association at night, transforming it into a multipurpose space. Whether or not it was a request that the school would be the space for the associations to meet was made during the dialogue is not clear. However, making this request made the multifunctionality of the school building possible.

The desire to improve public space was brought up in both Nödinge and Falkenberg to get greenery into the urban environment and to enhance the social aspect by creating meeting places and outdoor seating. In the interview about the 15mC, Giovanni Fusco highlighted a convivial public space as the most important aspect to focus on rather than a focus on functional integration.

6.3.2 Built urban fabric

The inherent nature of dialogue in comparison to the consultation is its early introduction into the planning process. This was highlighted in the definition given by both Johanna in Nya Hovås and Anna-Karin and Maria in Nödinge. By the dialogue being introduced early in the process, it has the opportunity to affect the built urban fabric. One example of this is in the dialogue Nödinge, where the

request was made for a more defined square in Nödinge Center. One of Next Step Group's motivations for performing a dialogue in Nya Hovås was that they had identified a mismatch in when input was beneficial for them and when the public interest was raised. Often, this occurred when structures were already being built and results in the built urban fabric started to show. This confirms that the built urban fabric is an aspect that the public is invested in, but at that stage, it is too late for the citizen's opinion to have an effect. By employing dialogue early in the process, this interest can be utilised.

Walkability has been identified as an aspect of the built urban fabric that affects functional diversity. In both Nya Hovås and Falkenberg, issues relating to car infrastructure were brought up in the dialogue. During the open house early in the Nya Hovås dialogue, the desire was raised to add another entrance lane to road 158 due to congestion often forming there. In Falkenberg, the desire for free parking space in the city centre was raised, and it was something that was realised from the dialogue. Expanding car infrastructure can affect walkability, so this aspect can exemplify how a citizen dialogue can have a negative effect on functional diversity.

For the private citizen, the car might present freedom and convenience; however, car infrastructure directs available space away from walking infrastructure and improving walkability plays a crucial role in functional diversity (Talen, 2006). Improving walkability additionally is beneficial in reducing car congestion, which was the concern brought up in the dialogue, while providing extra road capacity by adding a lane can worsen road congestion (Talen, 2006) (Goodwin, 1996). This could be seen as counterintuitive for a private citizen, and improving walking and public transport infrastructure might not be viewed by the participants of the dialogue as having been heard. This can lead to dissatisfaction among the participants of the dialogue. It is important for the professionals involved in the dialogue to use the two-way nature of dialogue to communicate that the concern presented in the dialogue has been handled, just in another way. Otherwise, the dialogue will be perceived as manipulative.

Additionally, the design of the dialogue is crucial to get a result that is beneficial for functional diversity without being manipulative. In Nödinge, the ballots that were sent out to the residents, they asked, "What do you need in Nödinge to be able to manage your everyday life without a car?". This involves the citizen in sustainable city development. It informs the citizen of the municipalities' goal of reducing car-dependency while communicating that they will do this transition with minimal loss of convenience for the citizens.

Another issue was that Next Step Group did not have control over the roads as they are owned by the Swedish traffic authorities. Johanna expressed concern over how the width of the road would affect flows in the area. As the road was part of the existing structure in the area it was an aspect the dialogue could not influence.

6.4.3 Diversity of Buildings

Though Jacobs (1961) frames these criteria as keeping existing structures, the essence of the criteria could be interpreted as providing affordable housing for both functions and people.

No instance of this criterion has come up in the interviews for the cases. However, in her interview about citizen dialogue, Jenny states that affordable housing was one of the requests most frequently cited in her work with dialogue. One explanation for the prevalence of this concern could be that Jenny works in lower-income areas where this concern becomes much more pressing for the inhabitants. However, this concern is not only important from a gentrification and social

sustainability perspective; functional diversity is also dependent on the existence of a variety of different housing options. This is due to newer businesses relying on affordable spaces until they are thoroughly established and have enough turnover to be housed in more expensive accommodation.

In the two previous criteria, the professional responsible for arranging the dialogue can incorporate these aspects into the plans to benefit the functional diversity if it was not brought up by the participants. However, for this criterion, it might prove a challenge for the professionals to navigate, especially if the dialogue process is led by a private company, like in Nya Hovås. Private companies might not have an economic incentive to build cheaper housing or keep existing buildings that can house economically vulnerable people and functions, which will lead to resistance on their part. Law might be required to get this criterion through, or if the dialogue is led by the municipalities, policies should be developed ensuring the existence of cheaper accommodations.

6.4.4 High population density

In Nödinge, participants expressed various options on the height of the buildings. Some participants wanted limits on heights of a maximum of three stories, and others, mostly younger people, wanted much higher buildings. How high the building in Nya Hovås would be was one of the early concerns in this dialogue. Building height is a factor that can affect density, which needs to be relatively high to support functional diversity. However, ground coverage is another factor in density and is possibly more crucial. If ground coverage is high, the building is only required to be moderately high to achieve high density levels.

Another early concern raised in the Nya Hovås dialogue was the raised population density and that the character of the area would change. Previous attempts to densify the area had met harsh opposition from residents in the surrounding areas. Opposition to densification poses a risk to functional diversity, as density is important to create support for a variety of functions. To meet these concerns, the professional performing the dialogue can explain the need for density to functional diversity, identify underlying causes of the concerns and address these. In Nya Hovås the dialogue is credited with getting approval for the densifying project, so in this regard, the dialogue was not only beneficial but necessary. The use of the model early in the process to explain how they were planning to build densely but on a small scale might have had an effect on the resistance that earlier development plans of the area had met.

7 Conclusions

Sub research question: What are the main components of functional diversity?

- A mix of primary functions
- Short blocks
- Housing diversity
- High population density

Sub research question: How can the dialogue attract a diverse groups of participants?

To foster a wide and diverse range of participants, it's crucial to identify different societal groups and develop strategies for how to engage them in the dialogue process. Special attention should be given to more vulnerable groups who might be less inclined to participate through open invitations. Collaborating with associations and interest groups may offer an effective approach to reaching immigrant communities or individuals with disabilities. For those who cannot be directly engaged in the dialogue, planners should establish communication channels with advocates and intermediaries who understand their needs and can represent their interests.

Main research question: Does a citizen dialogue align with the concept of functional diversity?

1. **Primary function mix:** A large variety of functions was desired by the participants of the dialogue; however, secondary functions were most frequently requested. Therefore, it is the responsibility of professionals organizing the dialogue to plan for an appropriate mix of primary functions, to provide support for secondary functions. Public space plays a crucial role in mixing primary function in its role as trans-functional. Improving public space was brought up in two of the three cases, and the dialogue was, therefore, beneficial in creating functional diversity.
2. **Urban form:** The early introduction is often inherent in the dialogue process. This means that it can have a tangible effect on the built urban form. In one of the cases, it was identified as an aspect that people often take an invested interest in. Urban forms also impact walkability, which is a crucial element in achieving functional diversity. In two of the three cases, the desire to increase car infrastructure was stated, which could negatively impact walkability and, consequently, functional diversity.
3. **Housing diversity:** This criterion was not brought up in any of the cases examined. However, it was highlighted in the interview on citizen dialogue as an essential desire in economically vulnerable communities. This underscores the importance of people of different socioeconomic backgrounds participating in the dialogue, particularly as market-driven interests may counteract the provision of affordable housing.
4. **Density:** Concerns that could affect diversity emerge in two of the three cases. The first concern was building height, which can affect density but doesn't have to be detrimental as long as ground coverage remains high. The second concern was for an increase in population levels, aka density itself. The dialogue was instrumental in addressing these concerns, and the use of a model to show how to build densely on a small scale helped create support for a higher-density solution.

A key advantage of dialogue is the collaboration between professionals and private citizens, each providing valuable knowledge to the process. As stated by Wates (2014), the citizen has insight based on personal experience and including them in the process will make the result more appropriate to the area. However, as stated in the interview about the 15-minute city, planners also have valuable knowledge that they should defend. The prime input that has been identified that the citizen contributes to functional diversity is a desire for it. Professionals might possess specific knowledge that is vital to achieving functional diversity, especially when it comes to the need for primary function and density and how urban morphology affects functional diversity. It is important to be mindful of the balance between professionals and citizens to avoid the dialogue from becoming manipulative and to achieve the best result.

Literary sources

- Andersson, L. G., Henriksson, L., Torell, J., & Olausson, O. (2016). *Kvaliterna i Nya hovås* .
- Arnstein, S. R. (1969). A Ladder of Citizen Participation. *Journal of the American Planning Association*, 35(4), 216–224.
<https://doi.org/10.1080/01944366908977225>
- Bellander, G. (2005). *Blandstaden: ett planeringskoncept för en hållbar bebyggelseutveckling?* Formas .
- Berg, B. L. (2009). *Qualitative research methods for the social sciences* (7th ed.). Allyn & Bacon.
- Gillham, B. (2011). *Forskningsintervjun Tekniker och grunder* . Studentlitteratur AB.
- Bryman, A. (2021). *Samhällsvetenskapliga metoder* (3rd ed.). Liber Ab .
- Castell, P. (2013). Stegen och trappan-olika syn på deltagande . In *Framtiden är redan här: Hur invånarna blev medskapare i stadens utveckling* .
- Corkhill, E. (2013). Stegen och kuberna- vad döljer sig bakom medborgardialogen? In *Framtiden är redan här: Hur invånarna kan bli medskapare i stadens utveckling*.
- Eriksson, J., & Nylander, O. (2016). *Mer dialog med fler* . Reproservice .
- Fainstein, S. S. (2005). Cities and diversity: Should we want it? Can we plan for it? *Urban Affairs Review*, 41(1), 3–19. <https://doi.org/10.1177/1078087405278968>
- Grant, J. (2002). Mixed use in theory and practice: Canadian experience with implementing a planning principle. *Journal of the American Planning Association*, 68(1), 71–84. <https://doi.org/10.1080/01944360208977192>
- Henecke, B., & Khan, J. (2002). *Medborgardeltagande i den fysiska planeringen - en demokratiteoretisk analys av lagstiftning, retorik och praktik*.
www.soc.lu.se/info/publ,
- Hopkinson, L., Hiblin, B., Wedderburn, M., Chatterjee, K., Cairns, S., & Frearson M. (2024). *THE PEDESTRIAN POUND 3RD EDITION*.
- Hoppenbrouwer, E., & Louw, E. (2005). Mixed-use development: Theory and practice in Amsterdam's Eastern Docklands. *European Planning Studies*, 13(7), 967–983.
<https://doi.org/10.1080/09654310500242048>
- Jacob, J. (1961). *Death and life of great american cities* .
- Joseph Rabianski, B. S., & Sherwood Clements, C. J. (2007). *Mixed-Use Development: A Review of Professional Literature Prepared for and Funded by The National Association of Industrial and Office Properties Research Foundation*.
www.naiopr.org.
- Klingberg, E. (2006). *När nyurbanismen kom till stan* . Norhaven paperback.
- Langlet, L. (2015). *Medborgardialoger: 250 exempel från Sverige* . Sveriges kommuner och landsting .
- Latham, A., & Layton, J. (2019). Social infrastructure and the public life of cities: Studying urban sociality and public spaces. *Geography Compass*, 13(7).
<https://doi.org/10.1111/gec3.12444>
- Lavelid, R. (2020). *Koden för en bra stad: Hussmans Paris*. AB Svensk byggtjänst .
- Loit, J. (2014). *En stad i världsklass-hur och för vem?*
- Moreno, C. (2024). *The 15-minute city* . John Wiley & sons.

- Moreno, C., Allam, Z., Chabaud, D., Gall, C., & Pratlong, F. (2021). *Introducing the “15-Minute City”*: Sustainability, Resilience and Place Identity in Future Post-Pandemic Cities. <https://doi.org/10.3390/smartcities>
- Olsson, H. (2016). *Stort och smått om centrum utvecklingen i Falkenberg OFFENTLIGA RUMMET ÅTERKOPPLINGEN 2016.*
- Pozoukidou, G., & Chatziyiannaki, Z. (2021). 15-minute city: Decomposing the new urban planning Eutopia. *Sustainability (Switzerland)*, 13(2), 1–25. <https://doi.org/10.3390/su13020928>
- Qu, L., & Hasselaar, E. (2011). *CHOICE, VOICE AND LIVEABILITY IN RESIDENTIAL PLACES MAKING ROOM FOR PEOPLE.*
- Stenberg, J. (2013). *Medborgarens roll i planering - globalt och lokalt perspektiv.* Majorna Grafiska AB.

Web-based sources

- Boverket* . (31th of Mars 2023). Collected from Varför satsa på utökad medborgardialogue: <https://www.boverket.se/sv/PBL-kunskapsbanken/teman/medborgardialogue/utokad/>
- Regeringskasliet* . (4th of April 2023). Collected from Agenda 2030 | Mål 11 | Hållbara städer och samhällen: <https://www.regeringen.se/regeringens-politik/globala-malen-och-agenda-2030/agenda-2030-mal-11-hallbara-stader-och-samhallen/>

Appendix 1: Interview questions cases

1. Could you describe your role?
2. What is your definition of a citizen dialogue?
3. What was the motivation for performing a citizen dialogue?
4. How was the dialogue you been part of designed?
5. At what stage of the process was the citizen dialogue performed?
6. Who took part of the dialogue?
7. How were the participants found?
8. What needs and wants did the participants express?
9. How was the result of the dialogue used in the end result?
10. How could a citizen dialogue be designed to attract a divers set of citizen?
11. The term mixed-city or blandstad is often something that is desirable in Swedish city planning though there exist many different definitions of what a mixed-city is. What is your definition of a mixed city?
12. Do you believe that the citizen dialogue diversified the functions in the city are you are developing, and if so in what way?

DEPARTMENT OF Architecture and Civil Engineering

CHALMERS UNIVERSITY OF TECHNOLOGY

Gothenburg, Sweden 2025

www.chalmers.se



UNIVERSITY OF
GOTHENBURG



CHALMERS
UNIVERSITY OF TECHNOLOGY