



AMSTERDAM INSTITUTE FOR  
ADVANCED METROPOLITAN SOLUTIONS

Amsterdam Institute for Advanced Metropolitan Solutions

# Urban Living Lab Summit 2021

## Program and Workshop Descriptions

Program 22 June 2021  
14:00 – 18:00h (CET)



### **A global Community**

The annual Global Urban Living Lab Summit brings together high-level living lab scholars, experienced practitioners, active city officials and ambitious companies. The goal is to strengthen the emerging urban living lab community of experts, to promote and curate insights and knowledge about the urban living lab methodologies, to be shared globally.

### **Living Labs are everywhere**

The astonishing pace at which the world is currently developing creates the need for (sustainable) innovation to solve urban challenges. Living labs are pursued in many innovation projects, scientific programs, and municipal organizations. They are everywhere. The common challenge we have is making and understanding impact with urban experimentation.

### **Focus on Impact**

This year we will work together on learning and co-creating on how to measure and make impact with urban living labs. For this conference, impact is defined as: *making lasting change in society through the development, operation, experimentation, and learning in the Living Labs*. And lasting change always depends on actions taken by actors. The conference will discuss challenges, showcase experiences with impact and create joint learnings. A joint post-Summit Position Paper 'Urban Living Labs - Perspectives on Impact' may be produced by combining the outcomes of the sessions.

## HOW TO SELECT YOUR WORKSHOP

### Perspectives on Impact

One can take various views on impact: in what stakeholder groups? With what method are they achieved in the Labs? On what scale are they working or are they replicable? In the Summit, you will find a range of experts telling and discussing their views.

In the program, in two workshop rounds you can find your own preference in all these parameters: stakeholders, methodology, and scale.

- **Stakeholder perspective.** There are three workshop covering citizens, two looking at students, five to policy and policy makers, two to industry, and four to co-operation.
- **Scale perspective.** There are eight workshops on local scale, four workshops on regional scale, and four having a global view.
- **Methodology perspective.** Two workshops look at data and sensing, two at monitoring and learning, two at network analysis and network building, six at Lab Building and lab communications, and three at research and theory.

You will have to choose out of these your own preferred two workshops, please consult the program online or the table below

14:00 – Opening

- Welcome - Leendert Verhoef (AMS Institute)
- Why impact is needed? - Prof. Eveline van Leeuwen (AMS Institute)
- What is impact? Best practice Hamburg / European City Science Initiative - Thomas Jacob (Head of International Projects Hamburg)
- How to measure impact? Best practice of measuring impact ATELIER - Aranka Dijkstra (AMS Institute)

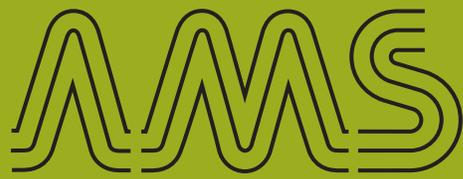
15:05 - Workshop round 1

16:15 - Workshop round 2

17:20 - Plenary session

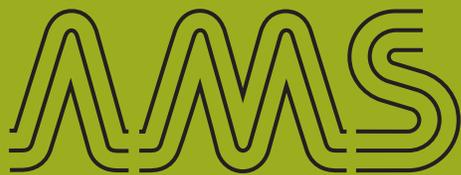
- Highlights workshops and Reflection by Prof. Ellen van Bueren
- Closing summary by Leendert Verhoef (AMS Institute)

18:00 - End



## WORKSHOPS – ROUND 1

Round 1 (15:05 - 16:05)			Perspectives		
Code	Title	Host(s)	Stakeholder	Methodology	Scale
C1	Real World Impact with Realtime Insights	Tom van Arman (Tapp)	Citizens	Data & Sensing	Local
C3	The Responsible Sensing Toolkit: An inclusive framework for ethical public sensing projects	Paul Manwaring (CITIXL)	Citizens	Data & Sensing	Local
O2	Identifying value constellations and actors networks	Elena Malakhatka (KTH)	Co-operation	Network analysis & building	Regional
O1	Leveraging distributed collective intelligence in the new (digital)/hybrid commons	Hank Kune (Educore)	Co-operation	Network analysis & building	Regional
I1	Pressure cooker Labs: Festivals as a Living Lab	Marije Boonstra (NHL Stenden) & Aranka Dijkstra (AMS Institute)	Industry	Lab-building & communication	Local
P1	Scientific grounding of impact measurements	Michel Handgraaf (AMS Institute)	Policy	Research & Theory	Global
P2	Legal and Governance Systems for Living Lab Operation	Astrid Voorwinden (RUG) & Alina Wernick (University of Helsinki)	Policy	Research & Theory	Local
S1	Describing and understanding Living Lab ecosystems for impact	Nina Bohm (AMS Institute) & Fenne Reinders Folmer (TU Delft)	Students	Monitoring & Learning	Global



## WORKSHOPS – ROUND 2

Round 2 (16:15 - 17:15)			Perspectives		
Code	Title	Host(s)	Stakeholder	Methodology	Scale
C2	Impact indicators to be used for alternative production value evaluation (sustainability administration, alternative GDP)	Menno Houtstra (Kaskantine)	Citizens	Lab-building & communication	Local
O3	Impact and lessons from a global Community of Practice on Monitoring Living Labs	Annika Herth (TU Delft), Aranka Dijkstra (AMS Institute) & Nina Vogel (SLU Urban Futures)	Co-operation	Monitoring & Learning	Global
O4	(Co-)branding strategies for Living Labs	Maud Kaan (AMS Institute) & Milena Ivkovic (BLOK74)	Co-operation	Lab-building & communication	Local
I2	Intra and Entrepreneurship: Accelerating factors for our transition into sustainable societies	Miguel Arato (The Future Leaders Lab)	Industry	Monitoring & Learning	Regional
P4	Vancouver's CityStudio lab framework for meaningful policy, organizational and quality of life impacts	Duane Elverum (CityStudio Vancouver)	Policy	Lab-building & communication	Regional
P3	Theories of Change for making impact in Urban innovation	Mark van Wees (AUAS) & Felia Boerwinkel (AUAS)	Policy	Research & Theory	Global
P5	Realising Common Impact in Living Labs	Thieu Besselink (Townmaking Institute)	Policy	Lab-building & communication	Local
S2	An empathic co-design canvas session	Wina Smeenk (InHolland)	Students	Lab-building & communication	Local

# WORKSHOP DESCRIPTIONS - ROUND 1



## Impact on *citizens*

### C1 - Real World Impact with Realtime Insights - *Tom van Arman* (Tapp)

The Marineterrein has been collecting, storing, and sharing lots of data in and around its own inner city living lab. Tapp and Life Electronic are regularly busy installing meters, sensors and other IoT devices to share realtime insights with the policy makers and public. This agile and rapid prototyping technique has already had a big impact for future city making with Projects such as Druktemeter, Future Fitness Garden, ShutterCam and more. Are you are a future city maker who wants to test a device in public but don't now how? Join this workshop to learn how to create real world impact with realtime insights.

In this hands-on workshop Tom van Arman (Tapp) and Markus Pfundstein (Life Electronic) will offer a smart street light as the basis to design your dream data collection device to ask workshop participants, 1) what kind of real world impact do you want to make, and 2) what realtime insights will help you achieve this goal? In the second half of the workshop we'll introduce you to types of sensors that can help you collect the data, and how to start your project. By the end of this workshop participants will have a concrete business case to test on The Marineterrein Amsterdam or your in home city living lab!

### C3 - The Responsible Sensing Toolkit: An inclusive framework for ethical public sensing projects – *Paul Manwaring* (CITIXL)

As societal values change and the deployment of sensing technology becomes more ubiquitous, what are our digital rights in a 21st-century city? This dilemma is forcing municipalities to make difficult decisions about practice versus the policy of collecting data from public space. In collaboration with the City of Amsterdam, The City Innovation Exchange Lab (CITIXL) has created the Responsible Sensing Toolkit - a six-step process to help navigate this new landscape in a fast and effective way. The toolkit was co-designed by experienced city innovators to empower municipalities, organisations, and communities to implement open and inclusive sensing solutions for our 21st-century cities.

We are now in a testing phase of the toolkit and gathering valuable input from partners about how it can be used effectively in phases during the design and implementation of sensing projects to facilitate or accelerate impact. During the workshop we will:

- Begin with a walk through of the six-stop process to provide a general overview of the framework. [http://www.citixl.com/responsible\\_sensing\\_toolkit/](http://www.citixl.com/responsible_sensing_toolkit/)
- Give Two brief examples of our testing to date will be given to illustrate the positive impact the toolkit has had in the design process
- The rest of the workshop will focus on role-playing as we divide the participants into groups of 3-6 each with a prepared use case to structure a discussion to explore how each phase of the process could more practically facilitate impact.
- For the remainder of the time, we will share insights and observations in an open discussion lead by each team.

## Impact on *co-operation*

### O2 - Identifying value constellations and actors networks – *Elena Malakhatka* (KTH)

Most living laboratories work with a diversified ecosystem of different kinds of partners, actors, and stakeholders with varying levels of involvement. Still, the topic of living lab's partnership analysis as a network is understudied. We, from : KTH Live-in-Lab (KTH Royal Institute of Technology of Sweden), plan to facilitate an open discussion about various methods for partners' network ecosystems analysis during this workshop. We dive into identification of the roles, responsibilities, interrelationship between each other, motivation for participation, etc. In addition, we will offer to dive into a few case studies – from KTH Live-in-Lab, but also yours! - to explore the topic on the real-life examples.

### O1 - Leveraging distributed collective intelligence in the new (digital/hybrid) commons – *Hank Kune* (Educore)

The next frontier for collaboration and co-creation in Living Labs is the online generative commons for addressing social and societal issues and challenges. We can bring diverse living labs acting in one location together in single distributed entity, or speculate about bringing diverse living labs, working on the same issues in diverse regions and countries, together in a collaborative entity. This is an administrative/logistical issue. But the real question is 'how to effectively leverage distributed collective intelligence for achieving impact on the issues addressed, both in the local environment and the expanded metaverse of the new commons'?

The emerging work on Distributed Living Labs may be one way to do this.

We are all energized by the prospect of emerging from being locked-down and forced to work out many professional issues online. Back to the new normal, as many like to say. But when the next-after-next pandemic or climate collapse comes, when we are again forced to work online, and face-to-face on the screen IS the only normal, will we be prepared – and will our stakeholders be prepared – for achieving impact in the new online commons?

How can we hack this new commons – the shared online space that we will use for addressing the coming social and societal challenges throughout the 2020's (a balanced combination of online, hybrid and physical spaces) – in order to achieve impact in our urban spaces?

This workshop will explore these issues, and pose questions for participations to reflect on and attempt to answer.

## Impact on *industry*

I1 - Pressure cooker Labs: Festivals as a Living Lab - *Marije Boonstra* (NHL Stenden Hogeschool) & *Aranka Dijkstra* (AMS Institute)

As temporary mini-societies, festivals are promising experimentation settings for sustainable innovations. In this workshop Marije and Aranka will introduce the *Festival Experimentation Canvas*; a tool that help innovators design an interactive festival experiment. The tool was developed based on experiences with various festival experiments part of the [Interreg InnoQuarter project](#). During the workshop you will experience how the canvas works by briefly using it yourself and will conclude with a collective reflection on how the canvas tool can be used to design experiments in other living lab contexts.

## Impact on *policy*

### P1 - Scientific grounding of impact measurements – *Michel Handgraaf* (AMS Institute)

To be able to determine the success and failure factors of ‘Protective Spaces’, such as Living Labs, it is first necessary to measure their impact.

There seems to be no common or universal conceptual model-, monitoring and evaluation approach-, or impact assessment model for living labs or protective spaces. There have been some attempts to understand their impact by defining strategies or different processes, but it remains unclear whether processes that emerge are intentionally organized or unintended consequences of living lab activities. There is a significant research gap concerning (comparative) studies which evaluate LL approaches and impact. In this session I will first briefly discuss a few features that could be important for improving the quality of measurement. The aim of the session is to go on a quest together for ideas to help improve impact measurement. This will create the possibility to better compare and combine knowledge about living labs. In turn, this will enable us to better determine key success and failure factors and systematically improve living labs.

### P2 - Legal and Governance Systems for Living Lab Operation – *Astrid Voorwinden* (RUG) and *Alina Wernick* (University of Helsinki)

Urban Living Labs are new and exciting, which also means a lot remains to be invented in their development – including legally!

Indeed, the creation and management of a living lab in the city raises a number of legal challenges. How is the collaboration between parties structured? What is the legal nature of this structure? How is it governed? Although LLs are defined by their ability to bring together different stakeholders, little is known about the way this collaboration is shaped legally. In this workshop, we will present the first results of research conducted in multiple labs in Amsterdam. This research shows how legal structures vary from project to project: degree of formalization, layers of agreements, forms of governance... We will also present the parameters that can influence these structures (e.g., funding, type of partners, location, monitoring) and the potential dilemmas they can create (e.g., flexibility, formality, openness, long term). As a result of these parameters and dilemmas, labs are making choices in their legal design. We are interested to know more about these choices: what works well, what doesn't, and why? Together with all participants, we propose to map these choices and discuss what their (dis)advantages are throughout the lifecycle of a living lab. At the end of the workshop, we will come to new insights on how living labs are shaped. We will provide examples from the Netherlands, but we welcome an international audience for the discussion!

## Impact on *students*

S1 - Describing and understanding Living Lab ecosystems for impact – *Nina Bohm* (AMS Institute) & *Fenne Reinders Folmer* (TU Delft)

In this workshop, we want to take a closer look at the way living labs are part of an educational ecosystem. We're interested in finding out how urban challenges find their way into education and how different types of network collaborations contribute to that. Curious to take an ecosystem perspective on the collaborations you're involved in? Join us in this analytical session.

Intro/warming-up

Presentation 'Educational ecosystems between the university and the city'

[interactive] Creating your own ecosystem perspective:

- What do you think about the current collaboration between your city and its university?
- Is it necessary to improve that collaboration?
- What opportunities do you see for urban challenges through education?

# WORKSHOP DESCRIPTIONS - ROUND 2



## Impact on: *citizens*

### C2 - Impact indicators to be used for alternative production value evaluation on sustainability administration, alternative GDP – *Menno Houtstra* (Kaskantine)

Urban Farm the Kaskantine: Stimulate the neighbourhood to co-experiment and co-create. The Kaskantine is a movable urban farm (13 shipping containers and 3 greenhouses) that makes use of temporary available plots of land and is doing a range of technological experiments and interventions in urban self-sufficiency. At the moment it is being built up for the fourth time in Amsterdam Nieuw-West. It is a cooperative (run by Betty Gebhard and Menno Houtstra) with 35 volunteers.

We are studying how a financial reward system can be installed based on local indicators for sustainable development. We are now at a stage of project formulation to start with 4 active neighbourhoods in Nieuw West, to identify a “neighbourhood donut” or a “neighbourhood selfie”. What would be a good methodology to develop sustainability indicators? How can they be local specific?

We continue to mobilize people through practical projects that improve the local welfare (garden, food rescue, street litter, energy) and invite them to co-design sessions and participate in a neighbourhood platform. The main discussion in this stage is how accurate the indicators need to be so that when the scores of those indicators increase there is a sufficient relation with an increase of the values that they represent. For the AMS workshop we will introduce and lead three discussions.

1. Presentation and discussion of two types of existing sustainability indicators: MAEX and the “Amsterdam doughnut economy”
2. Discussion of the use of indicators for monetizing support for neighbourhood organisations
3. Brainstorm for financial sources and mechanisms for monetization

## Impact on: *co-operation*

O3 - Impact and lessons from a global Community of Practice on Monitoring Living Labs – *Annika Herth* (TU Delft), *Aranka Dijkstra* (AMS Institute) and *Nina Vogel* (SLU Urban Futures)

This workshop aims to share and reflect upon the dialogues of our international Community of Living Lab Practitioners. Over the last year, we discussed various Living Lab topics from different perspectives; ranging from monitoring approaches and key-performance indicators, to ethical reflections and how to approach campuses as living labs. During the workshop we will share some main take-aways and arrive at a current ‘chart’ that is to some extent a synthesized result of our dialogues. We invite you to this conversation, which is by no means conclusive – instead – a critical and driven endeavor to share our engagement, explorations and visions of Living Labs.

A few questions we will take up with you: Where do you place yourself in the living lab spectrum, our living lab chart? What are the key open issues/ questions you are facing at the moment, where are you eager to develop your living lab? What could you contribute, what could others learn from you?

We look forward to see you at the 22nd June!

O4 – (Co-)branding strategies for Living Labs – *Maud Kaan* (AMS Institute) and *Milena Ivkovic* (BLOK74)

Starting a living lab is a collaborative process and often involves multiple (core) partners. Moving forward, you also want to inspire stakeholders and audiences to connect to your mission. What is going to be the ‘voice’ of your living lab? What do people hear, see, read and experience? And how can they take action or get involved?

This workshop will give you handles to think about a brand strategy as the ‘voice’ for your living lab. Moreover, we’ll share some experiences from practice on the challenges encountered and our lessons learned on (co-)branding a living lab from: Energy Lab Zuid-Oost, The Green Village and Marineterrein Amsterdam Living Lab.

## Impact on *industry*

### **I2 - Intra and Entrepreneurship: Accelerating factors for our transition into sustainable societies – *Miguel Arato* (The Future Leaders Lab)**

Based on data from the European Commission, SMEs represent more than 95% of all businesses and provide two-thirds of the total private sector employment in the EU. In the Netherlands there are more than 440.000 SMEs distributed across the country. SMEs generate annually more than 220 billion euros in added value and employ more people than any other business segment (more than 3,6 mio. employees). Micro and SMEs are a strong driving force for innovation and sustainability.

The workshop's objective is to promote the integration of unusual suspects of innovation (micro and small entrepreneurs) into the reach and agenda of the Urban Living Labs. Urban living labs can facilitate innovation channels to local entrepreneurs, academics, other firms (SMES and MNEs), and social organizations to scale-up best practices and to accelerate innovation providing opportunities for ideation, prototyping, proof of concept, improvement, and launch. The workshop aims to provide food for thought about potential benefits that can be obtained from integrating such actors into urban innovation circles. The workshop also opens dialog about possible mechanisms to activate the participation of relevant actors from the socio-economic fabric.

## Impact on *policy*

**P3 - Using the theory of change in understanding the impacts of energy communities on the energy transition – *Mark van Wees (AUAS) and Felia Boerwinkel (AUAS)***

The core traits of complex problems – an unpredictable, emergent situation; constant flows of new information to negotiate; and actors constantly adapting their behavior – dictate the need for periodic reflection on ‘what works’ and, more importantly, ‘why it works’. Theory of Change (ToC) offers a framework for project design, monitoring, evaluation and learning.

Central feature of the ToC methodology is the exploration of the assumptions we all hold about how change happens. These assumptions – our own ‘theories of change’ – can be conscious or unconscious and are based on personal knowledge and experience, our personal beliefs and a, necessarily limited, personal perception of reality.

In the ATELIER project, the Amsterdam University of Applied Sciences is exploring ToC as a methodology to guide this process around key innovations in the energy transition. In this workshop, we offer you a taste on how ToC works in the practice of a research & innovation project. Our case is the role of citizen energy communities as a driver in the energy transition.

**P4 - Vancouver’s CityStudio lab framework for meaningful policy, organizational and quality of life impacts – *Duane Elverum (CityStudio Vancouver)***

Around the world it is uncommon for municipalities and academic institutions to work together in the everyday business of city building. CityStudio is a multi-site partnership and lab framework for municipalities and post-secondary institutions to collaborate and experiment towards ongoing and meaningful policy, organizational and quality of life impacts. In this presentation and workshop, CityStudio Executive Director Duane Elverum will be joined by his team and City of Vancouver Sustainability Specialist Angela Danyluk to share projects, lessons and questions coming out of 10 years of collaboration and experimentation. Additionally, the presentation will focus on the nature, potential, and uncertainty of a collective impact in the growing 15-city CityStudio global network. A 20 minute presentation will be followed by an open discussion with participants. This workshop and discussion will provide participants with the opportunity to see and understand the inner workings of Vancouver’s long term CityStudio project, as well as to share related impact and network insights.

**P5 - Realising Common Impact by *Thieu Besselink (Townmaking Institute)***

The Townmaking Common Labworks use a collaborative approach to civic asset development, the result of which are various kinds of commons for the city, from shared digital infrastructure to mobility solutions or resilient local economies. In this workshop we explore how Living Labs can be used to generate common goods for the city, and make sure they have a measurable positive impact on larger policy goals.

We will dive deeper into what makes a civic asset civic, and how to make sure it is an asset for the city. What roles do government, independent entrepreneurs, corporate partners, the Lab and citizens play to ensure collective impact? And what essential role does the cultivation and curation of shared knowledge play in the success of such collaboration?

## Impact on *students*

### S2 - An empathic co-design canvas session – *Wina Smeenk* (InHolland)

Tackling societal challenges is not easy. Challenges such as climate change and the ageing population are examples of wicked problems with many uncertainties and variables which demand for co-design and empathy. Yet, in collaborative design processes problems often arise from tensions between people and organisations involved, e.g., due to power imbalance or (social) contingencies that evolve, were not foreseen nor discussed beforehand.

In this workshop, Wina Smeenk wants to discuss these issues based on the Empathic Co-Design Canvas. A tool for initiating, planning, conducting and assessing collaborations around societal challenges with various stakeholders openly and transparently. The canvas ideally offers a means for government, citizens, business, non-profit organisations, knowledge institutions and other stakeholders to communicate clearly about differences in interests, knowledge, experience and power, the desired positive impact and concrete results. Might the collaboration have the impact we expect?

During this workshop, Wina will introduce the goal of the Empathic Co-Design Canvas and how it can be used with help of miro. Then, she invites participants to interact with the canvas and bring in questions and suggestions for expansion. Subsequently, she wants to discuss how the canvas as a tool can lead to more empathic formation of stakeholders within societal challenges and how this can influence societal impact in the city.

