

Waiting at a bus stop presents an opportunity for individuals to engage.

THROUGH PLAYFUL INTERVENTIONS
WE WANT TO START A CONVERSATION
TOWARDS TIME FREEDOM, CO-LIBERATION
AND PARTICIPATORY DEMOCRACY

#waitingtime #publicspace #participation #democracy #interventions



Piazza Dominican - Bolzano

Wasting time?

For each individual, time is naturally finite. Every single unit of it matters. It is no surprise then that waiting is often seen as tragic. But waiting also presents an opportunity to live in the present: it creates moments of freedom in our everyday life where you can take a step back, to think about what you really want.

Waiting time as a dialogue

Waiting at the bus stop presents an opportunity for individuals in public space to engage in dialogue and interaction. Through playful interventions around waiting areas, this project aims to start a conversation about time freedom and proposes a concrete method as steps toward a more participatory democracy.

Participatory Democracy

The 'About Time' approach was designed to foster dialogue between the Bolzano municipality and those waiting in public spaces. It aims to provide a playful space to spark conversation between strangers and discuss desired changes. This platform empowers individuals to directly express their opinions to policymakers in a discussion on eye-level. The methods developed during this project are proposed to the local municipality of Bolzano in an attempt to foster more participatory democratic decision making.



GENERAL INTRODUCTION

Topic of Time

For each individual, time is naturally finite. Every single unit of it matters. It is no surprise then that waiting is often seen as tragic:

"Unlike time as it is experienced when we are being productive or enjoying an activity, waiting is noticed and lived. Waiting becomes obvious. We feel uncomfortable, uncertain, anxious."¹

But waiting also presents an opportunity to live in the present: it creates moments of freedom in our everyday life where you can take a step back, to think about what you really want. Collectively waiting at the bus stop presents an opportunity for individuals in public space to engage in dialogue about visions for the future.

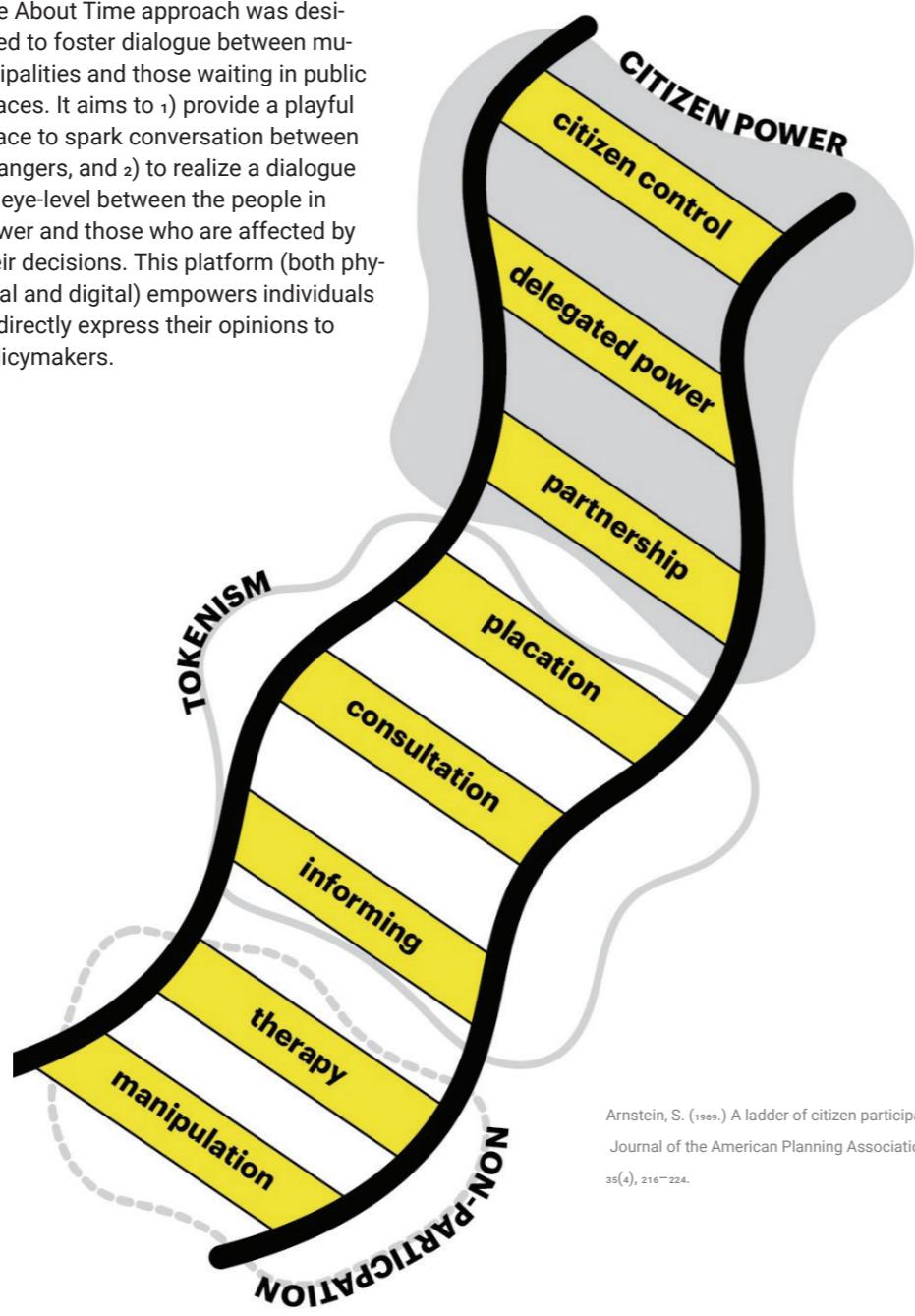
"Day after day, as we wait for the things we desire, we become different people. In the act of waiting, we become who we are. Waiting points to our desires and hopes for the future; and while that future may never arrive and our hopes may never be fulfilled, the act of reflecting on waiting teaches us about ourselves. The meaning of life isn't deferred until that thing we hope for arrives; instead, in the moment of waiting, meaning is located in our ability to recognize the ways that such hopes define us"²

Methods

Together with the Time Office of Bolzano, this project explores the topic of waiting time in the public space of Bolzano as an opportunity for participation in local democratic decisions.

By installing playful interventions around waiting areas in a guerrilla-like manner, people were involved in an iterative design research process. Bright yellow prints spread around at over 15 bus stops in the city were designed to spark reflection on the topic of the value of time and the reclamation of the time spent waiting in public space. Gathering citizen feedback on how to approach this topic in Bolzano through

a process of surveys and workshops, the About Time method was developed. The About Time approach was designed to foster dialogue between municipalities and those waiting in public spaces. It aims to 1) provide a playful space to spark conversation between strangers, and 2) to realize a dialogue on eye-level between the people in power and those who are affected by their decisions. This platform (both physical and digital) empowers individuals to directly express their opinions to policymakers.



Arnstein, S. (1969.) A ladder of citizen participation. Journal of the American Planning Association, 35(4), 216–224.

Although the opposite is often claimed, real participation in democracy is so much more than Informing and Consulting about new decisions [Arnstein, 1969]. Looking at Figure X, this method aims to bring local democracy closer to Partnership and even Citizen Control levels of participation within democratic processes, by giving citizens a way to directly put topics on the agenda of people in power. Attempting to transform waiting time into an opportunity to reclaim public space and to participate in decision making.

Implementation

The project aims to enable the local municipality of Bolzano to foster citizen participation in its decisions by providing all designs and instructions needed to involve waiting citizens in discussion, as well as suggesting the structural implementations needed to ensure real participation. The project seeks to demonstrate the transformative potential of design and design thinking as a bridge between two parties: empowering those who have been excluded by making participation engaging, enjoyable, and intuitive, while also enlightening those in positions of power about the significance and accessibility of public voices.

By recognizing waiting time around the city as an opportunity and not a burden, we can build tactics for waiting - and translate these moments of pauses to empower the community. To help them reflect on what the present and future ought to be.

Transformation by design in the public sector calls for the integration of policy making, public management, and service design around human experience and human interaction. Design thinking as a concept enables us to hone new skills and new practices that advance our abilities to arrive at better and more effective outcomes, overcoming the weakness of our current, often unreflected design practices methods. Design thinking in this sense is about taking a stance, about developing a new attitude towards policy issues to generate new possibilities for the public sector innovation. All design thinking processes share that they are iterative and emerging.



The Time Office

This project was developed in partnership with l’Ufficio Statistica e Tempi della Città. This office of the Municipality of Bolzano is responsible for time policies. Initially they promoted the accessibility of common heritages like museums and municipal services by reassessing opening hours. Today, time policies are thought of as enriching public policies. They create relationships between big political themes with day-to-day queries, like mobility (thought transports schedule), urbanism (use of public spaces), education (distribution of workdays and transports) and social (gender equality, etc.).

Time policies

In 1985 the desire to harmoniously combine working hours, personal life and cities arose, pursuing a better quality of life. In particular urged by feminist movements, as women had to manage double days with work and home responsibilities. Building upon this, time policies emerged in the 1990's. As Italian urban planner and researcher Sandra Bonfiglioli (1997) frames it; time policies in her country started when municipalities were given the power to establish the open hours of their services independently.

In the same period equivalent initiatives developed in other European countries such as France, Spain, Netherlands, Germany. In 2010, the European Council recognized the right to time as a fundamental right. Right to time means having the ability to choose what to do with your time freely without pressure. Most recently the Time4All project was launched in 2023, one of the aims of this European based project is "Promoting the involvement of citizens in the definition, implementation, and evaluation of time policies".

The particularity of Italian time policies is the intimate relationship they create between time and space as retraced by Mareggi (1999). As partners for "Project 2", they asked to explore the intimate link between time policies and public space, which is at the core of their institution.

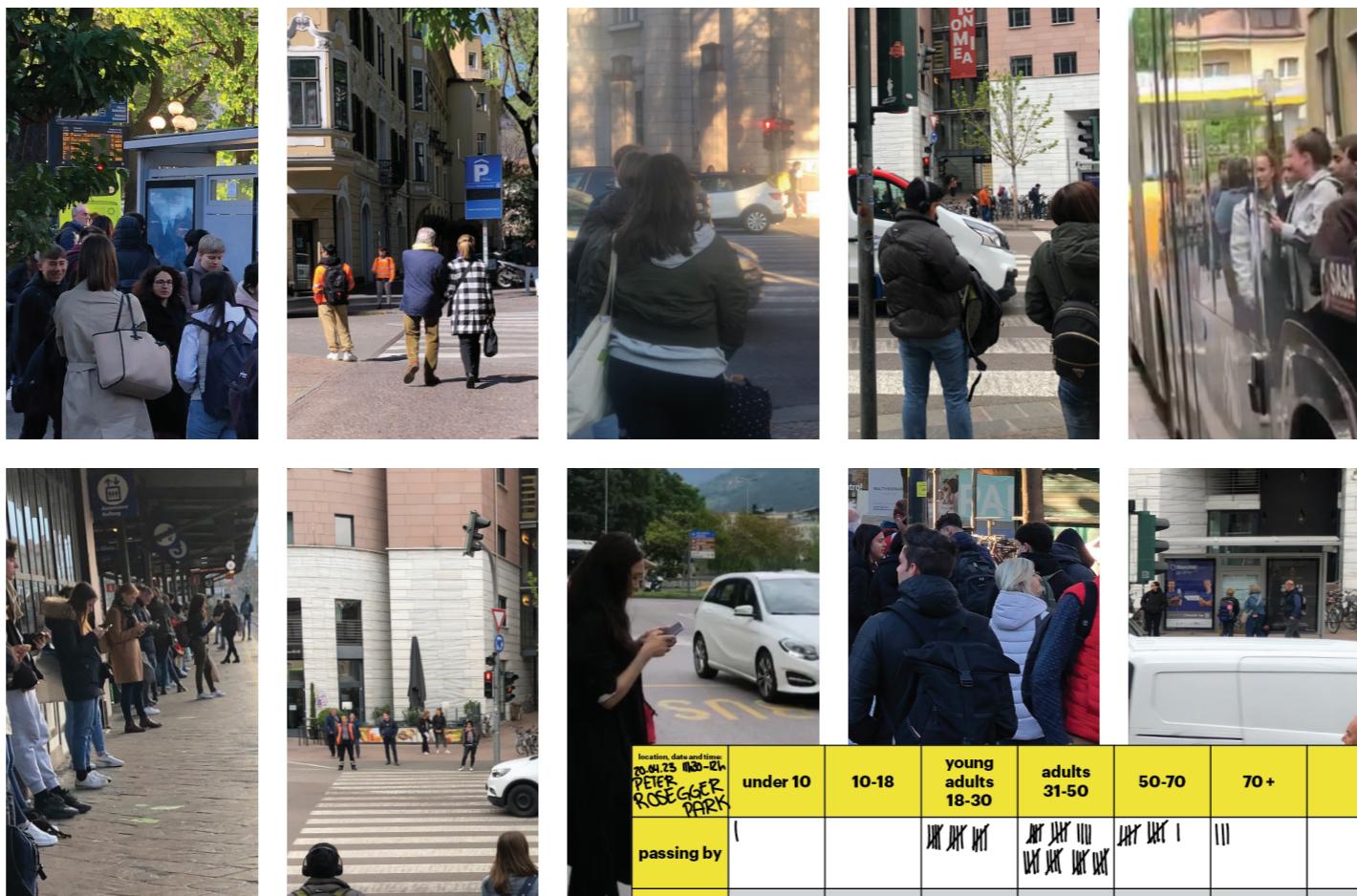
Challenge

The challenge that the Time Office asked us to work on for Project 2 was to research the topic of time in the public space of Bolzano. Specifically, to perform actions or interventions in public space that could potentially enrich the time spent in these spaces for anyone, creating micro-utopias that led to a conversation towards the bigger picture of a better future for all.

As a starting point for this project, a general understanding of time and public space (time policies) had to be established. From these initial inquiries two main lines of questioning were researched in parallel. On one hand, field exploration of the citizen's relationship to time and public space. While on the other hand exploring the policy making approach to the same subject. Both approaches enriched the process and led the project towards creating eye level communication between both domains.

From these insights, an empirical research phase was initiated to explore the relation between public space of Bolzano and the time that people spend on it.

1) FIRST ENCOUNTERS = OBSERVE AND LEARN



Location, date and time 03-04-25 08:20-21h PETER ROSECKER PARK	under 10	10-18	young adults 18-30	adults 31-50	50-70	70 +	
passing by	1						
actively on phone							
calling		1					
headphones/music							
social interaction							
enjoying the moment							
playing/ @playground							
sitting							to smoke with dog
biking by	1						-stopping for a call -bike but on foot
dog walkers							

Insights

After discussing and comparing notes, findings seemed to indicate that some specific areas are very leisure-intensive, while others mainly serve a functional purpose. But in most public spaces, people spend the majority of their time waiting. This finding inclined us to look deeper into waiting time in public space.

Design Research Methods

- Visual ethnographic (naturalistic observation and structured)
- Observation analysis

2) ANALOG v.s. DIGITAL FEEDBACK ?

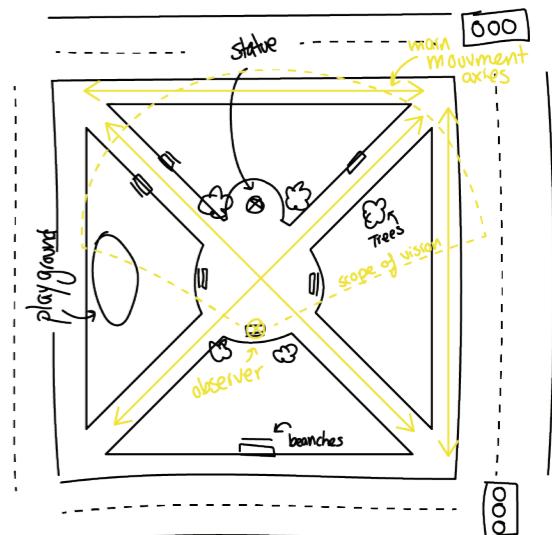
To learn more about the perception of time in public space, the need arose to gather feedback from the public. To find out which method of gathering qualitative feedback would work best in this specific setting, an experiment was designed. An analogue approach of placing a blackboard with a question, was compared to a digital approach, making use of QR codes around the intervention. Results were analyzed after interventions in 4 different locations.

Insights

It quickly became clear how it is relatively easy to get people's attention in public space, yet surprisingly hard to stimulate feedback and deeper engagement with content. The analogue method of feedback generated almost no response, whereas the digital method generated around 10 responses in 1 hour. Although it was feared that this method is not as inclusive as the analogue approach (allowing only people with access to and understanding of a smartphone to interact), this did seem to be more promising when adapted to the topic at hand.

Design Research Methods

- A/B testing
- Field experiment



- walk around when on the phone
- dog create conversat/interaction between owners
- no one met anyone
- walk by and detoured to sit

3) COLLECTIVE .vs. INDIVIDUAL ?

"First, waiting is a collective experience of time. Second, waiting is a way that power is exercised. This first point reorients us in potentially positive ways for how we encounter waiting. One of our reasons for feeling that waiting is a burden is that we believe our time is distinct from other people's time. In contemporary Western societies, we tend to value individual time over collective time. My time doesn't correspond with your time; we're each living in our own time, and you often get in the way of my using my time effectively. Instead, if we see time as collective rather than individual, we can see how our wait times can benefit those around us."¹

Realizing how waiting time might be an important factor in this project, an experimental workshop was developed to learn more about personal experiences related to waiting time. In this workshop, other students were involved to experience waiting time in 2 different ways: collective v.s. individual. After making the participants wait for 3 minutes, 3 people individually, and 10 people as a group, they were asked to reflect on the terms 'individual waiting' and 'collective waiting' by writing around the words on big paper sheets. The purpose being to get an initial understanding of how people think about different ways of spending waiting time.

Insights

A lot of interesting points were brought to our attention. The most important insight was that, different from our expectation, both individual and collective waiting time had a lot of positive associations for people. This motivated us to think about the project in a more open way, with less prejudices. But still looking towards the goal of right to time and in which ways we can move closer to it.

Design Research Methods

-Immersive workshop

-Scenario building, to support people to tell about their vision



¹⁾ Delay Response the Art of Waiting for the Ancient to the Instant World - Jason Farman

4) FUTURING WORKSHOP WITH THE TIME OFFICE

Following the initial experience, we recognized the need for additional input from our partner. To gather this input, we employed a scenario building activity using a 2x2 matrix framework. By repurposing the outcomes of the workshop involving our classmates and teachers, our goal was to collectively define and analyze the context in which the project would unfold.

The scenario building activity allowed us to envision different potential scenarios by considering various factors and variables. Through collaborative analysis and discussion, we sought to gain a comprehensive understanding of the project's evolving context. This approach ensured that we could consider multiple perspectives and incorporate diverse insights into our decision-making process.

By utilizing the 2x2 matrix framework, we organized and structured the scenarios based on two key dimensions or variables. This framework provided a clear visual representation of the different possibilities and allowed us to explore the potential implications and outcomes associated with each scenario.

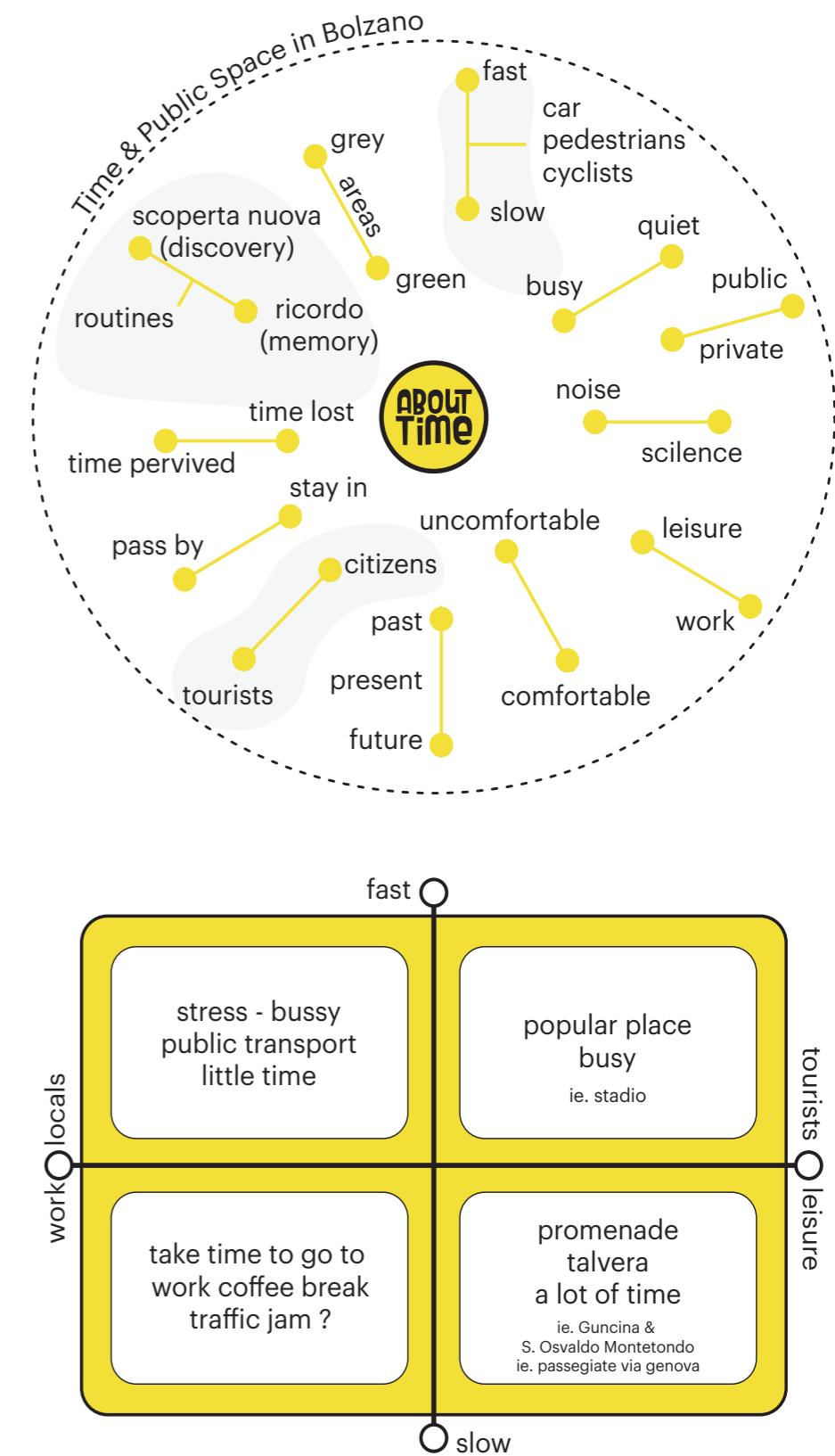
Insights

The Time Office's knowledge of the city as institutional actors as well as their personal perception of the city as long-time residents provided interesting insight. One of which was to approach the urban spaces based on "speed of activities", mapping the city between fast and slow zones. From this discussion interesting polarities rose. The results are visible in figure on the right.

Another insight of this activity was the discussion on *finding pockets of time*, defined by the Free Dictionary as "an unspecified period of uninterrupted free time", in public space. As previous discussions were already aiming towards waiting time in public space, the decision was made to focus the project on waiting areas around the city.

Design Research Methods

-Scenario building: 2x2 Matrix



Prototyping interventions and creating DESIGN iDENTITY

Having determined the specific context from where to start the field research, a series of paper tools were developed that aimed to bring awareness to the available free time that waiting represents. These paper interventions rapidly iterated and improved, creating a strong design identity along the way. Developing a visual language was essential to create a unity between the different interventions. Furthermore, utilizing colors with a high contrast significantly stands out in the urban scene, which ensured that the two dimensional elements had an eye-catching effect

Design Research Methods

-Low-fidelity prototyping, to help viewers to entertain new perspectives and ideas about future everyday life.

Testing prototypes

As a first experiment, one bus stop at Piazza Domenicani was 'decorated' with the designed paper interventions. Making a QR code clearly visible for participants to scan, allowed for analysis of functionality of the experiment design. The survey was answered a total of 6 times in 2 hours.

Insights

The interactions and survey responses showed potential for a larger intervention. This allowed us to focus on the content of the survey. What did we want the participants to think about during their waiting time? Could we minimize the 'stealing of their time' by making the survey an interesting reflection and stimulus to become more aware of moments of free time? What qualitative or quantitative data could help this research further?



Prototyping Interventions - PIAZZA DOMENICANI , BOLZANO.

It was decided to combine the survey with a short 'manifesto' to clarify the intentions of this research. The survey was designed to spark reflection on the experience of waiting time, while trying to make participants aware of the value that waiting time can have by recognizing it as 'free time'. You can take a closer look at the material in this QR code.

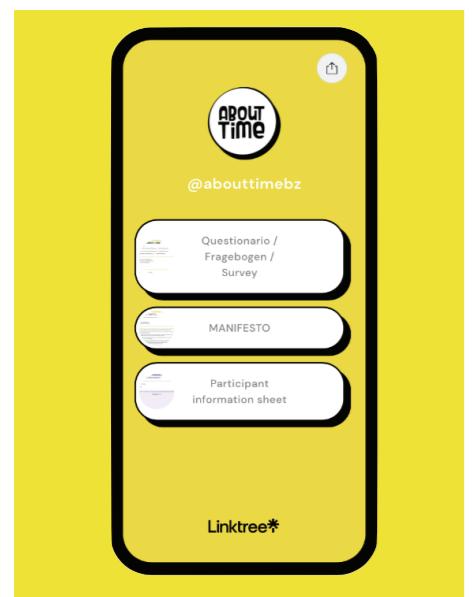


On this website, you will also find the participant information page as it was visible during the time of the interventions.

The first half of the survey consists of quantitative multiple choice questions, while the last three questions are open. Combined, they should allow us to draw some insights or conclusions about how people in Bolzano's public space experience waiting time, if they have any ideas on taking back ownership of this time, and what kind of other topics they are thinking about during this time. This last aspect proved to be more interesting than expected.

Design Research Methods

- Survey design (qualitative and quantitative)
- Scenario building, in the form of a written manifesto, to help participants to envision and entertain new ideas about the future.



SECOND INTERVENTION

After completing the survey design and some improvements to the designs of the paper interventions, a second round of interventions was started off by intervening Piazza Domenicani again. Being intrigued by the concept of a 'confession board' on public participation, a blackboard was placed at the bus stop in combination with the paper interventions.

The manifesto was printed and placed on this board, in combination with the prompt 'It's about time to...'. The intention of this addition was to allow the same opportunity of reflection for people who would not scan the QR code, while providing something interesting or amusing content for bystanders to read and potentially spark first discussions.

Insights

This second intervention at the same bus stop allowed for an interesting comparison. The black board generated a lot of interaction, mostly with teenagers or younger people. The comments that were written down were largely unserious, although a few comments showed a deeper kind of reflection. One thing that this result definitely proved, was that people at the bus stop are very open to spend their waiting time doing an activity (mostly together with others). The QR codes were getting scanned a lot over the next few hours. So much so, that it was decided to spread the paper interventions over several bus stops around the city.

Design Research Methods

- Field experiment, iterating on intervention design and paper prototype designs.
- Active observation

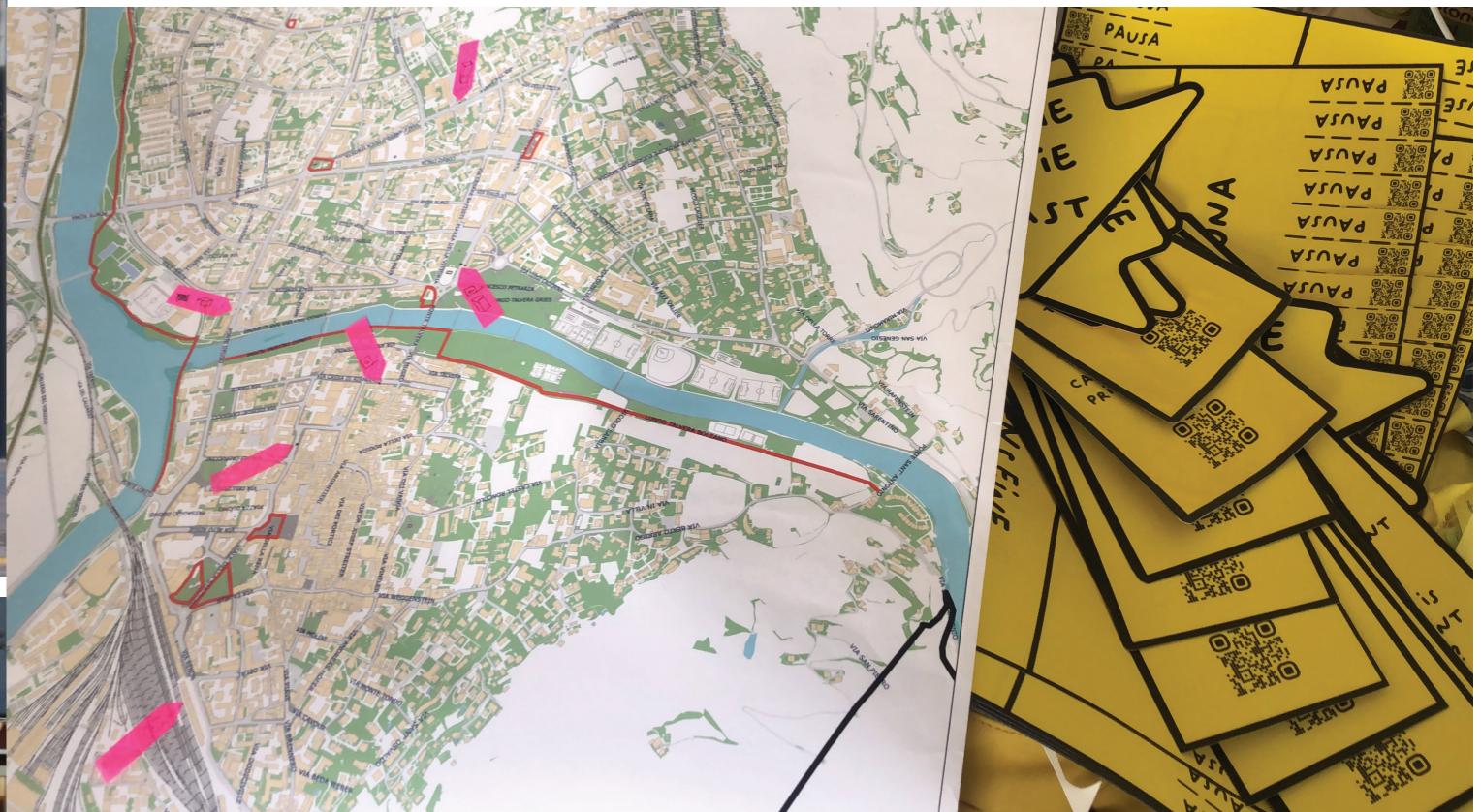


SECOND INTERVENTION - PIAZZA DOMENICANI , BOLZANO.



GUERRILLA STYLE

A big advantage of paper printed elements is their reproducibility. In order to gather more input, the interventions were reproduced and placed on around 15 bus stops further outside the city center. This action draws some inspiration from guerilla advertising. This larger scale intervention resulted in the QR code being scanned around 300 times and the survey receiving around 75 responses in 3 days.



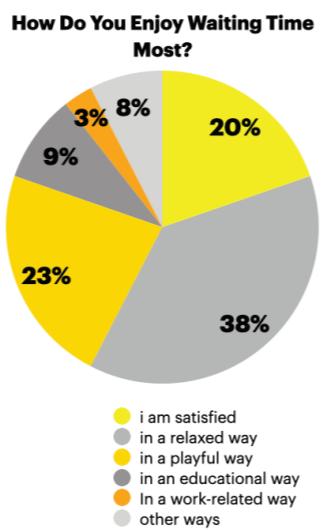
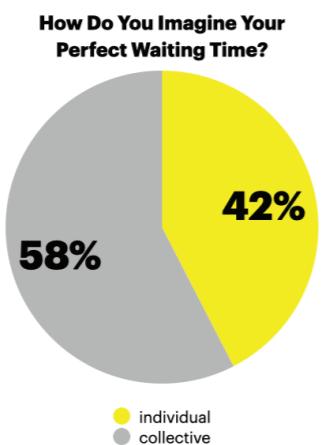
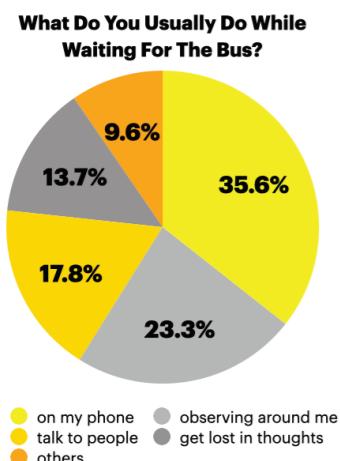
Insights

The survey responses showed that people are open to reflect on a deeper level during their waiting time. Even "bullsh*t" answers show a desire to play during waiting time. The limitations of this approach still seemed to be that QR codes exclude older participants from the survey, as the majority of participants were under 26 years old.

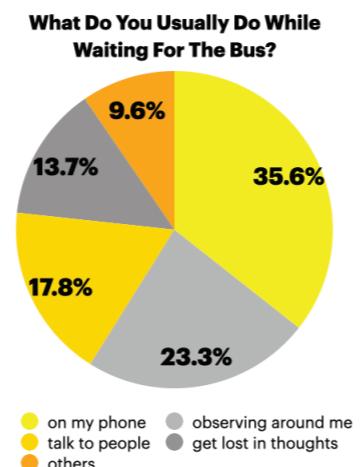
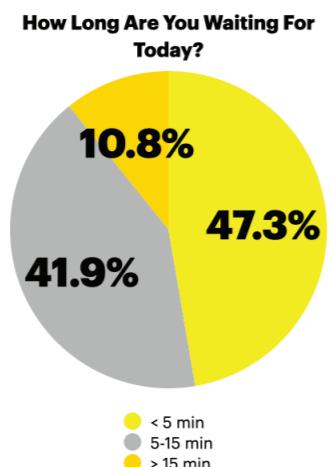
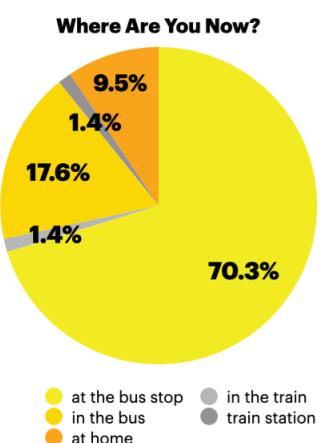
Design Research Methods

- Field experiment, without observation.
- Survey data analysis

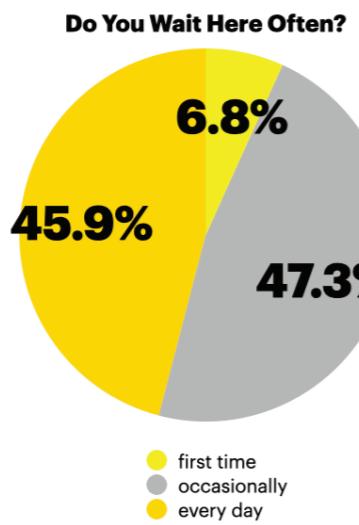
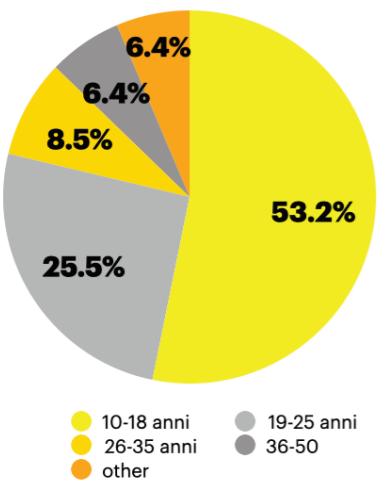




Survey Results



How Old Are You?



WORKSHOP! STARTING A DIALOGUE

TIME WEEK

The Time Week, an event organized by and for the Time4All network, presented the opportunity to conduct a workshop with a group of 20 time policy makers from around Europe. Considering the circumstances, the workshop was designed with the aim of starting a dialogue between the people on the street who filled out the survey, and the policy makers.

This way, the workshop would have two layers. On one hand, it was a presentation and discussion about waiting time in public space, and how we could give something back to participants of the survey. On the other hand, the workshop itself was an initial experiment on starting this dialogue between policy makers and people on the street. The workshop approach was to use some of the open answers to the survey as prompts for discussion. This aimed to put the decision makers on eye level with the participants of our survey, which succeeded in making them step out of their professional position and to identify and empathize with citizens.

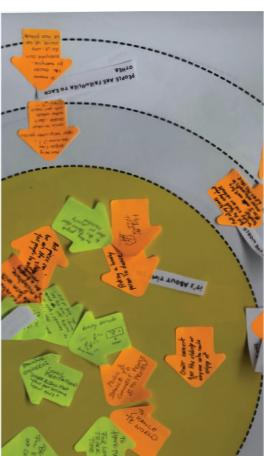
Insights

As the participants were divided into three groups, the discussions among them varied widely. While one of the groups focused on interventions in public space, another group responded to the survey inputs by linking them to larger policy and political topics. The approach used during the presentation was appreciated for its playfulness, the visual and the embodied experience, and the collaborative methods. The workshop methods and ways of stimulating participation received positive feedback and encouragement. Participants showed a general interest in taking part in more workshops like this, because for a moment they were 'taken out of their role as policy makers, to see a situation from a different perspective'.

Design Research Methods

-Translate survey results into a workshop format: aim of bringing policy makers on eye-level with survey participants.

-Conducting workshop and presentation with a group of specialists.



DECISION to focus on PARTICIPATORY DEMOCRACY

LAST INTERVENTION !!

Discussions during and after the Time Week workshop brought about a very important decision for this project; people seemed to be thinking about bigger societal topics during waiting time. Why try to create an activity that takes people out of this mindset, when we could offer them the possibility to express their ideas in a way that could have real impact? What if waiting time could be a doorway to real participation in local democratic decisions?

Waiting is an unavoidable part of living in the world as a social being, we flee from it whenever possible because it puts us in positions of powerlessness. What if we can empower people to participate in / start a dialogue with local decision makers.

Cities, in this case Bolzano with the initiative of the "time office", are showing more flexibility towards a reorganization of the public space. This drive needs to keep being maintained to create cities we want to live in, allowing people to have more agency to change them as needed.

These realizations generated a strong motivation among us to really try and push the research into the direction of creating a method for participatory democracy, using moments of waiting time in public space as places to start and continue a dialogue while enriching social experiences.

In an effort to give back to the participants at the bus stops, a last intervention activity was designed that could combine their most expressed wishes for a better waiting time: playfulness and relaxation.

Here are a series of considerations around the last intervention:

-Sensory excitement:

Introduction of sensory variety into urban spaces.

-Sharing Time:

Time is a factor that unites us.
Different time - Same place
Same time - Different place

As different people go through the same places throughout the day, there are connections to be made from traces and treasures left behind, or placed there for the future. To keep on feeding our souls with collective stories.

-Everything mobile:

Short distance touring is another way to reach lots of people, and different kinds of people, one small group after the other: an entire city can share the same experience, one bus stop at a time.

-Hybrid Spaces

Keep on softening the line between public and private spaces leaving room for new forms of conversations to emerge. The street is the new park, the front yards the new piazzas, bus stops the new civic engagement place.

-Civic Participation:

Help people with finding creative ways to keep using public space as a platform for collective expression. Active participation in the public realm—playful participation included—can help plant the seed for civic engagement. Places for care and connection.





LAST INTERVENTION !!

THE WHEEL

The resulting intervention consisted of a large installation shaped like a wheel, that invited for a playful interaction on one side, while offering the possibility to reflect on the question 'it's about time to...' on the other side (see Figure X). Again, applying the 'confession board' style to offer non-participating bystanders the opportunity to read answers of others.

With regard to proving a more participatory democratic process, the last intervention was an opportunity to reiterate on the developed method. The aim being to get as much participation in discussion as possible using minimal means. Active participation in the public realm—playful participation included—can help plant the seed for civic engagement.

Insights

The intervention was performed for 3 hours in two different bus stops in the city center, and attracted a lot of attention and interaction. This showed a satisfactory result with regard to 'giving back' to the community, although we would like to perform the activity again in different locations as well.

The high level of participation in this activity indicated that this approach might be a solid foundation for enabling a more participatory democratic process. In order to complete this method, the next chapter will discuss the structural changes that can be suggested to the local municipality, as a way to implement the approach that we can offer them.

Design Research Methods

- Field experiment, with active observation.
- Designing a social interaction



Impact

Projects seeking citizen opinions and utopian ideas often struggle to create tangible impact or bring about actual change. However, since the main partner of this project is an official department of the local municipality, the subsequent section of this chapter will present specific suggestions to them as practical and achievable future steps. These recommendations aim to sustain and propel the project forward, fostering substantial change. While some suggestions are highly tangible and easily implementable, others may be more utopian in nature, but they serve the purpose of keeping our focus on the horizon. These topics and proposed next steps will be deliberated during an upcoming presentation involving various municipal departments.

The Wheel

Offering a versatile platform for public interactions, 'the wheel' that was developed for the last intervention has a lot of potential to keep being used within, but also outside of this project. It was discussed to keep using it as a tool for taking surveys in public space, for example, to define the best next steps for this project. It could also be put at the service of other associations for gathering input during public events. It is a flexible interface that can be easily modified to fit new purposes.

Future collaborations

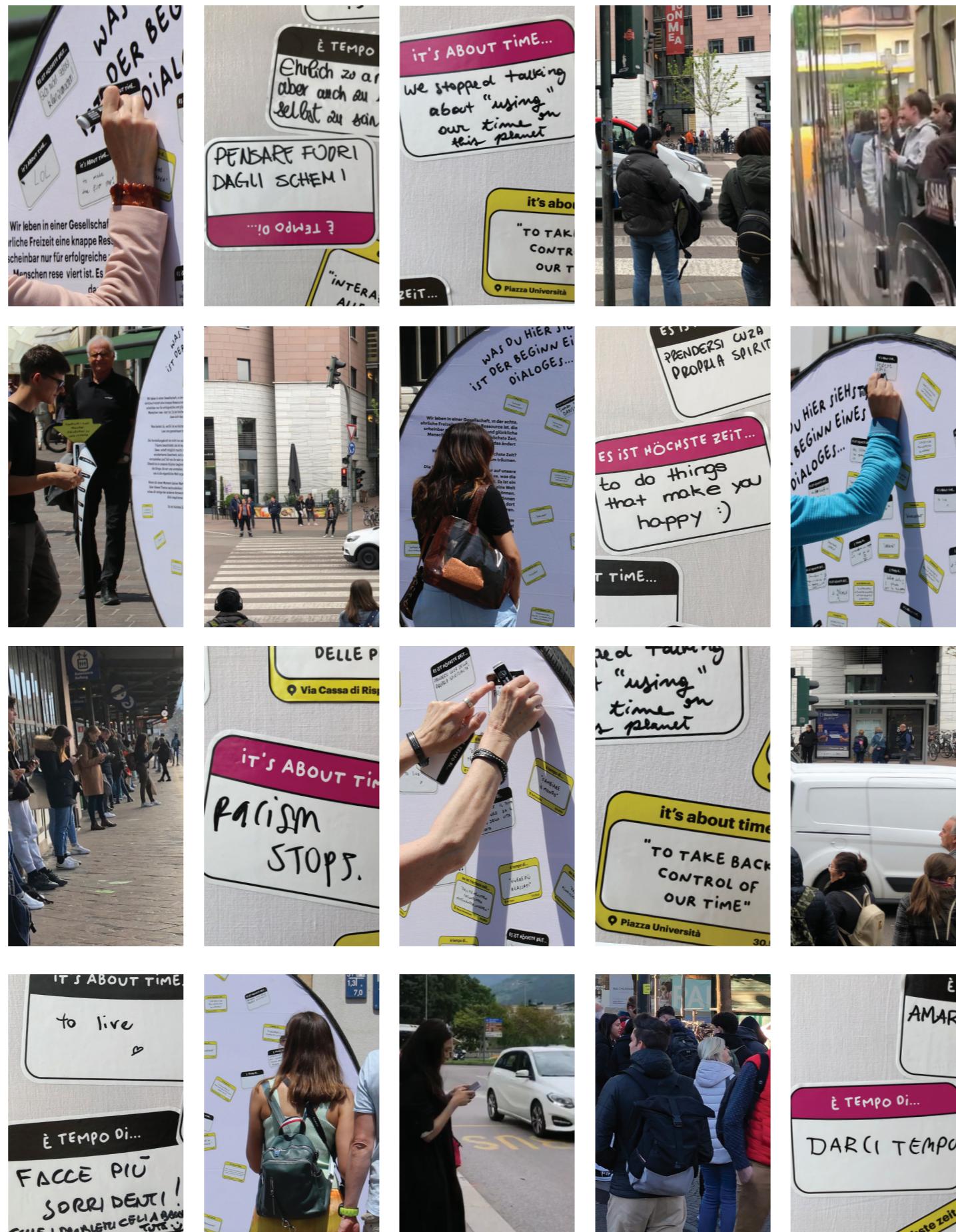
To learn from other players in the field of democratic participation, it would be wise to seek collaboration with existing democratic organizations in the area. This would be a step to realizing a utopian goal of this project: to integrate the developed method into a legally binding form of democratic and citizen participation. This would force policymakers and people in power to at least discuss topics that are suggested by the public.

Examples:

*The Future Pact for South Tyrol initiative:
<https://zukunftspakt-pattofuturo.org/>

*Climate Action South Tyrol:
<https://climateaction.bz/>

CRITICAL REFLECTION & FUTURE PERSPECTIVES



Tool for building an audience

The method and tools that were developed in this project also have the potential to serve as a method for building an audience for organizations: from visitors, to supporters, and eventually to a group of active promoters. During the research process, people in public space were initially approached through small nudges to reflect on a topic. If interest arose, the possibility to take part in a survey was offered. In addition participants with a deeper interest and willing to take part in deeper reflections could leave their contact in order to be involved in further activities. The 'Wheel' intervention is a way of showing the reflections of an 'active audience' to potential new audiences, offering them directly the possibility to join the initiative. This whole process is based on voluntary participation, as we know that forcing people to participate in an initiative will not result in a lot of involvement (think about people who try to sell you subscriptions on the street).

Risks

The risk we see in suggesting this method to an organization, is the potential misuse of this method in order to 'gamify' existing ways of informing the public, rather than empowering people to participate in decision making. Leading to a capitalization of waiting time, it could be seen as a way to make forms of non-participation more attractive. This is of course something we want to avoid at all costs, which is why we hope to be involved in the (potential) implementation of the proposed methods.

Suggestions to municipality...

Based on the findings of the design research process, and the critical reflection, potential stepping stones were defined for the local municipality to implement the method in a more structural way.

Practically, a meeting should be planned for the municipality to first express their commitment to enhancing democratic participation tools. To define the development process, they should specify the goals, timeline, and resources. Collaboratively, all relevant stakeholders should be identified, as well as the legal framework that this process would need. Involving the About Time team in this step and in continuation would ensure a design-focused process and access to tools from their expertise.

Further steps to discuss would include:

To ensure an effective implementation of democratic participation, the involvement of the public has to shift from informing about decisions to involving in the decision process. This also means that the method we propose should not be implemented in a way that resembles more gamification extraction of information instead of real participation, rather it should clearly offer a new and more inclusive way of participation. The public should be able to propose new topics, that have to be discussed seriously within the municipality.

Following from this, a framework should be discussed that can make citizen input and decisions legally binding for the municipality. This would force the governmental instances to seriously discuss the topics that citizens have voted for, leaving no room for pretending to be participatory.

To enable such change, our suggestion is to assign a dedicated team to ensure a good translation and organization between the policy makers and public participants. They should organize and iterate on the proposed method, that would serve both the purpose of asking people on the street to bring new topics on to the municipal agenda, as well as offering them the possibility to vote or give their opinion about certain topics.

Furthermore, the municipality should organize regular events where the public is being kept up-to-date about how their opinions and participation have influenced the implementation of new policies. This moment would also serve to gather feedback from the public on the general process, and to discuss what has been done to answer previous feedback.

This could be organized in combination with an online platform where people can inform themselves on the concept, leave feedback, and participate in the democratic decision making directly as well. This digital space would also allow for input editing and sorting through the feedback easily. This feedback process is important to ensure further innovation through direct citizen participation in the concept itself.



Next is a descriptive guide on the proposed activities, that should enable you to achieve the same levels of interaction, while allowing for creative freedom to give them your own twist, should your topic be different. To enable you to replicate the proposed actions, all design materials and photos are available here.



Ethical responsibilities

Before performing any interventions in public space, an ethical framework in which the research will evolve should closely be examined. Indeed, as public space is accessible to the general public and therefore to vulnerable groups of people, the implications present a gray zone. Generally, the participants do not represent a particularly vulnerable group, but privacy and anonymity should be preserved.

No personal data nor sensitive information is needed for the research, as it relies on anonymous questionnaires and voluntary interactions in public space. In addition, the voluntary participation combined with the visible involvement of other participants should establish the public status of their input. Nevertheless, information about the project and the participant information form should be made clearly visible during every intervention.

As the interventions often need to be recorded for analysis, the participants should be made aware of the possibility of being recorded on photo or video by placing clear pictograms as warning signs around the interventions. For the documentation and presentation of the results, only anonymised figures are to appear in the images (photos and videos).

PAPER DESIGN INTERVENTIONS

Throughout the design process, a series of paper interventions were developed that showed to generate good engagement with the content and QR codes that are printed on it. They are designed to be installed at bus stops in specific ways, to catch people's attention. Underneath you will find a short explanation of every design, for how to construct it and where to attach it.

- 'Abbiamo Tempo' letters on a string. Printed on normal paper, cardboard attached to the backside for strength. Holes in the top of each letter to link them together with a thin string. Can be attached anywhere around the waiting area, with the function of drawing attention from far away.

- 'Price tags' hanging down from the bus stop on a string. This design creates a very strong attention-grabbing effect, because of its dynamic movement in the wind. The backside has a pattern print, causing a visual illusion when the hangtag is spinning fast enough. It is best to hang so that the price tag is at average face height, to ensure that people can easily read the text. It also has a very amusing side-effect of surprisingly hitting people in the face (gently) when blown around.

- The 'free time you have' arrow on the waiting time indication screen. This is a more direct stimulus to reflect about the meaning of free time. In our design, we did not include a QR code as the arrow would be hanging too high for people to scan the code. It consists of a simple paper print that can be backed by cardboard if your application requires more stability.

- Make sure to remove the paper interventions after the experimentation period, and leave the bus stop as you found it.



WORKSHOP FORMAT

Transformations in government and in governance require new forms of collaboration, new opportunities for citizen involvement and a renewed focus on creative problem solving. And while we focus on developing more citizen-centric policies and services, it is easy to overlook that those people working within the governmental office buildings are humans, too. The workshop developed for the Timeweek is a tool to open new spaces for conversation, connection, and play among those people. Using the information gathered from the surveys to make the workshop participants emphasize with people on the street, it attempts to make them think from a more human perspective rather than a professional one. We argue that this change of perspective enables richer discussions and more empathetic outcomes. Underneath you will find the step-by-step explanation for conducting the workshop. The files for printed materials are available under the link that was provided previously.

CHECKLIST INTERVENTION

How to do an Intervention - designing a conversation-starting intervention in public space

A large part of this project has been an exploration of how to design an effective intervention in public space. From this process we defined some learnings and guidelines in order to recreate an intervention. To ensure effective and ethically responsible interventions, these points should be taken into consideration:

- * Aim for short interactions (around 2-10 min) with a low threshold for participants
- * Participation is voluntary and privacy must be respected (think different roles for participants (spectator, on the spotlight...))
- * Non-capitalization of free time
- * Go to places with people, don't expect them to come to you (design for incomplete and appropriation for people (Hans Karssenberg))
- * Use playful identity, gamification, sound (music) to make noticeable and awaken curiosity.
- * something is given back

* AND FOREMOST, DONT FORGET TO HAVE FUN!

»...we require each other in unexpected collaborations and combinations, in hot compost piles.«
Donna Haraway, 2016

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