



# FACILITATION GUIDE: DESIGN WORKSHOP

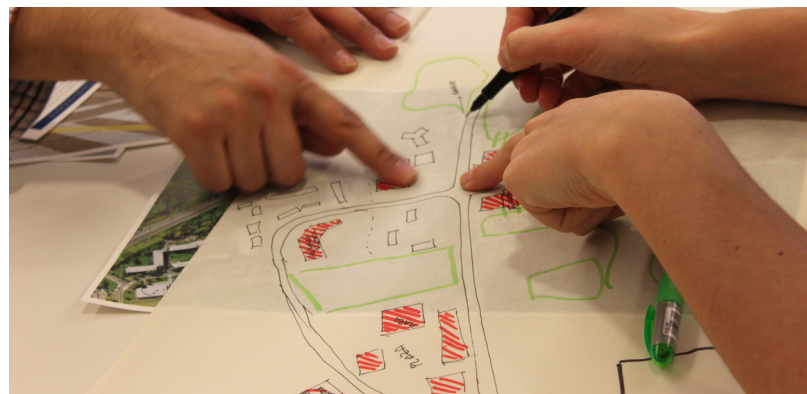
CONVENE RESIDENTS AND BUILT-ENVIRONMENT PROFESSIONALS TO PROPOSE DESIGN SOLUTIONS FOR KEY NEIGHBOURHOOD SITES

**Activity Type:** Vision, Design

**Participant Audience:** Residents, Organizational Partners, Built Environment Professionals, Decision-Makers

## Objectives

The design workshop is a key moment in the participatory planning process. Since combining citizen and professional knowledge is a core principle of participatory planning, this activity is an essential opportunity to bring these knowledge systems together. Building from themes identified in the Neighbourhood Portrait, the workshop results in collaboratively produced design solutions for key sites of interest, and serves as the foundation for the neighbourhood plan going forward.



## Using the Tool

### Materials needed

1. Introductory powerpoint presentation: Present project background, results of the neighbourhood portrait, and workshop goals and process.
2. Printed basemaps of the area, and printed street-level photographs. To create your own basemaps, refer to 'How to Create a Basemap' guide on [participatoryplanning.ca](http://participatoryplanning.ca).
3. Tracing paper, markers, and pens for drawing
4. Copies of the Neighbourhood Portrait
5. Design ideas recording form (see Sample Materials section)
6. Facilitator's guide & trained facilitators (see Sample Materials section)
7. Optional: Site context sheet (to give facilitators and participants background details about the site, see Sample Materials section)
8. Optional reference materials: Municipal policies/ guiding documents (e.g., official plans, transportation master plans, community improvement plans, etc), urban design and street design guidelines, design tools like the [Complete Streets Game](#).

### Facilitation Process

1. Before the workshop
  - Identify the areas of focus and goals of the workshop. The focus areas should arise from resident engagement during the development of the neighbourhood portrait, and should be priority areas for the community.
  - Develop preparatory materials: Some participants will know little or nothing about the area, so you will need to prepare some materials. Develop your introductory powerpoint presentation, site context sheets, and facilitator guides.
  - Host a facilitator training session a few days in advance of the workshop, to ensure all facilitators are prepared for the day.
  - There is a sample site context sheet and charrette facilitator guide in the sample materials section of this guide.
  - Promote the workshop: Select potential participants from the professional community based on the workshop's objectives and deliverables. Invitations should be sent to specific stakeholders in order to guarantee the presence of a wide variety of participants. Invite residents at neighbourhood


pop-ups, through door knocking, posters, and flyer drops. Begin inviting people 1.5 to 2 months in advance of your workshop. Collect RSVPs.

## 2. At the Workshop


- With all participants: Explain the process, context, and objectives of the workshop, how the day will unfold, and the various stages of the event. Give a short overview of the study areas in connection with the issues being addressed. Before dividing into subgroups, participants should fully understand the nature of deliverables and their roles. Specify that this workshop is a brainstorming exercise, aimed at sharing ideas and concepts in a spirit of openness and creativity.
- Break into subgroups of 8 to 10 people to explore design ideas. For a detailed breakdown of how to facilitate the subgroup work, refer to the facilitator guide in the sample materials section below.




**Tip:** Remind professionals to keep their language accessible! This is essential to the success of this tool. Professionalized language can feel alienating to resident participants.




**Tip:** If possible, start the workshop with a resident-led walking tour or a resident-led presentation of the Portrait. This positions residents as leaders and knowledge holders, which can empower them to contribute their expertise later on in the workshop. The walking tour can also help set the context for professional participants.



**Tip:** Think strategically about inviting specific stakeholders and decision-makers, and aligning design ideas with upcoming capital projects or plans in the area.



**Tip:** Predetermining well-balanced subgroups and foreseeing separate rooms or spaces is a good way to ensure concentration and dialogue. To facilitate efficiency and obtain intended goals, each subgroup should be given a specific study area.



## Sample Materials

1. Facilitator guide used at a design workshop (via TCAT and GreenUP)

### Sample Participatory Planning Design Workshop: Facilitator & Volunteer Info Sheet

#### Agenda:

Neighbourhood Walk-about	9:00am -10:00am
Presentations with Q&A	10:15am - 11:00am
Breakout charettes	11:00am -12:30pm
Lunch + Share back	12:30pm -1:15pm
Optional "Open-houses"	1:15pm - 1:45pm

#### Charette Process:

The design charette is an exciting opportunity to facilitate dialogue between planners, local residents and city staff. There will be a total of 4 breakout workshop groups each with their own primary facilitator with some additional support from floating event documenters as supporting facilitators. Each group will consist of approximately 10 participants that will work through the following stages:

- 1. Introductions and Ice-breaker:** Primary facilitator introduces self, any other volunteers and asks each participant to introduce themselves and say either one thing that they love about the neighbourhood they currently live in or one thing that made them interested in attending this workshop.
- 2. Opportunity Scoping:** Facilitated discussion of the opportunities/issues presented in the portrait that are of interest to the group. Listing of these ideas on cue cards for a quick free list and pile sort activity.
- 3. Small-Group work:** (2 - 5 people) on specific areas, designs or ideas. Brainstorming ideas that address problem from problem scoping. Use sheets to record ideas and develop pro and con list for each and begin sketching using maps, images and transparencies.
- 4. Idea Refining:** Small groups join up with each other and review ideas + pros & cons for each design solution through discussion. The joined groups work together and are welcome to collapse or combine ideas together if appropriate.
- 5. Lunch & Idea Sharing:** Full workshop convenes to present all ideas briefly while having lunch.
- 6. Optional "Open House":** Participants are invited to stay longer and contribute additional comments regarding proposed interventions.

#### Roles:

Table Facilitators: Lead the discussion at each table.

Event Documenters and supporting facilitators: Help with logistics, timing, documentation, and providing additional resources as needed.

#### Resources & materials:

There will be several resources for participants to help them with developing design interventions for the streets and public spaces of focus in each group. These include:

- Basemaps of the area.
- Perspectives/photos of the street with transparencies for drawing designs.
- Printed copies of NACTO's urban design guidelines open for reference. Also for use to search example of urban design if necessary.
- Copies of the neighbourhood portrait.
- Design Idea Record: A sheet to help groups go through the process of brainstorming ideas and evaluating their pros and cons.

2. Site context sheet used at the Jackson Park-Brookdale Design Workshop in Peterborough (via TCAT and GreenUP)

### Jackson Park-Brookdale Design Workshop: SITE CONTEXT SHEET

#### FAIRBAIRN CORRIDOR | SPOTLIGHT FOCUS ON HIGHLAND/FAIRBAIRN NODE

##### ROAD CLASSIFICATION & ROW WIDTH

Fairbairn St.: High Capacity Arterial (reclassified from Low Capacity, circa 2014)

Fairbairn St Right of Way: 20 m now; approved in OP for 30 m as part of the Lily Lake Secondary Plan

Highland Road: Low Capacity Collector

Highland Road ROW: 20 M

##### TRAFFIC NUMBERS ON FAIRBAIRN

AM peak 8-9 am 714 vehicles

PM peak 4-5 pm: 888 vehicles

##### Challenges:

- Lack of safe connections into Jackson Park from the Neighbourhood, particularly lack of crossing at the Parkway Trail/Highland Road/ Fairbairn intersection
- Sight lines looking north are obstructed because of curve in the road.
- Vehicles travel fast, making poor sightlines even more of a concern.
- Traffic backs up on cross streets (especially Wolsely) as people wait for a break in traffic to turn onto Fairbairn.
- New residential development in the North end (such as the Lily Lake subdivision) are creating increased traffic demand on Fairbairn.

##### Opportunities:

- Highland Heights students are engaged in advocating for a traffic light at Highland
- Fairbairn is approved in the Official Plan for a potential future ROWwidening (from 20 metres to 30). What could this look like? An EA would be conducted if widening is being considered. This would be an opportunity for consultation.
- The portion of the Parkway trail on the west side (Jackson Park side of the road, travelling into the park) is identified in the Cycling Network Implementation plan as an existing facility to be updated.
- Strong desire from residents to have safer access to Jackson Park. Crosswalk installation anywhere along Fairbairn would be welcome: Wolsely and Highland especially.

##### SCHOOL USE, SCHOOL SUBMISSION, ARTICLE

Highland Heights public school loves to go to Jackson Park. They follow the trail to Highland Rd. and Fairbairn St. where they cross the road into the park. This fall, students and teachers from the school submitted a request to City Hall asking for a safer crossing at the intersection. This action was highlighted in an article in the Examiner.

##### WHAT WE'VE HEARD FROM RESIDENTS

People often travel down to Bonacord to access the park since there is not a safe and easy access point directly from the neighbourhood. Residents would love a safe access to the park closer to home.

3. Design Ideas Form (via TCAT)

**Whats the big idea?**  
Use this space to describe the design intervention(s) proposed in your small group. Attach drawings.

**Yay or Nay?**  
What are some of the pros and cons of the idea? Why might it be good for some reasons and not for others?

PROS	CONS

**Why this? Why now?**  
Briefly describe what issues from the portrait or earlier discussion this design intervention addresses.

**Peer Critique Notes**  
Use this space to note down reflections and comments about your design intervention from the group.

Focus area:



Centre d'écologie urbaine de Montréal



Sustainable Calgary



the centre for active transportation

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