Shared Space in Public Real Estate through Service Design

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Municipalities in Denmark

- Economic pressure
- Public real estate?
- Sustainable development
- Facilities for associations

Service Design

1. Observe and listen
   - Involve citizens, users and potential users of public real estate
   - The use of the buildings

2. Scenarios
   - What can be shared?
   - Who can share?

3. Testing
   - Workshop with the users

4. Briefing
   - Document for further political process

Need for space in cities

Interaction

Environment

Saving

Shared Space

More than one player, who use the same space either at the same time or at different times

What do the Municipalities get?

- New method with seven focus areas for optimizing the use of public estate
- Shared space supports sustainable development
- Economic advantages
- Better service for the citizens

Lundtofte Pilot Project

- Use the facilities 2-60 % of the potential time
- 12,660 m2
- School, child and youth care, associations, leisure activities, sports activities
- 9 estates

In the end of the project

- 10-24 % less m2
- Can sell 3-6 estates and demolish 1-2 buildings
- Positive response on the public participation during the process

Seven Focus Areas

1. Strategy for public real estate in the municipality
2. The motivation for using shared space:
   - Flexibility, interaction, economy, environment
3. What to share and how to share
4. The level of service:
   - General vs. tailor-made
5. How to involve the citizens:
   - Social research methods as interview, focus group etc.
6. Keep the public involved and informed throughout the length of the project:
   - For the municipality to legitimise the process the public must be involved.
7. Observe and listen, scenarios, test and design briefing:
   - Use service design as a frame for the project

<table>
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<th>Operational cost [kr]</th>
<th>Exterior Renovation [kr]</th>
<th>Buildings</th>
<th>m2</th>
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<td>Before</td>
<td>775,019</td>
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<tr>
<td>After</td>
<td>109,121</td>
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