

Inclusive Placemaking

Stakeholder Engagement Process and Tools

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Think City:
a social purpose organisation
with the mission of making
cities more people-friendly,
resilient and liveable

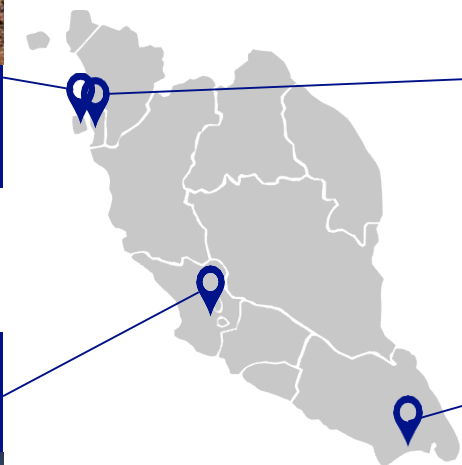
thinkCITY
REJUVENATING THE CITY TOGETHER

Think City is a social purpose organisation. We want to make cities more people friendly by catalysing change in the way cities are planned, developed, and celebrated.



Historic City
GEORGE TOWN

2009



Secondary City
BUTTERWORTH

2014

Capital City
KUALA LUMPUR



2015

Border City
JOHOR BAHRU



2016

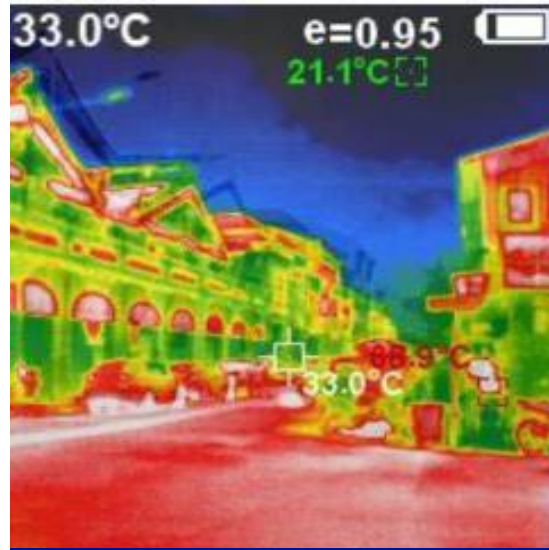
- Established in 2009, we are an urban regeneration organisation
- Our mandate is to create more liveable, resilient and sustainable cities for citizens
- Our approach to urban renewal is community-led with a focus on small yet catalytic initiatives
- We operate in four cities in Malaysia (George Town, Butterworth, Kuala Lumpur, Johor Bahru) and have a presence in two other cities (Klang, Kuching)
- We are a wholly-owned subsidiary of Khazanah Nasional

Our focus areas span four Communities of Practice



PLACEMAKING

- Space activation
- Public realm improvement
- Space Management



RESILIENCE

- Climate adaptation & environment
- Community Resilience
- Housing renewal



ANALYTICS

- Strategy & policy
- Territorial planning
- Smart cities & urban data

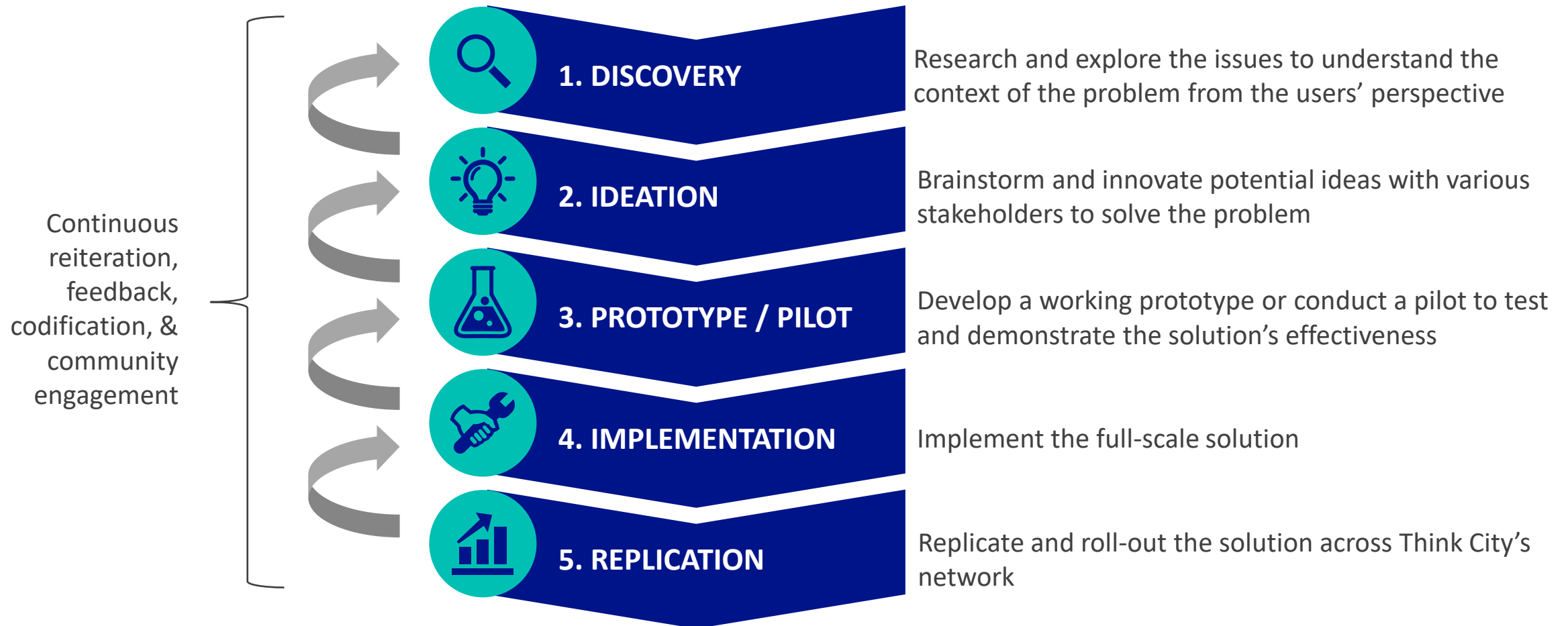


CONSERVATION

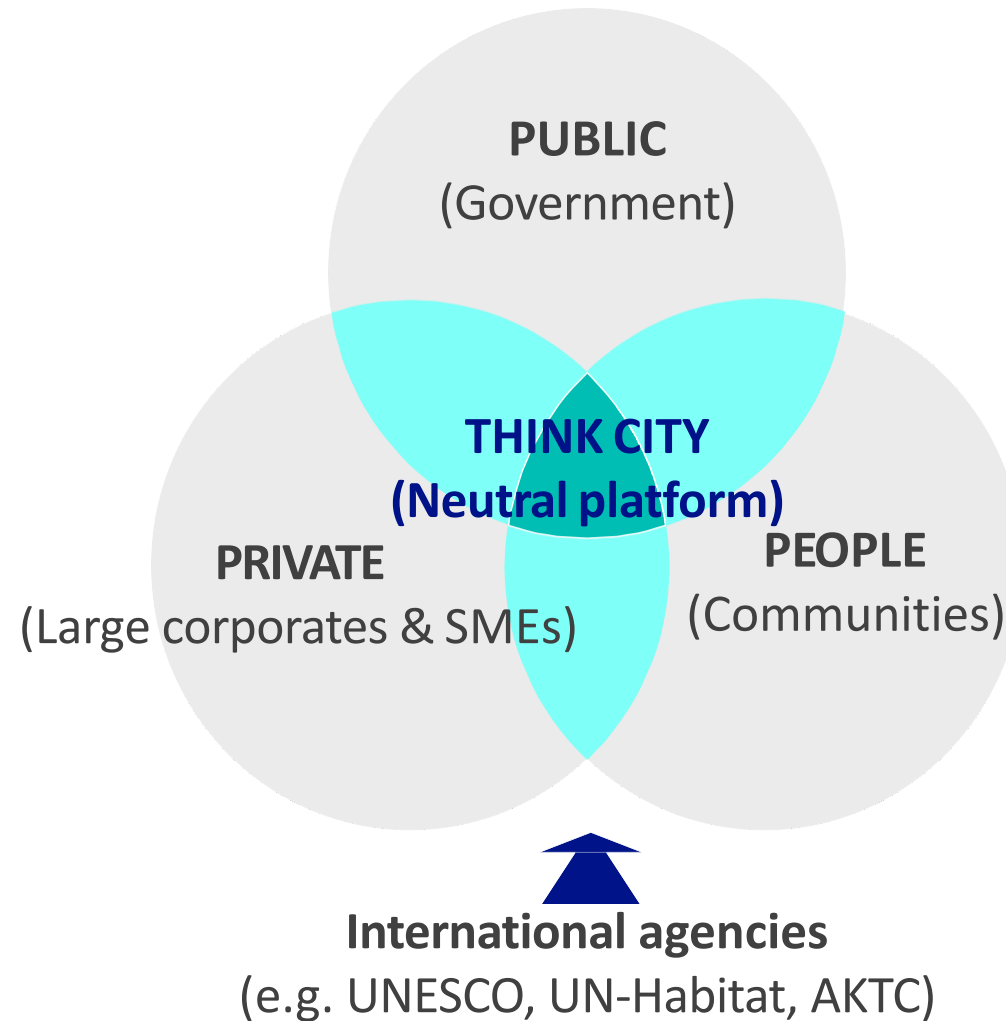
- Conservation, heritage and culture
- Content & museology

As an experimental organisation, we have a unique approach to citymaking

Think City's citymaking approach

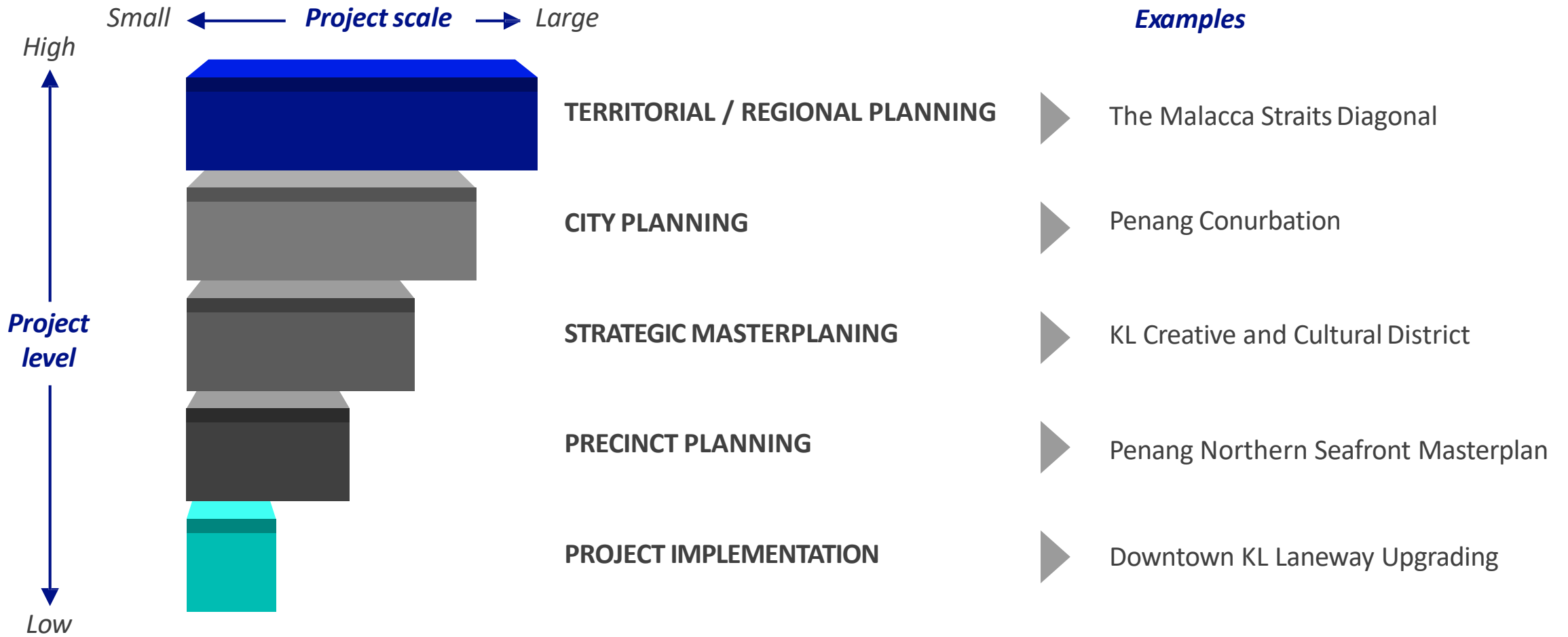


We are a neutral platform to create synergies between the public and private sectors as well as communities



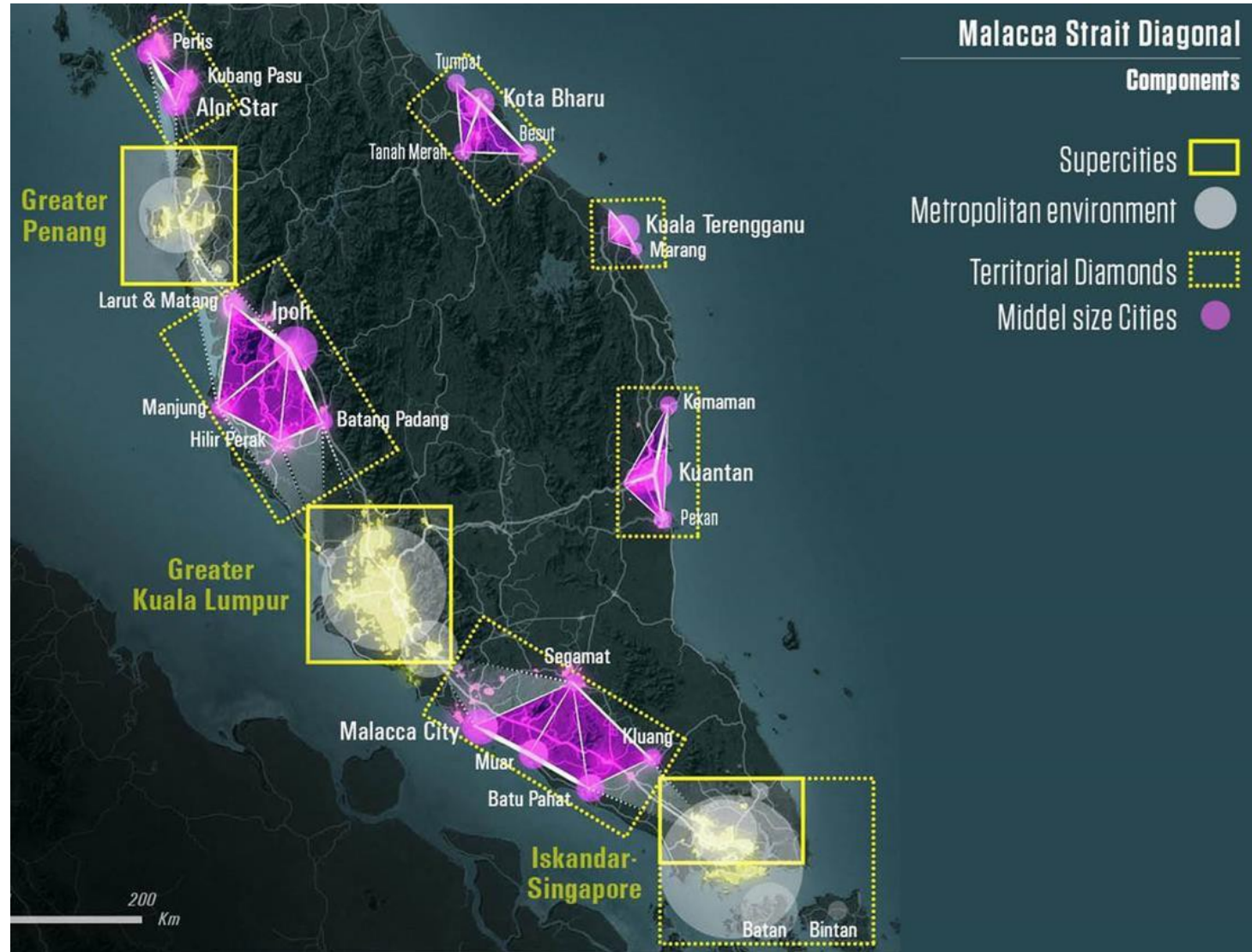
We are a multidisciplinary “think-and-do-tank” operating on a wide range and scale of project types

Think City’s range of projects



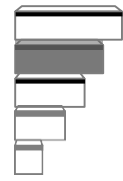
Examples of our projects – range and scale

Territorial / regional planning example: The Malacca Straits Diagonal



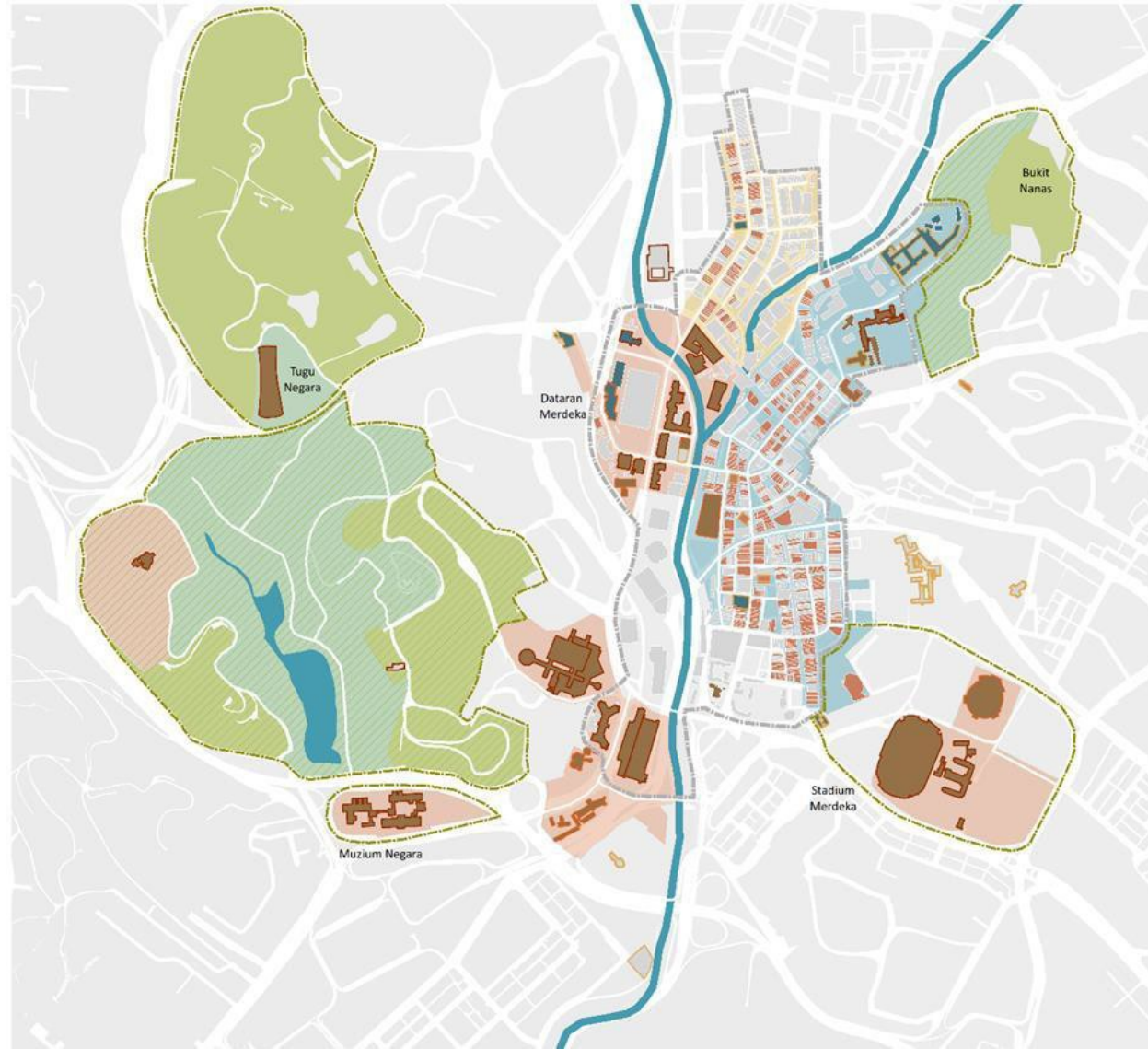
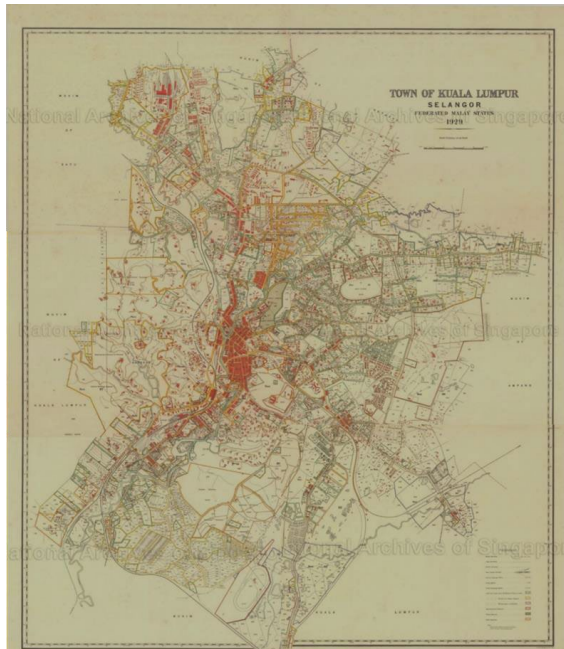
Examples of our projects – range and scale

City planning example: Penang conurbation



Examples of our projects – range and scale

Strategic master planning example: Kuala Lumpur Creative and Cultural District



CATEGORIES OF HERITAGE BUILDINGS

JWN Heritage Class

Building heritage

- National heritage
- Heritage
- Inventory

Natural heritage

- Natural site

DBKL Heritage Class

Building Category

- Category 1
- Category 2
- Category 3

Heritage Zone

- Primary heritage zone
- Secondary heritage zone
- Special character zone
- Heritage site

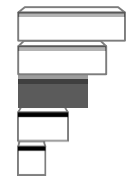
KLCCD and other Significant Sites

- KLCCD boundary
- Significant site boundary

Others

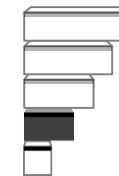
- Other buildings
- Green space
- Lake
- River

Source: JWN and DBKL, 2018



Examples of our projects – range and scale

Precinct planning example: Penang Northern Seafront Masterplan

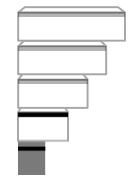


- 1 Build pier to sea and reestablish circular garden feature as open plaza. Reconfigure existing road to one way traffic & upgrade Renong food court.
- 2 Reconfigure traffic flow and car park.
- 3 Reprogram interior of Dewan Sri Pinang.
- 4 Reconfigure vehicular entry to Dewan Sri Pinang.
- 5 Reestablish semi-circular garden feature and align with Dewan Sri Pinang axis.
- 6 Reinterpret Duke Street as Linear Garden with limited vehicular access.
- 7 Create circular moat around war memorial.
- 8 Restore historic garden with existing water fountain as main feature based on the Charter of Florence.
- 9 Reconfigure Light Street for additional public transport network.
- 10 Reconfigure traffic flow and car park.
- 11 Reinforce sea wall and promenade structure.
- 12 Rationalise existing stage to circular form and re-establish bandstand. Ensure existing time capsule buried below walkway bandstand.
- 13 Existing Padang with improved drainage system and perimeter service lanes.
- 14 Reestablish Vermont's Fountain and simplify Light Street pedestrian boulevard centred on Clock Tower.
- 15 Reestablish old avenue to Union Street. Relocate food court, public toilet and playground. Establish archeological site as contained dry moat.
- 16 Reestablish moat as per Kelly Map boundary.
- 17 Undertake repair works to Clock Tower.
- 18 Realign road and replace existing building with green public space.
- 19 Relocate Astaka Food Court, public toilet and playground.
- 20 Reconfigure entrance to Cruise Terminal.
- 21 Make good Fort Pier as public viewing platform.
- 22 Develop square with central green space and underground parking. Reestablish former Quadrangle Building.



Examples of our projects – range and scale

Project implementation example: Laneway upgrading project in KL



PLACEMAKING



Central Park, New York

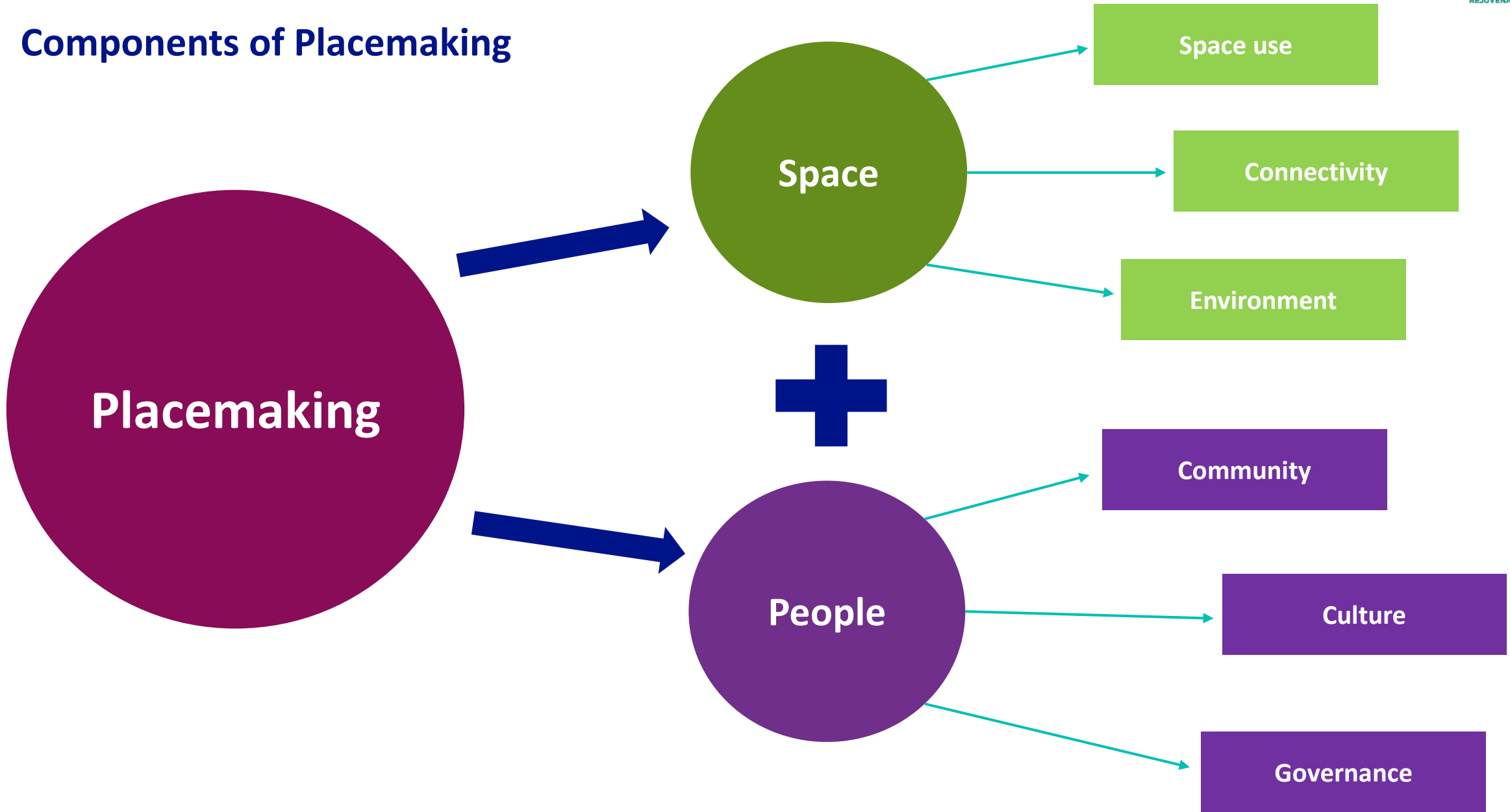


Mongkok Ladies Market, Hong Kong



Jalan Panggong Parklet, Kuala Lumpur

Components of Placemaking



Think City's Approach to Placemaking

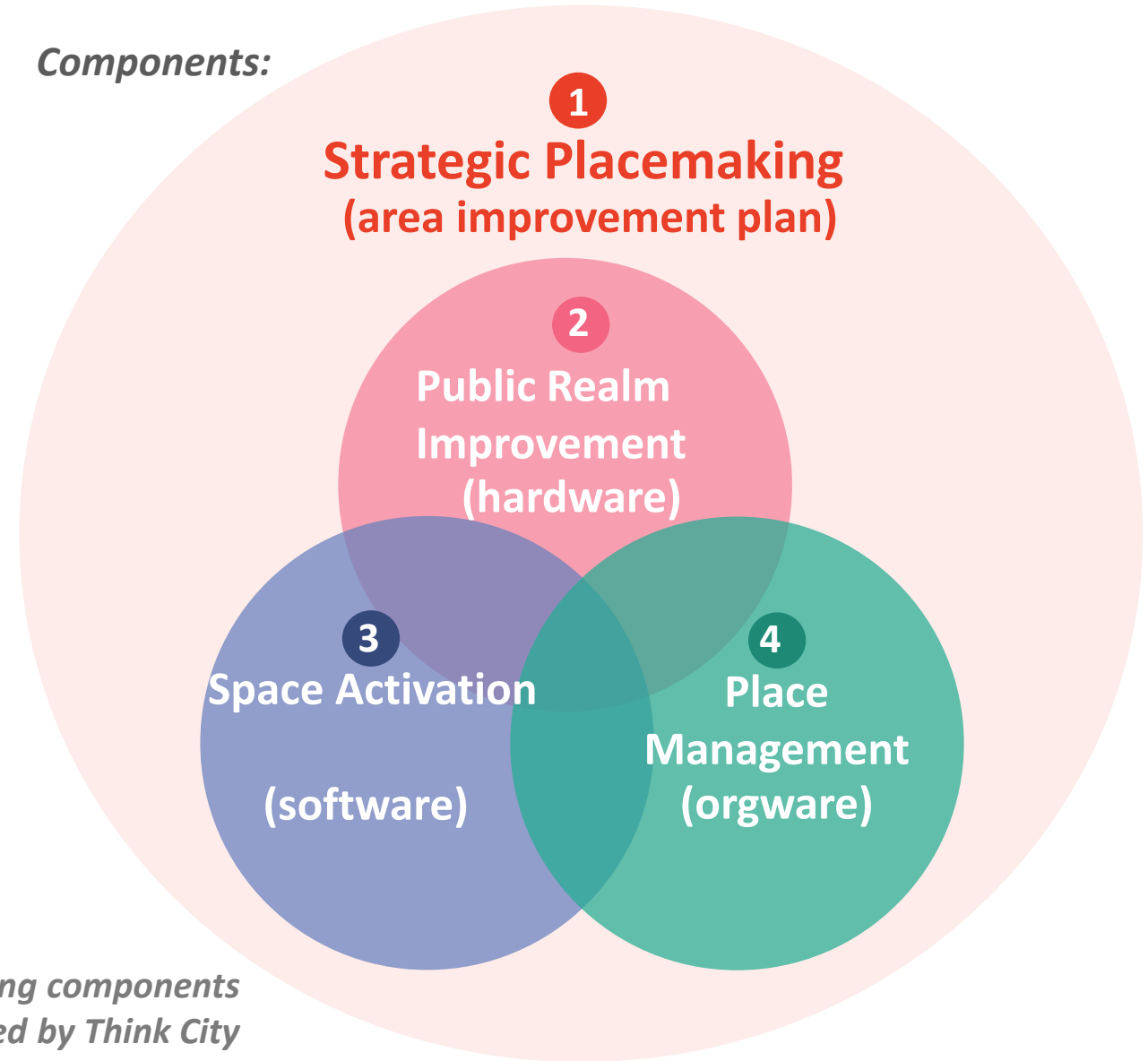
Definition:

“ Placemaking is the process of creating vibrant places where people want to live, work, play, and learn in.

The process includes planning, design & management and is fundamentally grounded in community participation

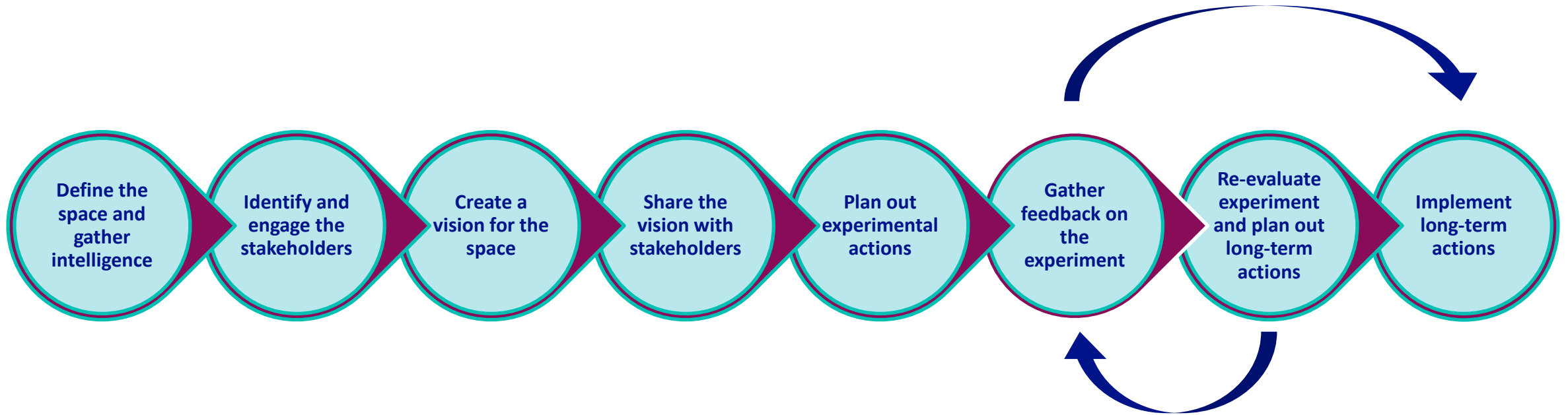
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Components:



A holistic set of placemaking components offered by Think City

Placemaking Process



Importance of Stakeholder Engagement



COMMUNICATION

- Identify your stakeholders
- Communicate with your stakeholders
- Manage stakeholders' expectation



TRUST

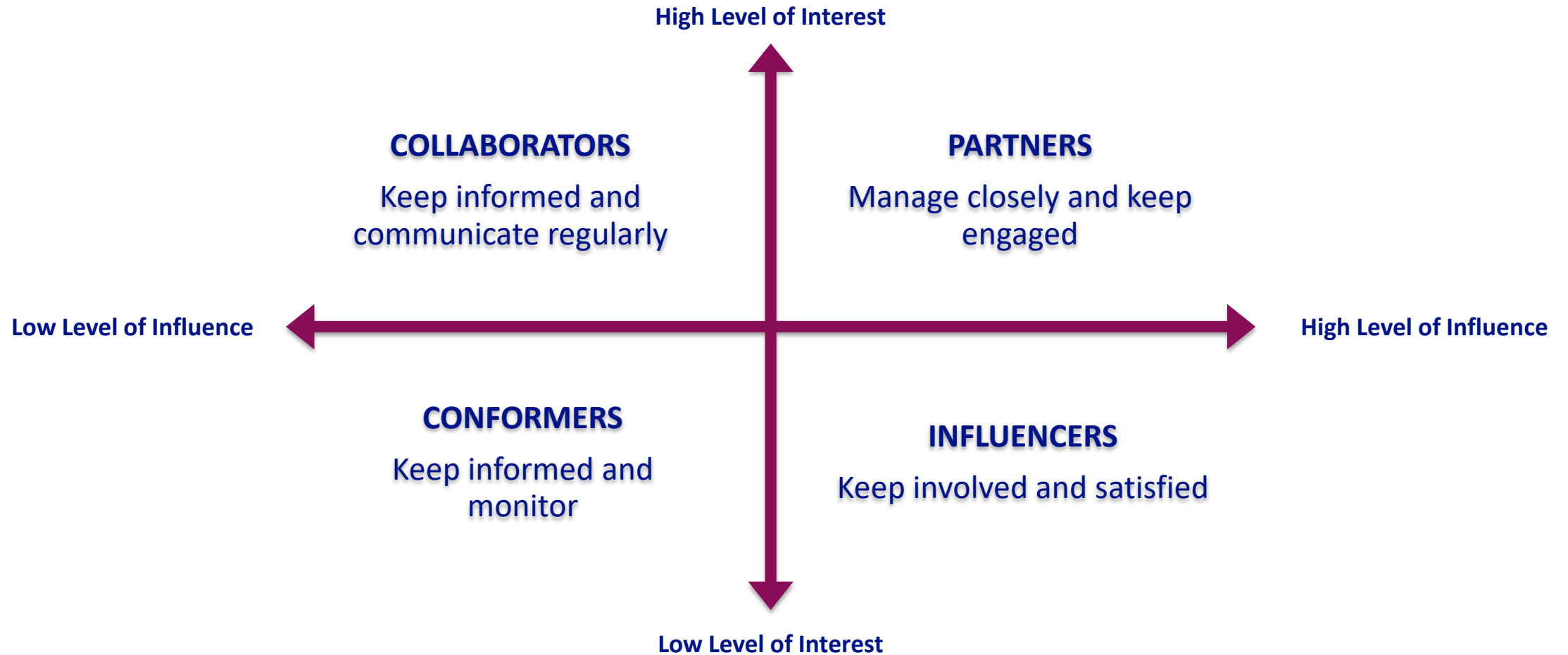
- Build trust
- Get buy-in
- Be on-the-same-page



TIME

- Spend time to get to know the space and the community
- Allocate enough time for engagement

Identifying Your Stakeholders



Methods of Engagement



Interviews



Focus Group Discussions



Workshops



Drop-In Events / Exhibitions



Surveys



Walking Tours / Asset mapping

Engagement Strategy (EXAMPLE)

Partners

- High level engagement
- Frequent communication
- Have interviews or one-to-one meetings
- Gather parties within this group of stakeholders for a workshop

Influencers

- Frequent communication
- Get buy-in
- Sharing facts and details
- Have workshops or townhall with influencers to gather feedback and comments

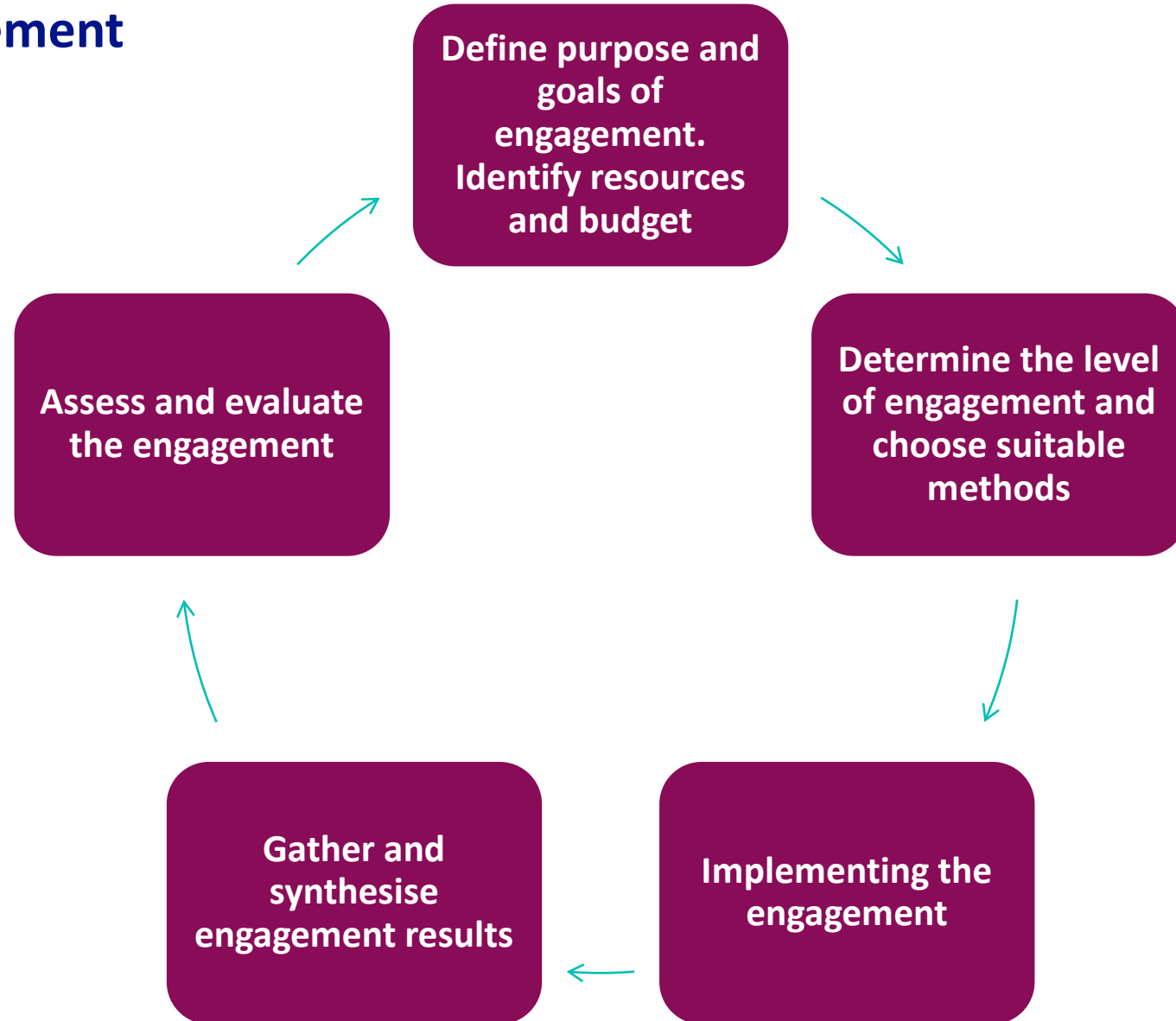
Collaborators

- Separate the collaborators into groups of the same interest
- Organise FGDs
- Could possibly organise workshops or townhalls to gather cross-collaboration ideas

Conformers

- Managing crowd expectation through media releases and exhibitions
- Run public survey to gather comments and feedback

Planning an Engagement



CASE STUDIES

Community participation and collaboration is key to successful citymaking





BEFORE – A flea market



Working with communities and local council. Regular face-to-face engagement ensures people are involved from the start – even and especially with the traders



AFTER – A pocket park for the local community



AFTER – Activating the park with music

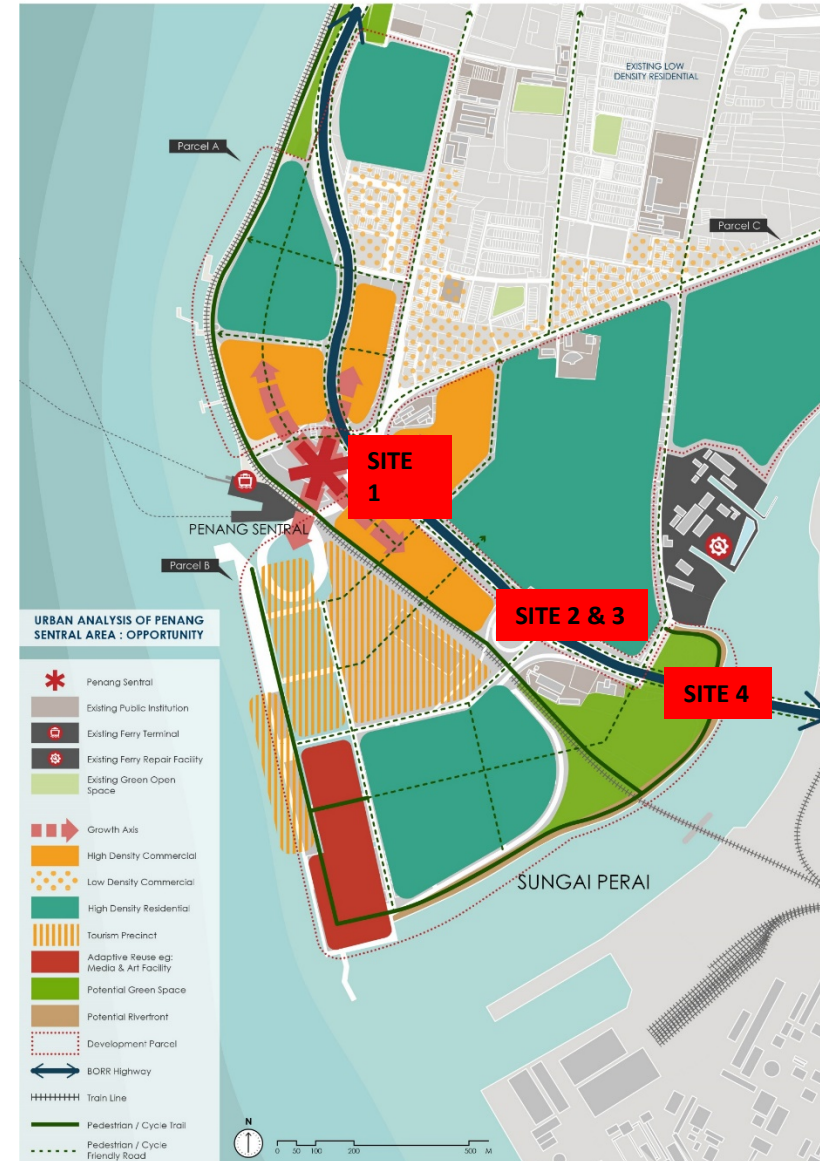
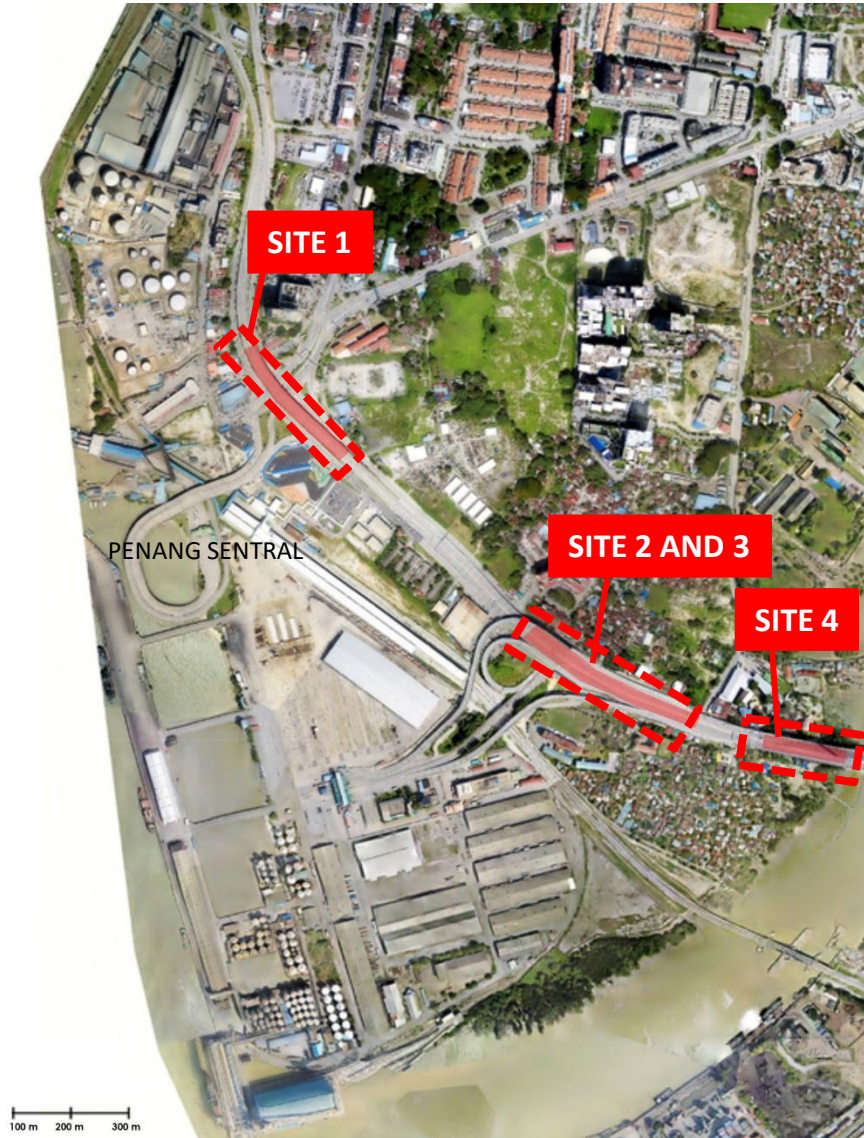
Kampung Benggali Pocket Park



- Four sessions of community engagement
- Multiple sessions of engagement with municipal council

URBAN PARK BELOW BORR: UJONG BATU

URBAN ANALYSIS : OPPORTUNITY



URBAN PARK BELOW BORR: Community Engagement

SITE 2 & 3 : BAGAN DALAM

Bagan Dalam Open Day
23 Mac 2019



Engagement Board Results: Facilities preferred by community



URBAN PARK BELOW BORR: Community Engagement

PROGRAMS NEEDED FOR CHILDREN AND COMMUNITY

Methadone Program
Sport Facilities
Empowerment Program
Playground & Field
LIBRARY
Trees
Tuition Centre
Guard Patrol
Road Safety

Communities and school children need a library and a space for playing/activity the most.

Two primary beliefs drive our mission

The Power of Small



Putting People in the Heart of the Solution



THANK YOU

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