



17 Jun 2025, online

Workshop @#3 of the Community of Cities Initiative in the EHHUR project

The series of workshops

The workshops are part of the Eyes, Hearts, Hands: Urban Revolution (EHHUR) project, an initiative dedicated to creating a new Community of Cities. The initiative aims to bring together more than 50 city representatives to work together to implement the New European Bauhaus (NEB) framework by sharing ideas, addressing urban challenges and refining tools and guidelines. The aim is to provide concrete ideas on how to move towards more sustainable, inclusive and beautiful cities, learning from the EHHUR pilot sites and capturing the needs and challenges of city representatives and policymakers.

Insights from the prototyping

Unlike the previous two sessions, which focused on knowledge exchange and the co-creation of different tool features, this third workshop was all about **hands-on experimentation**. Participants were invited to engage with a creative urban planning scenario using the Decision Support Tool (DSS) for urban transformation, navigating its functionalities to simulate decision-making processes for sustainable urban transformation. They took on various roles - from city planners to community stakeholders - to navigate the tool's features. The scenario-based approach allowed participants to explore how the tool displays different inputs, from **district size, CO₂ emissions, total energy consumption**, social dynamics and financial constraints, gaining a real sense of the tool's potential, and specifically its blind spots. This interactive testing phase was crucial in identifying both the strengths and areas for improvement in the tool's usability and logic.

Insights from the polls

Real-time feedback was captured using Mentimeter polls, enabling participants to evaluate usability, visualize improvements, and rate the tool's relevance. Key insights included:

- **Mixed perceptions of user-friendliness:** While some users found the tool intuitive, the average rating hovered around 2.4 out of 5, indicating room for improvement in usability and interface design.
- Interface improvement suggestions included:
 - o Reducing text density and improving visual aesthetics.
 - o Clarifying mandatory fields and improving dropdown functionalities.
 - o Introducing a more guided, step-by-step (click-through) navigation instead of displaying all options on one page.
 - o Enhancing clarity at the district level, e.g., specifying whether users should select a building or a site.
- **Graphical representation of NEB values** was found confusing by most respondents, with 5 out of 6 indicating it was not easy to understand.



17 Jun 2025, online

- **Outputs were seen as informative but dense:** most participants agreed the content should be summarized and made easier to extract for practical use.
- **Catalogue links in outputs were appreciated,** though some users requested deeper explanations to avoid confusion.

This feedback will directly inform the final iteration of the DSS tool, ensuring it is both functional and accessible for diverse city contexts.

From insights to iteration

The third workshop didn't just collect feedback, as much as it catalyzed the next phase of development. The insights gathered through real-time testing and participant reflections are now actively shaping the evolution of the DSS tool by intervening in the following areas:

- **User Experience Enhancements:** Based on feedback, the interface will be streamlined to reduce cognitive load. This includes simplifying navigation, minimizing text-heavy sections, and improving the visual layout to make the tool more intuitive and aesthetically engaging.
- **Guided Navigation:** A step-by-step, click-through format will replace the current all-in-one-page layout, helping users stay focused and avoid errors during input.
- **Clarity and Accessibility:** Mandatory fields will be clearly marked, and technical terms will be accompanied by tooltips or brief explanations to support users with varying levels of expertise.
- **Output Optimization:** Outputs will be restructured to highlight key takeaways and actionable insights, with clearer links to relevant catalogues and resources.
- **Scenario Relevance:** The tool will be fine-tuned to better reflect the diversity of urban contexts, ensuring that recommendations are not only comprehensive but also adaptable to local realities.

These improvements are not just technical—they reflect the collaborative spirit of the *Community of Cities*. By embedding user feedback directly into the design process, the DSS tool is becoming a truly co-created instrument for urban transformation.

What's next

Stay tuned for the final chapter in this collaborative journey, where we'll reflect on the full arc of the workshops and ultimate the final version of the DSS tool.

The EHHUR Project team