Shared Space

Room for Everyone

A new vision for public spaces

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Interreg North Sea Region

Shared Space

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Content

Shared Space is a European co-operation project that aims to develop a new policy for designing public spaces at regional, national and eventually at an European level. There are seven project partners, each of whom undertake a pilot project.

Introduction

Over the past decades transport and traffic objectives, (improving traffic flows and traffic safety), have determined the way in which public spaces are designed. Often this was at the cost of quality in the public realm and the living environment of people. The Shared Space project employs a new approach to public spaces – an approach that exploits the many varied purposes of such spaces. In contrast to current design practice, Shared Space strives to combine rather than separate the various functions of public spaces. In this manner Shared Space strives to improve the quality of public spaces and the living environment for people, without needing to restrict or banish motorised traffic.

The partners' pilot projects will produce a wealth of experience and knowledge in design and planning processes and should demonstrate

a kaleidoscope of practical solutions.
An international team of experts is assisting the project partners during the implementation of the Shared Space approach; helping to identify and overcome barriers and pitfalls, and raising under-standing and acceptance of the approach amongst politcians, professionals and public.

This publication also serves to familiarise you with the Shared Space vision that forms the basis for this European co-operation project. The final chapter of this publication offers practical tips for those who would like to get started with the Shared Space concept.

During the 2004-2008 period, the Shared Space approach will be applied in seven pilot projects.

The German council Bohmte will redesign the long through road through the eponymous village. This road fulfils an important role as a shopping area, but also as a through road to and from the regional road network.
The construction of a new access road from the village centre to the regional road network enables Bohmte to turn the old road back into a real village street.

The town of Ejby in Denmark has an important railway connection that runs right through and splits the centre of the village. A new layout of the area around the station should reconnect the two parts of the village.

In the Netherlands, Emmen council is renewing the Dutch concept of a 'woonerf'
- a residential area with a number of devices to create a safer environment by reducing and slowing the flow of traffic - in the Hesselterbrink neighbour- hood.

Haren council in the Netherlands is tackling an area around a school and other bottlenecks in a rural area.

The city of Ipswich, in the UK,
seeks a solution for a fragmented
neighbourhood that suffers from
motorised traffic, particularly
during the weekend when the
nearby football stadium attracts
many visitors.

In Belgium, the city of Ostend
would like to bring about a
natural link between two neigh-
bourhoods that have been split
by a busy ring road.

The Dutch province of Fryslân
is adapted a route along a
historic barge canal so that
the passer-by gets an impression
of the cultural and historic
significance of the area.

Shared Space strives towards a design and layout of public spaces where traffic, residential and any other spatial functions are in balance with each other.

Public Space - What is it?

The physical heart of society

In the Shared Space approach public spaces form the heart of society. They are areas where you stay, where you meet others, where you observe, where you undertake something with or without others, where you relax, where you become familiar and part of the living environment. Public spaces also enable you to look at what people are saying about themselves - in the way in which they present themselves or in the way in which they design and modify their own spaces, their house or their garden.

Window and mirror

Staying in a public space enables us to remain up to date with the world and the environment in which we live or stay. The layout of the public space tells us what society looks like, who forms part of it, how people deal with each other and what they consider important. It is a window on and a mirror of society.

People space

Shared Space views public spaces first and foremost as spaces for people. Public spaces should facilitate people's activities – not restrict them. The design and layout of public spaces should therefore do justice to the various functions and meanings these spaces have for people. The traffic function, which has characterised the space in terms of layout for the last decades, then becomes an equal of the other functions. The next chapters will deal more thoroughly with the various functions served by public spaces.

Public space and traffic areas
Public spaces are used by people - to linger, to observe, to move around. Movement, including motorised and non-motorised traffic, is essential to move from one place to another. In most cases, traffic is a means to reach a destination and not an aim in itself.

Shared Space strives towards a design and layout of public spaces where traffic, human exchange and any other spatial functions are in balance. Shared Space requires a clear distinction between public space and highways. In public space, the freedom of movement and the social interaction between people are decisive criteria; residential space must be designed as people space and must invite social behaviour. A human being who is travelling through the public realm is a guest and behaves accordingly. But his behaviour is different in a traffic area. Traffic areas are designed for rapid movement to destinations. In this scenario the traffic function is the decisive factor for the design and demands a specific type of behaviour. In the next chapter we will come back in detail to the differences and the links between public realm and the highway.

Shared Space makes a clear distinction between public space and highways. This chapter explains the meaning of 'public space' and 'highway', the behaviour people display when they are resident or travelling and why it is so important to make this distinction.

The public realm
or the highway

Public space and traffic – objectives and means
Public space
Public spaces are the spaces where society manifests itself; it is a space for those who want to be there, for those for whom staying there has a priority. Staying in the public space does not have one single function or a direct benefit, but it most certainly has meaning and purpose. The space obtains its meaning through what people do and what people do together, i.e. through living culture. The residential value of the public space increases in line with the amount of experiences offered by the space. Therefore it is desirable that public spaces also fulfil additional functions for which they were not designed specifically. One space can accommodate a range of functions that we consider socially important – e.g. in the area of

ecology, water management, traffic, culture, living, working, etc. A natural combination of such functions increases the social quality of the public space and provides a view of the manner in which people shape their society.

Traffic
Economic, social, cultural and recreational life happens in places that form a network. Depending on their interests and obligations people will occupy in different places. Sometimes these places are right next to each other and the public realm does not need to be interrupted. However, sometimes this is not the case and people need to travel. The traffic that arises in this manner serves our residential options; traffic enables us to become autonomous citizens. In most cases traffic is not an end in

Residential space

itself. That is the reason why people, anywhere in the world, in the past and in the present, seem to find travelling time that takes up more than 10 percent of waking hours to be too long (Brewer's Law). Traffic is secondary activity. Excessive travelling times often prompt people to move house or to adjust their pattern of activities.

When the means becomes the end
Shared Space, as the name indicates, argues that people share public space together. This goes wrong when the various different functions of this space are also separated; when they are accommodated in different areas, making part of such public space inaccessible to other people and purposes. The public space is then no longer public, but becomes a specific facility or domain that places stringent demands upon design and behaviour.

The advent of the car meant that traffic-led thinking acquired a dominant influence on the design and use of public spaces. Public space rended to become space solely for movement and traffic. In large parts of the public domain other purposes have been subordinated to the traffic function and the space is designed from the wish to limit the dangers of motorised traffic. We are no longer sharing the space - we have split it up. Space has become a system of rules,

prohibitions and orders and human beings are required to adapt to the system rather than the other way around. Social norms and values become subsidiary to traffic rules and man, as the user of the space, is reduced to a traffic participant. Shared Space succeeds by reversing these roles.

Public and highway behaviour

There is an important reason why Shared Space makes a clear distinction between public space and highway, because people display totally different behaviour in public and expect totally different behaviour from others on the highway.

Public behaviour

Human behaviour in social space is characterised by the fact that movement is not guided by a pre-determined uniform programme, but by what people feel like from one moment to the next. The movements are unfocused, unpredictable, and relatively slow. In social spaces people's behaviour is largely determined by the physical environment and by the behaviour of others, and eye contact plays an important role.

Highway behaviour

Traffic behaviour, i.e. the behaviour people display when they want to move quickly from A to B, is characterised by movements that are direct, focused and largely predictable. This behaviour

not only typifies traffic in the fast lane, but also commuters or students who cycle every day between home and school or work. The speeds are high, and there is almost no eye contact. People move with focus and their behaviour is largely guided by legal traffic systems, by vehicles on the road and by traffic engineering signals, such as road markings and traffic signs.

Social traffic behaviour
Traffic behaviour displayed by drivers always has a social and a technical/legal component. The mix depends on the speed, spatial layout, and personal aspects. In the public realm, social behaviour would seem the most relevant just as traffic behaviour seems the most relevant in the fast lane. But in between there are the transitions from social to traffic spaces – these require social traffic behaviour, a mix of social exchange and traffic behaviour.

For Shared Space to work well it is important to keep these transitional areas as small as possible, because these are the areas with the greatest possibility of misunderstandings between people. Cyclists and pedestrians who are not in a hurry expect social behaviour from car drivers, whilst rushed road users presume traffic behaviour. Figure 2 represents the differences between social behaviour, social traffic behaviour, and traffic behaviour.

**Choosing between public space and the highway**
The differences between social behaviour and traffic behaviour and the friction that arises when both modes occur in the same space means we must make a clear choice in design. What is dominant – social activities or traffic? Which behaviour is required here – social behaviour or traffic behaviour? On the basis of our priorities, politicians develop a vision for the living environment of the citizens whose interests they represent. The choice between public or traffic space is therefore also a political choice – for more details, see chapter 6.

Once this choice has been made, the space must provide clarity on the expected and anticipated behaviour – social behaviour or traffic. In public spaces and where social traffic behaviour is required, enhancing the social character by accentuating spatial or natural elements is the most obvious choice. In traffic spaces the required traffic behaviour is encouraged by employing traffic-engineering tools.

The space itself must carry a message that can only be read one way. A space that encourages part of the users to display technical/ legal traffic behaviour, but encourages another part to consider the space as a social residential space

is asking for trouble. Safe traffic movement in the public realm requires clear social messages, and such messages should not be concealed or obscured by traffic engineering. Chapter 7 of this publication deals with the requirements this places upon the design of the public space.

Figure 1

'Monderman's steps'

Monderman's steps show the frustration tolerance of car drivers, and indicate the speeds travelling people consider acceptable from their time of depar-ture. When combined with local context, this model offers a design criterion for designing public spaces.

Kph

120

100

80

60

50

30

2   5   10   18   Minutes
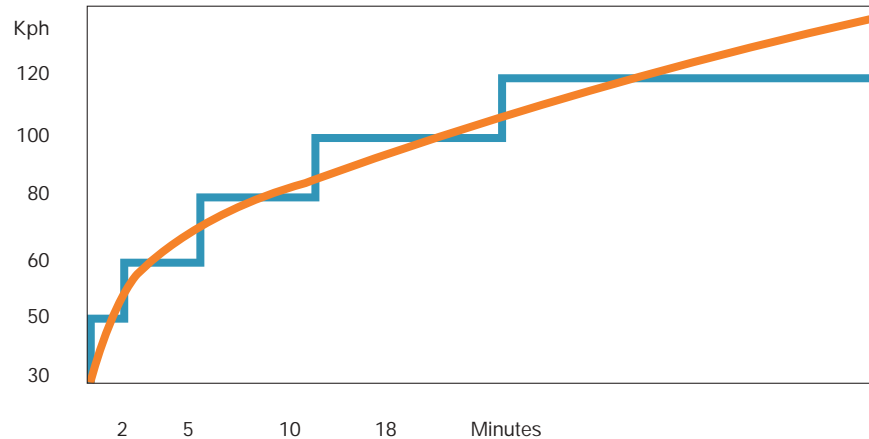
The psychology of travel

What happens to me when I want to go from place A to place Z? Because I want to spend as little time as possible on the journey, I will use a vehicle. So first of all I subdue my social behaviour – unfocused movements are replaced by focused direct actions. Initially I move through an environment in which I resided just a minute ago. I am still inclined to adjust my traffic behaviour to the social behaviour of the other people, but the more my connection with the location decreases and time increases, this willingness reduces and I experience a greater urge to move quickly. Where possible, I look for infrastructure that facilitates this fast focused movement. For a short time, I am able and prepared to share the road with all types of slow traffic, but after that I really need to get on. Once I'm in the fast lane, I am first and foremost a driver, part of a technical traffic world with its own laws, almost completely divorced from the social world of real people. When I approach my journey's destination, the process runs in reverse order.

Figure 2
Overview of the differences between social behaviour, social traffic behaviour and traffic behaviour.

	Social behaviour	Social traffic behaviour	Technical cum legal traffic behaviour
Characteristics of behaviour	Pluriform and pluralistic	Pluralistic	Uniform
Movement mode	Unfocused	Largely focused	Extremely focused
Appropriate speed	< 30 kph	< 50 kph	> 50 kph
Predictability of behaviour	Largely unpredictable	Limited predictability	Largely predictable
Eye contact	Frequent	Limited	Minimal
Determinants of behaviour	Social environment (people) and physical environment	Social environment (people) and physical environment + basic traffic rules	Control system - Traffic engineering and legal system (vehicles and traffic engineering environment, road markings and road signs)
Behaviour expected from other road users	Social behaviour	Social behaviour with legal and technical constraints	Technical and regulated traffic behaviour
Signals from spatial layout that are relevant to behaviour	Context of built and natural environment	Built environment, design of public space, road design, and contextual references	Signals, traffic signs and lights, traffic lights, speed-humps, instructions from authorities

The space itself must give a message that can only be read one way. In this situation there is no clear choice between social and traffic behaviour.

*The same space, before
and after re-design.*

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What does Shared Space require?

More people space

Shared Space helps to generate public spaces where traffic, social and all other spatial functions can be in harmony – people can move, meet each other, do things together or get to know somewhere. Social space is designed in such a manner that we do not conceive it as traffic space, but as people space – a space where the social functions of the public space take centre stage. A person travelling through is aware of the fact that he is a guest because of the layout of the space, and in response he adjusts his traffic behaviour to the social behaviour of the context.

The social character of 'people space' is enhanced by incorporating traffic and infrastructure into the spatial design, adjusted to the local and regional context. Landmarks and landscapes, irrelevant to the traffic world, are an integral component of public space.

A fine-meshed network of paths and lanes makes the public space vital and accessible. Cultural and historic structures, like this church path, are often suitable for enhancing the slow network

Network of public spaces

Shared Space helps to make public spaces more complete, more accessible and more vital at local and at regional level. This can be achieved so that a coherent, fine-meshed network is formed – the 'slow' network. In this slow network fast traffic has to adapt to social behaviour. The person travelling through is a guest. This must be clear from the layout of the road. In slow networks, the supporting structures and elements of the landscape – built and natural – and the social and cultural meanings of public spaces are enhanced.

A fine-meshed network of paths and lanes makes public space vital and accessible.

Cultural and historic structures, like a church path, are often suitable for enhancing the slow network.

Supra traffic network

The 'slow' network can only function if there is a 'fast' network. The Shared Space approach works well when destinations can be reached quickly by means of a supra, relatively large-meshed network of high-quality thoroughfares whose design and management is determined by traffic engineering. These thoroughfares are the focus for traffic-engineering layout and control.

The 'slow' network can only function if there is a 'fast' network.

*With shared space
you often do not
require special
play provisions for
children. Children
can just play on the
street.*

In the Shared Space approach, public spaces are a mirror of, and a window on, society. Public space shows what society looks like, who is part of it, how people deal with each other, and what they find important.

Public Space -
everyone's business

All the activities we undertake individually or jointly and that are visible in the public realm form the message conveyed by that space.

Everyone contributes to an expression of that space
In the public realm, behaviour of drivers and of others is determined more by contextual signals than by rules, instructions and prohibitions. The visible presence of a school and of children playing has more effect on behaviour and speed than a sign that warns of children crossing the road. That is why Shared Space requires that the goings on of society are visible in public spaces. The more we can experience the cultural context and human activities, the more the space becomes alive for us and the more involved we feel. Our streets and squares are not anonymous

places, but spaces that belong to us all and because public spaces concern all of us, it is essential that politicians take it on board personally. Politicians have to develop a vision of public spaces. The design of public spaces must be created in close co-operation with the various users of the space and with experts from a range of disciplines – for more detailed information, please see chapter 6.

Combination of specialist programmes
Shared Space at its best means that specialists from every policy field work together on the design of public space. Elements of specialist programmes, e.g. issues of water, nature, leisure and traffic could be incorporated into the public space; almost by the by. Done properly it enhances the social value of the public space,

Water offers so many options to enhance the residential character of public spaces. At the same time it can fulfil a water-management function.

because there is more to experience.
At the same time it is possible to restrict the claim on space by any single function, which creates more room to do other things.

Co-operation between a range of disciplines
Besides co-operation within the town hall, Shared Space also requires co-operation between external experts. Shared Space gives central stage to the multifunctionality of public

spaces and therefore the knowledge of many disciplines must be combined in the design – architecture, landscaping, cultural history, sociology, psychology, traffic engineering and road usage. Together they can contribute to a good result, but this requires a different way of working, a holistic working method, and there-fore new organisational structures.

Holistic working method
The Shared Space 'holistic' approach still has independent sectors that may co-ordinate and combine their work. But ….. there are also experts from a range of disciplines who, in conjunction with the users, truly work together on translating political aims and spatial visions into an holistic functional design that does justice to the various meanings of public space.

The public space must be
accessible and attractive to
older and disabled people.
By involving social services and
health authorities in the design
of public spaces, it is possible
to stop people growing lonely
and isolated.

The immediate environment must
provide children with the oppor-
tunity to explore. The immediate
living environment fulfils a prac-
tical role in the bonding process
experienced by children. It also
offers leads for practical educa-
tion in schools, e.g. subjects
such as world orientation where
children meet the world in which
they live.
How can you get to know the
world when you don't even
experience your own street?

Shared Space and policy

The mission of politicians

It is the government's core task to ensure that citizens have options and space for development and meetings, in a metaphorical and a literal sense. This is independent of our political preferences. People differ and therefore their political ideals differ, but irrespective of the differences we are agreed that politics should deal with the things people need to lead their lives with dignity and freedom. The various policy sectors exist to serve this aim, and their objectives are derived from political aims. Mankind and society play first fiddle to the policy sectors by means of politicians and administrations, it is not the other way around.

Shift of responsibility

However, in many areas this principle has slowly been turned upside down in practice. The issues that many individual administrators are faced with have become so complicated that they require experts to be able to reach decisions. From the basis of their professional expertise, these experts have a tendency to promote their sectoral objectives, albeit derived from political aims. They have a tendency not to explore what could be possible to serve political objectives aimed at the human world, but to come up with solutions that primarily serve their own specialisms. As a layman, it is exceptionally difficult to get a grip on the internal logic of sectoral systems. However, a politician has no choice but to take the expert's word.

*Public space has
become the domain
of the traffic experts.*

This is certainly the case when it concerns the design of public spaces. With the advent of the car, the traffic sector was born and correspondingly the profession of traffic expert. The rising number of fatal road accidents required political action. The number of traffic experts grew, and they developed their own tools and plans to combat unsafe traffic situations. That was the objective of their profession. The way in which public spaces were designed was determined more and more by the traffic sector and by isolated objectives and less so by politicians and the public interest they serve. Instead of being subsidiary to man and society, the sector started to determine and control the lives of individual people and groups. The situation has grown out of sync and politicians must turn the tide.

Prime responsibility to politicians

Shared Space design principles return the prime responsibility for designing public space from the specialists back to the politicians. Politicians must make their political objectives clear and must put these above sectoral objectives. They make choices and they can develop a vision for the living space of the citizens they represent. Are we choosing traffic space or people space? Over the last thirty years, the decision has often favoured the car. The administrators must resolve to recover their prime responsibility and give consideration to the use of public spaces for purposes other than traffic.

Vision of space

When politicians take back prime responsibility for public spaces, they will have to make choices. What is important? What do we want to do with this space? People can stop here for a chat, children can play on the street, or do we want to provide lots of room for traffic? What is suitable behaviour in this space? Is social behaviour important, or should people stick to the traffic rules? Politicians must develop a vision for public spaces that forms the starting point for the design phase. Then politicians must formulate clear final instructions for those with the problem, i.e. for those who are responsible for implementing the instructions – the experts from a range of disciplines and the users of the space.

Management strategy – facilitate rather than solve

Shared Space requires a different government role, a different management strategy. The government does not act as the carer and solver of all problems in society, but as an enabler or a facilitator. This management strategy assumes that the problem-solving ability lies with citizens, companies, and social groups. Employing the power and knowledge of society is the principle of this new strategy.

Empowerment
This Shared Space approach fits seamlessly with new insights into management that are grouped under the umbrella term of 'empowerment'.

The Shared Space prozess

The nine cells

Shared Space suggests that the government must employ a different management strategy. The government should not believe that it must solve all problems; instead it should enable private individuals, companies, and social organisations to solve the problem they are faced with themselves.

A different management approach requires a different process. The Shared Space expert team therefore prepared the *nine-cells* model. This model works like a logbook for a project; it records agreements and intentions and it can be consulted by anyone as guidance for the implementation.

The nine-cells model shows clearly how the design process should run when designing public spaces for Shared Space. It divides the process into nine main steps that have given their name to the nine cells.

The Shared Space process operates on the diagonal line, with the coloured boxes in figure 3. The process starts with step 1 in the top left corner; administrators expound their social vision and make a choice on that basis – we would like to facilitate this area for people and their public realm. The politicians remain involved with the process by giving their support to the associated working method – an holistic process where every user of the space and every spatial discipline can express and deploy its wishes, knowledge, and skills. Feedback moments during the process enable politicians to confirm that their instructions are carried out as they envisaged.
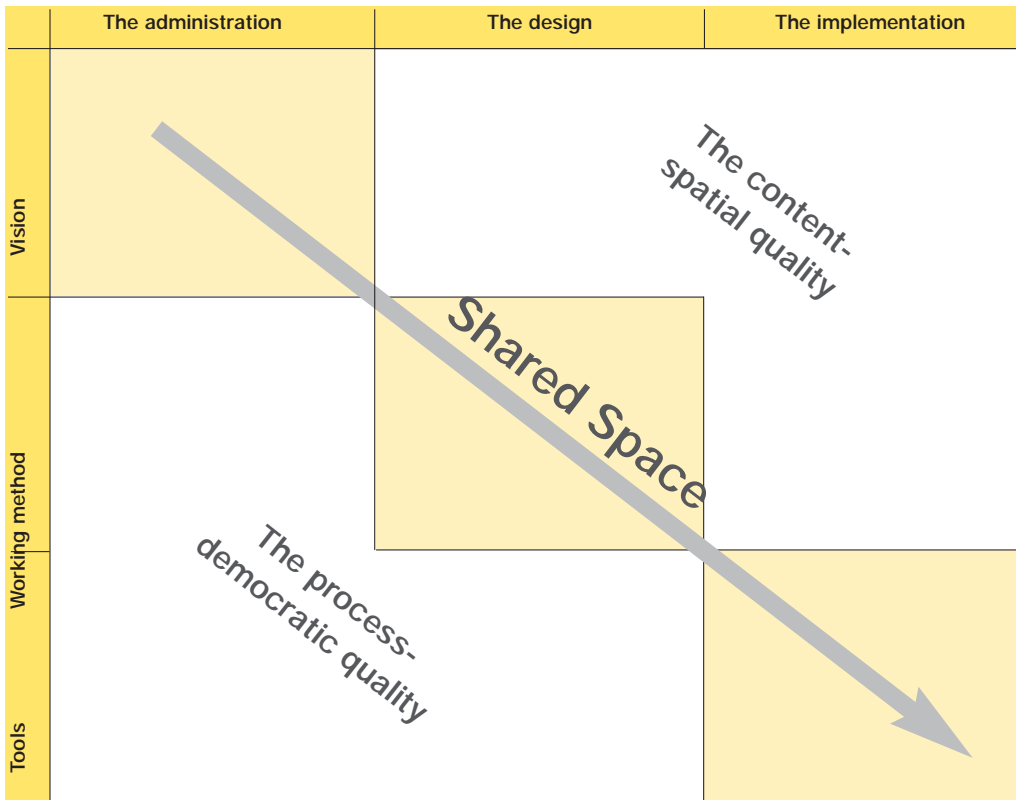
Figure 3
Schematic overview
of the nine-cells
model.

The actual design is handed over to an holistic design team, and this phase is represented by the middle cell – the design phase. Experts from a range of disciplines translate the vision into a holistic functional design. Co-operation and communication, both mutually and with the different users of the public space are key. Finally the design is actually realised at implementation level. This stage is represented by the bottom right corner, and this concerns more than laying bricks and planting trees. A careful choice and use of the right materials and furniture is extremely important. The height and location of lighting columns could make or break a design.

So the administration sets out the course and therefore guides the thinking and actions at functional and operational level within the organisation. A good design process runs on the diagonal line. There must be an excellent transfer between the different cells on the diagonal

	The administration	The design	The implementation
Vision	Gives the instructions People space or traffic space	Sustainable designs Social behaviour versus traffic behaviour	Objective of technology as tool
Working method	Holistic Empowerment and participation Vision provides direction Process rather than product	Creativity Co-operation with other disciplines Communication	Co-operation within the organisation Creativity
Tools	Process skills	Participative design methods Insight into relationship with other disciplines Communication methods	Choice and placement of materials Using new materials

Figure 4
*Shared Space –
a combination of
spatial and demo-
cratic quality*

	The administration	The design	The implementation
Vision			
Working method			
Tools			

The content-
spatial quality

Shared Space

The process-
democratic quality

line – from administration to design and from design to implementation. Interim feedback is essential for a good end result.

Spatial and democratic quality

The *nine-cells* structure illustrates that the Shared Space project aims to realise a dual quality - spatial quality and democratic quality. The spatial quality is achieved by joining knowledge and experience from a range of working areas; mutual consultation produces a result that could not have been achieved without this co-operation. Democratic quality means that throughout the process there is widespread commitment, responsibility, active involvement, and co-operation from all stakeholders – including residents, users, and other stakeholders such as schools or businesses.

Both qualities play a crucial role in respect of the final result. They enhance each other and supplement each other. The willingness of all parties to communicate openly with each other and to experiment and learn is equally essential.

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*Sfeervolle fonteinen
kalmeren het verkeer
in Drachten.
Hoe meer verkeer,
hoe hoger de
fonteinen.*

8

The practical lessons
learned from Shared Space

The previous chapters dealt with Shared Space's vision concerning public spaces. But how do you translate this abstract thinking into projects and activities? Shared Space does not offer a panacea or a uniform formula, because every site requires specific solutions. Every site is unique and requires a tailor-made layout. However Shared Space does offer important practical starting points for the design of a public space, lessons that have been learned in projects carried out over the last twenty years and that formed the basis for this project. In this chapter we will deal with a number of these lessons, illustrated with practical examples. They do not offer ready-made solutions, but they provide a direction for translating the Shared Space philosophy into practice. The examples show that it is possible to enhance the quality of usage options of a public space without banishing motorised traffic completely. It also shows that public spaces can be beautiful and safe.

Lesson 1   The road tells the story

Because the spaces themselves are no longer open to interpretation, everything needs to be explained with signs and text.

An important premise of Shared Space is that behaviour on roads in areas with a public character is influenced more by the expression of the environment than by the usual tools of the traffic profession.

Over the past decades roads and their immediate surroundings have been turned into uniform spaces that command uniform behaviour. People spaces that are open to interpretation have been displayed by uniform traffic spaces without room for interpretation. Because the spaces themselves are no longer open to interpretation, everything needs to be explained with signs and text.

*Haren, before and
after the re-design
of the village centre.
Foto's: Grontmij*

Shared Space allows public spaces to tell their own story with road layouts that use the information given by the space. The layout supports rather than negates or suppresses the story. Our advice is to be reticent with technical traffic tools - instead use and enhance spatial elements to achieve the required behaviour.

**The road user must be able to tell from the space, i.e. the road
and its surroundings, which behaviour is appropriate and required.**

The same space, before and after re-design.

Traffic measures such as sleeping policemen, chicanes, and central islands belong in the traffic environment. When they are used in an area with a public purpose, they put the road user on the wrong track. Traffic measures do not encourage the required social behaviour; instead they encourage legal traffic behaviour. Look for leads in the surroundings of the road.

Do not apply technical traffic measures in areas with a residential nature, but look for leads in the environment.

The church that used to be along this road has become the centre of the village again by moving the road.

In order to enhance the character of the space, you must learn more about the context, the history, the morphology and the characteristics of the landscape. Urban planners, historians, architects and/or landscape specialists, sociologists and traffic engineers can all make a contribution to the expression of the space from the basis of their own disciplines. So involve them in making designs for the public space.

Enhance the character and the expression of the space.
Do this together with experts from other disciplines.

Lesson 2   Make room for people

Many accidents are due to a lack of interaction between traffic participants. Consider the number of right of way incidents in the accident statistics – 60 to 70% of all accidents are so-called 'right-of-way accidents'. People take right of way, but are not given it. By restoring interaction in those sites where social behaviour is obvious, the number of accidents can be reduced considerably. In the Shared Space approach, the design of a public space must encourage social behaviour.

You encourage social behaviour by regulating less with signs and markings and by calling upon the self-regulating ability of people.

Encourage interaction, facilitate eye contact.

The same space, before and after re-design.

Traffic rules make room for social rules. Perhaps it takes a little while to get used to it, but it is usually pleasant to stay in an environment where people behave socially, where they take each other into account. A reduction in the number of traffic signs, sleeping policemen, traffic lights, and other traffic elements that are alien to the environment immediately improve the quality of the space. So there are several reasons to encourage social behaviour.

When different types of road users need to share a space and when the right of way is not regulated explicitly, they need to negotiate the right of way and they need to make eye contact. This is only possible when the speed is below 30kph. In places where speed or the rightof way has not been regulated explicitly, the speed of the drivers will reduce auto-

Leave people to negotiate the right of way and the speed reduces automatically.

In the Shared Space approach the car should become an equal of the other road users in residential areas. They should respect each other.

But if you ask respect from the driver, then you must respect him. Many traffic measures give drivers the feeling that they are put upon. This leads to irritations and induces antiso-cial behaviour. Drivers must feel they are taken seriously; this is a precondition for their social behaviour.

If you ask respect from the driver, then you must respect him.

Lesson 3   The users have a say

Shared Space implies an interactive process with an active input of knowledge from the relevant citizens and their lobby organisations. Civil servants and political representatives from governments, experts, citizens and their lobby groups work together to prepare and realise policy and to manage the results of that policy. However, the crucial aspect is that governments must meet the needs and the wishes of the 'end users' and must make better use of their knowledge and expertise.

People want to, have to and must make their own choices more and more. So the government must ensure that decision making and implementation are organised on an appropriate scale.

Lesson 4   Details can make or break the design

The selected materials, e.g. the colour and the type of surfacing, may emphasise and enhance the characteristics of the environment. Look for materials that suit the character of the particular context. Furthermore, placement of materials and furniture is equally important. Consider, for example the siting and height of lamp posts, because they must ensure that it is still possible 'to read' the site in the dark.

When you use different types of surfacing you must ensure that the road still feels calm. It is also important to be careful with fashionable solutions that look dated in five years time. Look for materials that suit the buildings and the landscape.

Select and locate materials with care.

Lesson 5   Better chaotic than pseudo-safe

What feels safe is not necessarily safe. And conversely what feels unsafe may actually be quite safe. Shared Space is successful because the perception of risk may be a means or even a prerequisite for increasing objective safety. Because when a situation feels unsafe, people are more alert and there are fewer accidents.

Separating traffic flows often increases the feeling of safety, but in practice it appears to be counterproductive – the number of accidents with injuries increases. Separating traffic flows blinkers people and causes an increase in speed. Because everyone has their own lane, people take less account of other road users.

Do not try to remove that unsafe feeling, but use it to best effect.

Politicians are inclined to combat feelings of a lack of safety, often under pressure from public opinion. This is understandable, but it is often at the cost of actual safety.

Shared Space prompts politicians and citizens to become aware of the use of perceived risk. Without awareness of risk and risk compensation amongst politicians and users of the space, it is difficult to gain commitment for a design.

So
- Ensure that the politicians underline the premises of Shared Space!
- Start talking with the users of the space about the use of perceived risk.

Risk management
Professor John Adams, a leading British expert in the field of risk and risk perception, carried out a great deal of research on risk and risk perception. In his book 'Risk' he deals with the benefits of risk and risk compensation and with the manner in which governments can deal with this feeling and how they can manage risks.

Explain the use of perceived 'unsafety'.

Acknowledgements

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