Nový Hlavák

New Main Station District

Competitive Dialogue Procurement Procedure

Tender documentation

P13.6 Public Participation

prepared by: Studio for public debate (Ateliér pro veřejnou debatu), IPR Praha

Capital City of Prague
Správa železnic, state organization
Prague Public Transit Company, joint-stock company

&
Prague Institute of Planning and Development, contributory organisation

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1. Summary of participation activities May-August 2022

Prepared by: Atelier pro veřejnou debate AVD, IPR Prague

Participation objectives and process

Participation activities for the tender procedure with a competitive dialogue for the Nový Hlavák project included two guided tours through the area, a meeting with the public and a survey. They targeted residents of the area, local businesses and service providers, as well as initiatives that operate at the station in times of crisis and providers of services and facilities that could operate in the area in the future. The aim was to inform these groups about the competitive dialogue, gather input on what could be changed, describe current strengths and weaknesses, identify deficits in the area and needs, and use all this information to refine the brief. It is anticipated that the public participation events will continue to some extent during the competitive dialogue itself, allowing the contracting authority to further refine the way in which a relatively complex procurement is carried out and to find the most appropriate solution together.
The participation activities took into account the results of the Anthropological Survey of User Needs and Practices (conducted in 2020) and immediately followed the press conference to announce the competitive dialogue and the discussion evening at the CAMP (both early June 2022). A complementary activity was a census of people walking and cycling (conducted in June-July 2022).

The communication channels chosen to address the public were:

- paper invitations in mailboxes
- electronic invitations
- local newspapers
- social networks
- news on the project website www.novyhlavak.cz

Guided tours

The two tours introduced local residents to the entire project, its phases and parameters, as well as the main actors. On the five-stop route, the following topics were presented: the route of the tram line, the crossing with the arterial road, the roof of the new terminal hall (condition, levels, access and future use of the roof space), the reconstruction of the new terminal hall (technical condition, layout, capacity, requirements for future commercial and non-commercial use of the interior space), the bus stop in front of the terminal hall, the park (condition and maintenance, landscaping, new active use options, amenities, visibility, safety and the playground). The goal was to inform and answer questions from participants. The expert guides were Jakub Hendrych (IPR), Lukáš Tittl (IPR), Daniel Dlubal (Railway Administration). Moderation and organization was provided by the AVD. Both tours took place on 14 June 2022 (from 4 pm and 6 pm).

Meeting with the public

The meeting was mainly aimed at actively involving the local public and other interested parties and gathering input on the upcoming project. After the initial presentation of the project, participants expressed their opinions and suggestions through a facilitated discussion in defined thematic areas (park revitalization, hall reconstruction and transport). The discussion was lively and stimulating, despite the smaller number of participants, and provided valuable information. We list here the strongest or most surprising opinions. (The results of the meeting are described in detail in a separate report.)

In the area of transportation, the Opletalova street cycle path is well perceived, but the pillarets, crosswalk bollards, and *„blinker"* parking (all on Opletalova street), the congested corridor of the only pedestrian route through the park, pedestrian collisions with scooters and bicycles, inadequate sidewalk surfaces, expensive parking, loss of parking spaces,

and the entrance of supplies through the park (Billa) are viewed negatively. In the future, people would like to use a parking lot under the arterial road, have the opportunity for parking bicycles (private or shared), preserve the plaza (Washingtonova), and generally encourage micro-mobility. Regarding the tram, they suggest leveling the surface of the line with the surrounding area, paving (granite), minimizing noise from the tram, traffic lights for pedestrian safety, etc.

In the topic of the hall, the new underpass to Žižkov was highly praised. Among the issues were poor passenger orientation and the resulting confusion (in the hall, in front of it, by the arterial road), few toilets, crowds of people in front of the departure boards, and the lack of one designated area for refreshments and restaurants. The public expects info panels and signs (for trains, public transport, pedestrians), waiting areas inside and outside the hall, short-term parking in front of the old building, entrances for supplies, greenery on the roof, toilets, a convenience store and post office, an offer of on-site and takeaway food, etc. to be provided.

The value of the park lies in its mature trees, the playground and biodiversity. Otherwise, virtually nothing works – the park is one big public toilet, there is a strong sense of a disturbing social environment, a corridor-like nature of the main pedestrian route. One can't sit on benches, the park is poorly lit, there are too many shrubs attracting strange people, it feels unsafe and uncomfortable, with visible vandalism etc. People want to preserve the valuable trees, clean up, improve and „open up" the park (clear landscape and architectural design), add walking trails, perennial flower beds, an additional play(workout)ground, CCTV, gazebos/ pergolas and trellises, good management and maintenance, outdoor workplace, drinking fountains or misters.

Operational consultation

The aim of the operational consultations was to open up some of the more complex topics that require pre-understanding for an objective assessment and comprehensive grasp within the project. They were conducted with experts who work in the field or have direct concrete experience with the environment of the Main Railway Station:

The topics can be divided into two groups:

A) Active use of the park and the roof of the hall:

- Summer café with a cultural and sports program,
- Winter ice rink
- Farmers' market

Selected conclusions (detailed in separate reports):

- The site has considerable potential in terms of the operation of a winter ice rink. The question is the appropriate combination with other functions and the alternation of seasons.
- The farmers' market cannot live off of only residents from the surrounding area, it has to be attractive for commuters and its dimensions should correspond to this (optimally approx. 60 stalls). Its operation generates a number of requirements (transport, waste, water, etc.).
- All functions cannot be performed without the clear and active support of the local government.

B) New terminal hall and historic building
Humanitarian aid (refugees, foreigners in need)
Crisis situations (preparedness for disaster scenarios)

Selected conclusions (detailed in separate reports):

- Preparedness plays a crucial role in crisis situations. Preparedness can be monitored and vulnerabilities identified in advance. For critical infrastructure this is a prerequisite in many cases (airports).
- Critical elements of building capacity should be variable (toilets, showers, seating, glass walls, etc.) The details are often key.

- Successful management of a crisis situation is also measured in the dignity evaluation criterion. It is about handling situations with dignity.
- Strangers in distress can be found at the Main Railway Station all year round. They only attract more attention in times of crisis (Syrian war or the war in Ukraine).
- A noticeable current problem of the station is the poor orientation of passengers.

Survey

At present, respondents perceive the area around the main station rather negatively, with predominantly perceived negative aspects (dirty, the presence of homeless people, danger, drugs and drug addicts, and a bad smell). Despite this, the area around the main station also offers perceived positives and therefore potential (greenery, the quality of the hall, the beauty of the landmark, and accessibility to the center) to a lesser extent for respondents in its current state.

Respondents do not usually spend a large amount of time in Vrchlického sady Park, but use it mainly for passing through (to catch the train, public transport or for other purposes). Only a minority of respondents – 10% or less – use the park for longer stays, such as waiting for a train or public transport, or meeting friends and relaxing, during lunch or a break, or for the children‘s playground.

The question on the values of the park revealed a particularly strong interest in nature, by a wide margin ahead of the other options – historic values and memory of the place, children‘s playground, artwork in the space.

The most frequently cited problems with the park were neglect/dirty/bad smell (91%) and a disturbing social environment (84%). 66% mentioned the number of dangers in the evenings, while 64% of respondents were bothered by the benches not being inviting to sit on.

All of the proposed elements that should appear in the park in the future had more support than disapproval from respondents. In terms of opportunities or activities that should occur in the park, overall acceptance is less unequivocal than for elements. Markets (both local and seasonal) represent the greatest potential. Other uses had an acceptance of less than 50% and here it is interesting to look at the acceptance rate by more detailed demographic analysis.

In responses to the open question about what the park should offer, there was again a confirmed interest in green space and respondents specified what the park should offer in this regard. Respondents also added needs for waiting for transport and other expectations of park quality (representativeness, quiet places to rest).

In terms of what the hall should offer in the future, the various options have met with varying degrees of acceptance. Clearly, the options relating to user-friendliness and simplicity for the purpose of travelling by train had the greatest support - a pleasant space to wait for the train, departure boards in various locations and a functional navigation system in the hall, clear signs. Improvements to the basic complementary services of the station hall – a dining area, a more varied menu and refreshments in one place, and the addition of public toilets were other highly supported features. A post office branch and multi-functional facilities usable in times of crisis were also supported by above 60% of the respondents. 51% of respondents would like to see the range of shops and services expanded. The other options had support from less than 50% of respondents and it is further interesting to look at more detailed preferences by demographics.

The responses show a more general acceptance of the options offered for rooftop use – green space, seating overlooking the park, refreshments on offer, an outdoor space for waiting for trains with information signs, public toilets and short-term parking on the Magistrála Road.

2. Report on participation activities in spring - summer 2022

Prepared by: Jindřich Pinc, Studio for Public Debate

I. Guided tour of the area
II. Work meeting
    Outputs
        Thematic focus Transport
        Thematic focus New Terminal Hall (NTH)

I. Guided tour of the area

Two guided tours for local residents were held on Tuesday 14 June. Experts from the contracting organisations presented the planned activities and answered questions from the participants. The route of the tour led through the entire project area and had 5 stops. Based on the assumption that the topic would be of interest to the public, two rounds of walks were prepared starting from 4 and 6 pm. Both walks were eventually attended by fewer members of the public. The reason for the lower participation remains unknown, but it may be due to a certain saturation of interest through the project's performed communication campaign (presentations in the CAMP and media) or due to the low number of active citizens of the nearby area. The weather was ideal for the tour. Local residents as well as local business operators received physical (or electronic) invitations and the public was informed through local newsletters and social media.

Participants
Jakub Hendrych, Prague Institute for Planning and Development
Lukáš Tittl, Prague Institute for Planning and Development
Daniel Dlubal, Railway Administration
Production: Studio for Public Debate
Individual stops

1.Start and introduction
Greeting and organizational information, introduction of experts, presentation of the „Nový Hlavák" project, the park area around the elevator, the crossing of the arterial road and the future tram route

2. Roof of the new terminal hall
Condition of the roof, levels, access to the station, future use of roof space

3. Inside the new terminal hall
Reconstruction of the hall in 2008, technical condition of the structure, layout and capacity of the hall, requirements for the future use of the interior space, fillings (commercial and non-commercial)

4. In front of the hall in the park
Future tram route and stop in front of the hall

5. Park by the playground – end
Current park – current condition and maintenance; future landscape design – new active use opportunities, amenities, visibility, safety, playground.

II. Work meeting

date: 16 June 2022, place: hall 103, National Museum

On Thursday, 16 June, a meeting was held, basically following up on the guided tours. Its emphasis was on the active involvement of participants and collecting their suggestions on the upcoming plan. Local residents and business operators received a physical or electronic invitation to the meeting. The public was also informed about the meeting through local newsletters and social media.

In the first part, the project in its three main positions – i.e. the revitalisation of the park, the reconstruction of the New Terminal Hall and a new tram line – was presented to the participants in the form of a commented electronic presentation. In the second part, participants were invited to provide their own inputs. Three thematic areas were discussed in the form of a facilitated discussion around the work table with note taking. The discussion was lively and stimulating and, despite the smaller number of participants, provided the sponsor with valuable input for the upcoming next phases of the project.

Participants:
Jakub Hendrych, Prague Institute for Planning and Development
Lukáš Tittl, Prague Institute for Planning and Development
Jan Šimek, JCA Studio
Production: Studio for Public Debate

I. Outputs
In the area of transportation, the cycle route on Opletalova Street is well perceived, while the pillarets, bollards at the crosswalk, and "blinker" parking (all on Opletalova Street), the congested corridor of the only pedestrian route through the park, pedestrian collisions with scooters and bicycles, inadequate sidewalk surfaces, expensive parking, and the loss of parking spaces and entrance of supplies through the park (Billa) are perceived negatively. In the future, people would like to use a parking lot under the arterial road, have the possibility of bike parking (private or shared), preserve the plaza (Washingtonova), and generally encourage micro-mobility. Regarding the tram, they suggest levelling the surface of the line with the surrounding area, paving (granite), minimizing noise from trams, traffic lights for pedestrian safety, etc.

On the subject of the hall, the new underpass to Žižkov was highly praised. Among the issues raised were poor passenger orientation and the resulting confusion (in the hall, in front of it, by the arterial road), few toilets, crowds of people in front of departure boards, and the absence of one designated area for refreshments and restaurants. The public expects info panels and signs (for trains, public transport, pedestrians), waiting areas inside and outside the hall, short-term parking in front of the old building, entrances for supplies, greenery on the roof, toilets, a convenience store and post office, the offer of on-site and takeaway food, etc. to be available.

The value of the park lies in its mature trees, the playground and biodiversity. Other than that, nothing works – the park is one big public toilet, there is a strong sense of a disturbing social environment, and the main pedestrian route feels very corridor-like. It is not possible to sit on the benches, there is not enough lighting, too much shrubbery, people feel unsafe or uncomfortable, shrubs attract strange people, vandalism etc. People want to preserve the valuable trees, clean up, improve and „open up" the park (clear landscape/architectural design), add walking trails, perennial flower beds, additional playground (workout) areas, CCTV, a gazebo and trellises, management and maintenance, outdoor workplaces, drinking fountains or misters, etc.

The various suggestions made at the meeting are listed here. They are grouped according to their nature into simplified categories (values, issues and expectations for the future). The thematic areas follow chronologically and reflect the order in which they were discussed at the meeting.

Thematic focus areas

Thematic focus Transport

Values (transport)

- new tram island Bolzanova
- cycle path in Opletalka

Issues (transport)

- Opletalova
  - bollards in Opletalova Street (restrict parking)
  - temporary bollards at the crossing (lego) - barrier, dangerous for cars
  - narrow street, drivers and cyclists can‘t fit
- Bolzanova:
  - couriers on blinkers
  - loss of parking spaces on Bolzanova street
  - property attendants/service staff have nowhere to park
  - main pedestrian route
  - collision of scooterists, skateboards and cyclists on the main route
  - the entire main corridor (pedestrian route) through the park does not have a suitable surface for suitcase wheels, skates, etc.
  - Billa supermarket supplying is a big problem (occasionally enters the park)
- parking Bolzanova - expensive
- bikes and scooters on the sidewalk

Expectations for the future

- concrete planters at U Bulhara will obstruct pedestrians (revitalization proposal)
- gradual curbing
- preserve the Washingtonova area (filmmakers park here)
- use of the parking lot under the arterial road (find a new scheme)
- bike parking at the station (shared and private)
- encouraging micro-mobility

Tram:

- surface of the tram line level with the surrounding area
- around the line e.g. granite paving (e.g. as between museums)
- minimise noise from the tram line
- traffic lights at the tram stop (to ensure pedestrian safety when the tram departs)
- info-pillar with tram departures at the tram stop
- address the tram traffic in Washingtonova street so that it doesn‘t congest (one-way street, tourist bus traffic in addition to the tram

Thematic focus New Terminal Hall (NTH)

Values

- The passage to Žižkov is ingenious

Issues

- disoriented passengers (In the hall, in front of the hall (in the park), on the arterial road (bus to the airport))
- Supplying through the park (e.g. when lifts break down)
- NTH air conditioning hums at night
- few toilets, refreshment areas do not have their own toilets
- crowds of people in front of the info panels
- poor orientation in the offer of refreshments and services (better solved in the OC)

Expectations for the future

- short-term parking in front of the building – taxi, bus, people
- special entrance for supplying for the hall and the roof, so as not to disrupt traffic on the arterial road
- mobile greenery on the roof – even in large quantities
- seating on the roof, e.g. with food trucks
- free public toilet / or as part of the refreshment facilities
- station wellness
- larger convenience store
- post office (used to be here and it was nice)
- Waiting areas inside, outside and on the roof (with info panels with train departures so that those waiting can spread out more and not all have to stand in a crowd in front of the board)
- fast food offer on the train
- info panels to Billa (again - they used to be there)
- easy navigation to public transport when leaving the hall (with current tram departures)
- clear navigation for pedestrians (connecting Hlavák and Masarykovo station)

! Concern: passage of „truck invaders“ to the station along the new route

Thematic area Vrchlického sady Park

Values

- mature trees (100-year-old elms)
- The older generation remembers a better park (e.g. trees and maintenance)
- playground
- biodiversity (birds, hedgehog, squirrel)
- jackdaws (nesting on the main trail)

Issues

- functions as a public toilet
- nothing works here
- too many bushes
- there are no large trees growing on the embankment above the subway tunnels,
- there‘s no water (homeless people go to the fountain on Senovážné Square).
- you currently can‘t sit on the benches.
- vandalism (broken, destroyed benches, street furniture, graffiti)
- pickpocketing

- concerns in the evening/night (unlit cameras, bathroom, syringes)
- inadequate lighting
- bushes attract strange people (toilets, danger, clutter)
- jackdaw nests over benches (droppings)
- outdoor cinema – noise from cars, complaints
- market today *„I wouldn't buy anything there"*

Expectations for the future

- free toilets
- preserve valuable trees
- put more soil over the subway tunnels
- drinking fountains, but also misters / water source
- add benches (without the possibility of lying down)
- gazebos (shade, demarcation of seating area)
- trellises,
- perennial flower beds
- clear architectural design (crime prevention)
- CCTV system
- illuminated spaces – e.g. flower beds
- view through the park / open park
- management and maintenance of the new park
- additional pedestrian routes (inspiration from footpaths)
- workout area
- additional playground
- anchors for slacklining
- outdoor workplace (table and bench), 1-2 people
- Prague chairs and tables

3. Final report on the questionnaire survey regarding the project Nový Hlavák

3.1 Introduction
3.1.1 Data collection and methodology
3.1.2 Information on respondents
3.2 Results of the survey
3.2.1 Use of vrchlického sady today
3.2.2 Values and issues of the park
3.2.3 Vrchlického sady and expectations for the future
3.2.4 Use of the main railway station building today
3.2.5 The main railway station building, its roof and expectations for the future
3.3 Conclusion

3.1 Introduction

The City of Prague together with the Prague Transport Company and the Railway Administration are preparing a so-called competitive dialogue procedure for the revitalization of Vrchlického sady and the reconstruction of the new terminal hall of the Main Railway Station. The surroundings of the main railway station are an important part of the city center and should meet the needs of local residents, passengers and visitors.

The public were involved in this phase of the project through tours, a planning meeting and this survey. The results of the questionnaires are therefore one of the bases for further refining the brief for the participants in the competitive dialogue and as a basis for their joint discussion. The questions in the questionnaire focused on the evaluation of the current state of Vrchlického sady Park and the new terminal hall of the Main Railway Station. At the same time, respondents were asked about their future use and change

3.1.1 Data collection and methodology

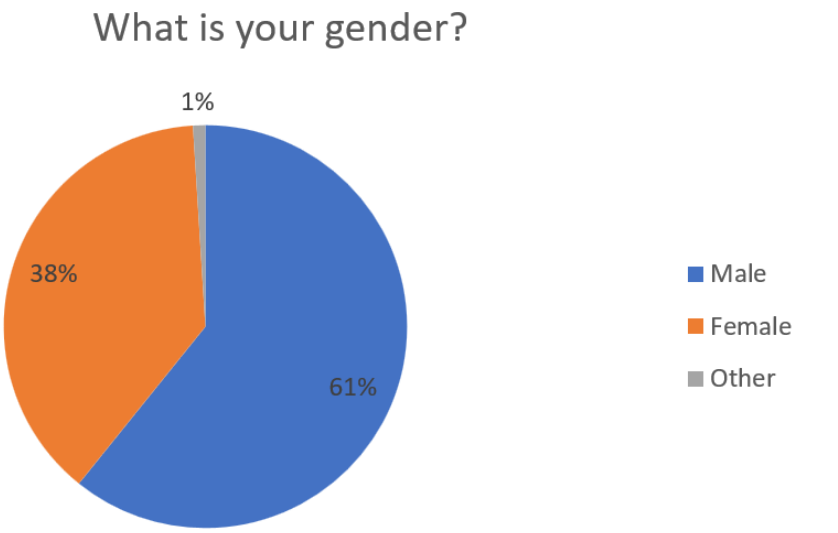
This was a quantitative questionnaire with 8 closed (non-demographic) and 5 open questions. The data collection took place from 23rd June to 24th July. At the same time, questionnaires were also distributed to the mailboxes of residents around the main railway station in P1 during August, so that citizens without internet access, including the elderly, could also be reached.

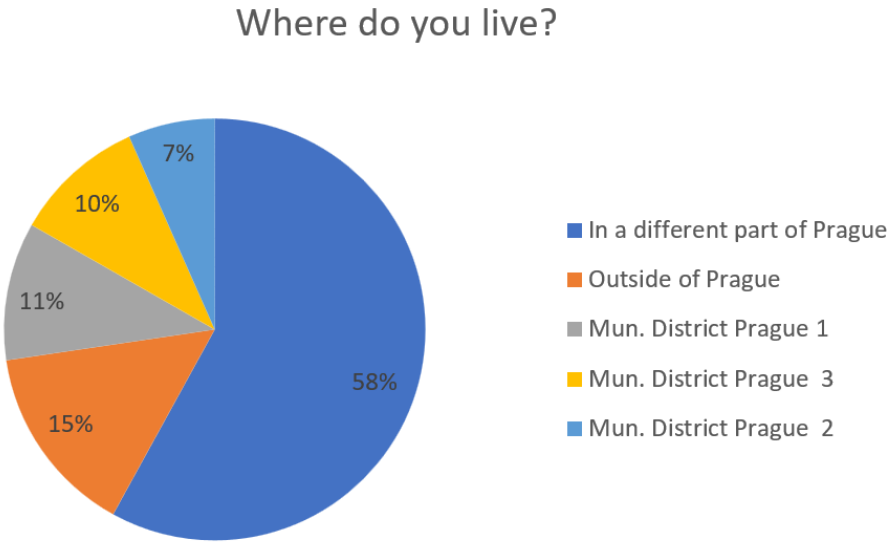
A total of 811 respondents completed the questionnaire. A further 84 respondents completed at least part of the questionnaire (answered at least one full section); for this reason, the numbers of respondents may vary for each section. Of the 811 respondents, 38% were female, 61% were male, 1% chose the other option.

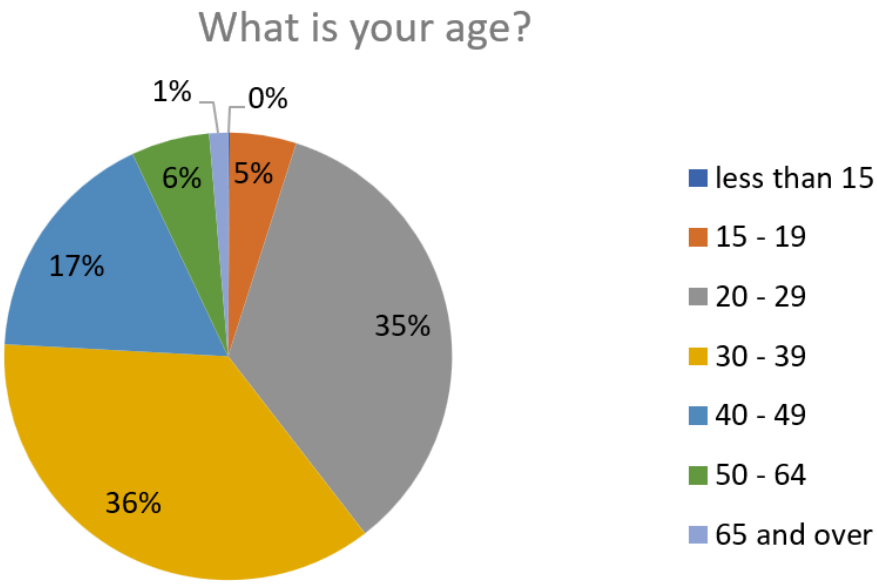
3.1.2 Information on respondents

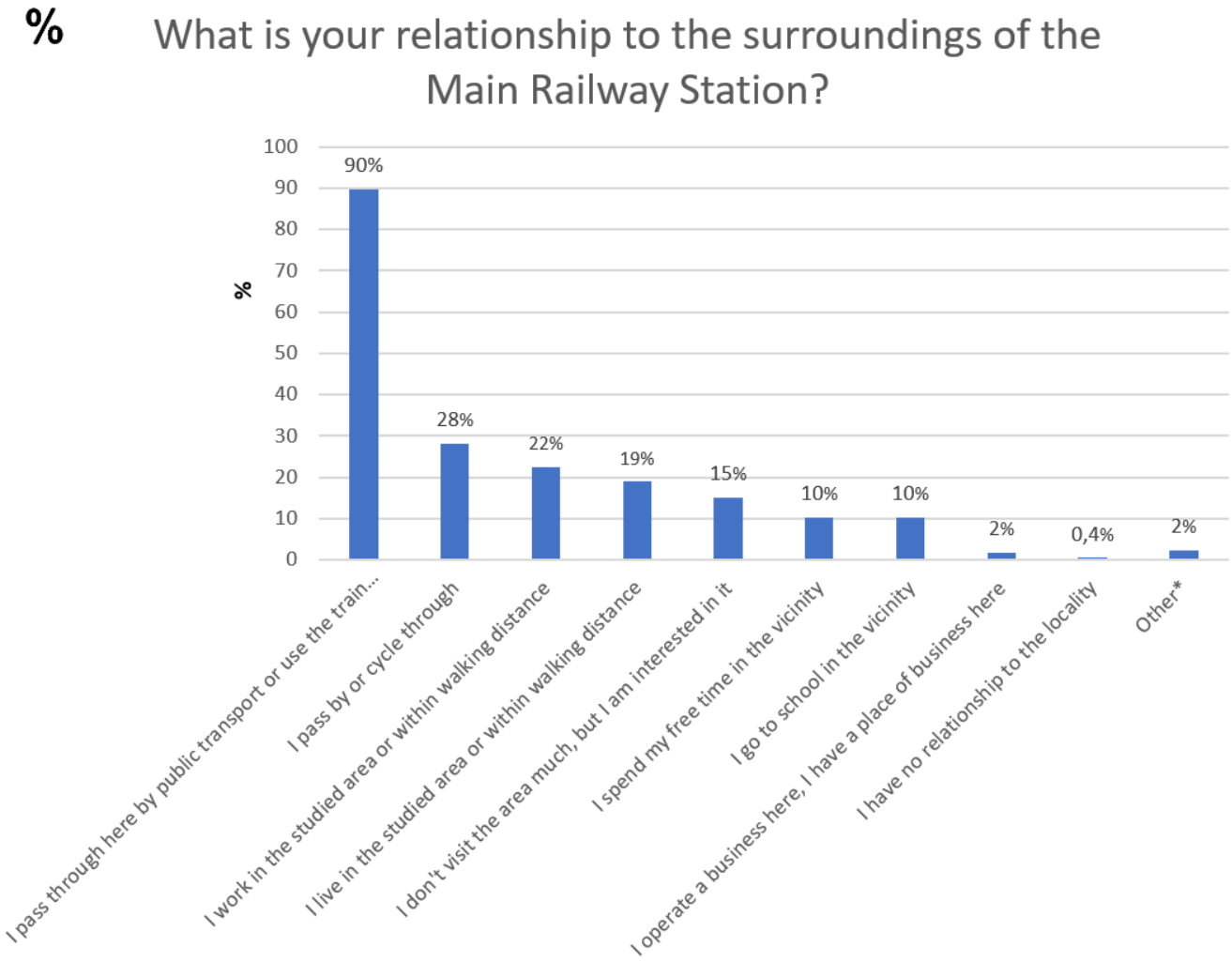
Among the respondents, 61% are men and 38% are women, 1% of respondents chose the option „other“ and one respondent did not complete this question. 58% of respondents live in other municipalities that are in direct contact with the area. 15% of respondents live outside of Prague. 11% are residents of Prague 1, 10% residents of Prague 3 and 7% of respondents live in Prague 2.

Most respondents, 36%, were between the ages of 30 and 39. A further 35% of respondents were aged 20 to 29. 17% of respondents were between the ages of 40 and 49. 6% of respondents were between the ages of 50 and 54, and 5% of the respondents said they were between the ages of 15 and 19. Conversely, respondents aged 65 and over were the least represented, with 1% of respondents falling into this category, and only one respondent categorizing themselves as under 15.


What is your gender?
1%
38%
61%
Male
Female
Other


Where do you live?
7%
10%
11%
58%
15%
In a different part of Prague
Outside of Prague
Mun. District Prague 1
Mun. District Prague 3
Mun. District Prague 2


What is your age?
1%
0%
6%
5%
17%
35%
36%
less than 15
15 - 19
20 - 29
30 - 39
40 - 49
50 - 64
65 and over



N = 811, (The response „Other" included answers such as *„my relatives go to school here, in the past I or my relatives lived here"*)

Respondents' relationship to the locality (more possible answers)

A total of 90% of respondents reported that they drive or use the train service through the area, 28% of respondents walk or bike through the area, 22% of respondents work in the studied area or within walking distance, 19% of respondents live in the studied area or within walking distance, and 15% of respondents do not visit the area much but are interested in it. 10% of respondents spend their leisure time in the vicinity and 10% of respondents go to school in the area. 2% of respondents operate a business or have a place of business in the area. 0.4% of respondents answered that they have no relationship to the locality.

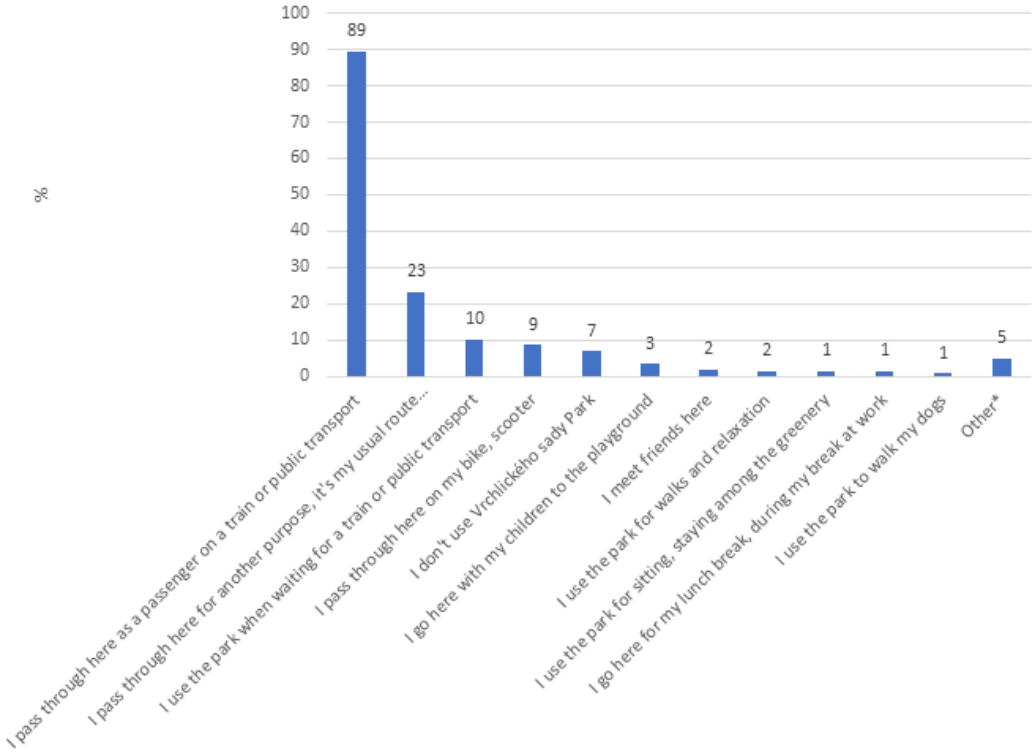
3.2 Results of the survey

What words best describe the nature of the area around the main railway station?
702 respondents answered this question. The most frequent responses to the question regarding which words describe the nature of the Main Railway Station area had a negative connotation - dirty (mentioned 285 times), the presence of homeless people (266 times), danger (146 times), drugs and drug addicts (127 times) and bad smell (117 times).

Respondents also mentioned positive aspects of the area around the Main Railway Station – particularly the greenery (42 times), the quality of the hall (36 times), the beauty of the landmark (36 times) and accessibility to the center (26 times).

Thus, respondents perceive the surroundings of the Main Railway Station rather negatively, with the main perceived negative aspects clearly named. Despite this, the surroundings of the main railway station also offer perceived positives to a lesser extent for respondents in their current state. The area around the Main Railway Station is therefore a place of potential, but currently unfulfilled.

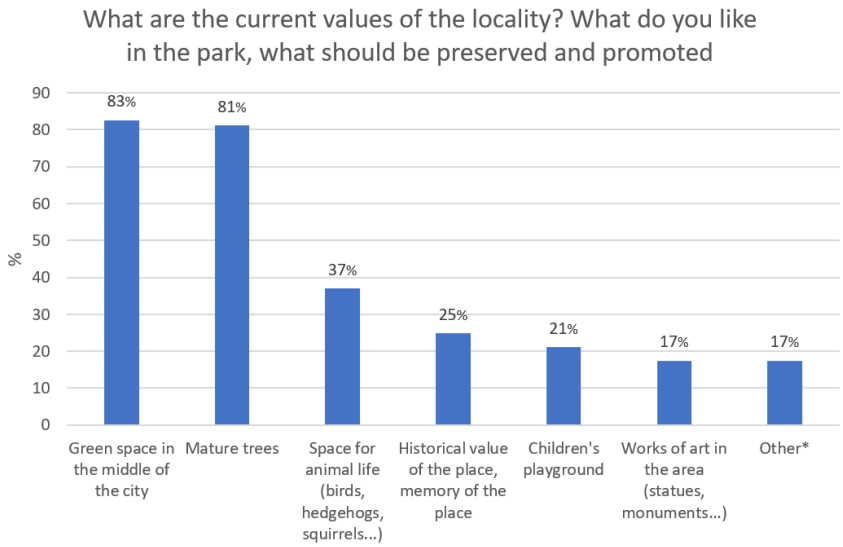
3.2.1 Use of Vrchlického sady today



N=895, (The „Other“ response included, for example, that respondents actively avoid the park, other respondents visit the park for refreshments, birdwatching, use the park as a place to socialize)

Existing use of Vrchlického sadů Park (more possible answers)
The answers clearly show that the respondents do not usually spend a large amount of time in Vrchlického sady Park, but use it mainly for passing through (to catch the train, public transport or for other purposes). Only a minority of respondents – 10% or less – use the park for longer stays, for example, when waiting for a train or public transport or meeting friends and relaxing or during lunch or a break.
The park is also minimally used for passing through by bicycle or scooter – 9% of respondents. 3% of respondents use the playground in the park (both residents from the neighborhood and passengers waiting for the train).

3.2.2 Values and issues of the park

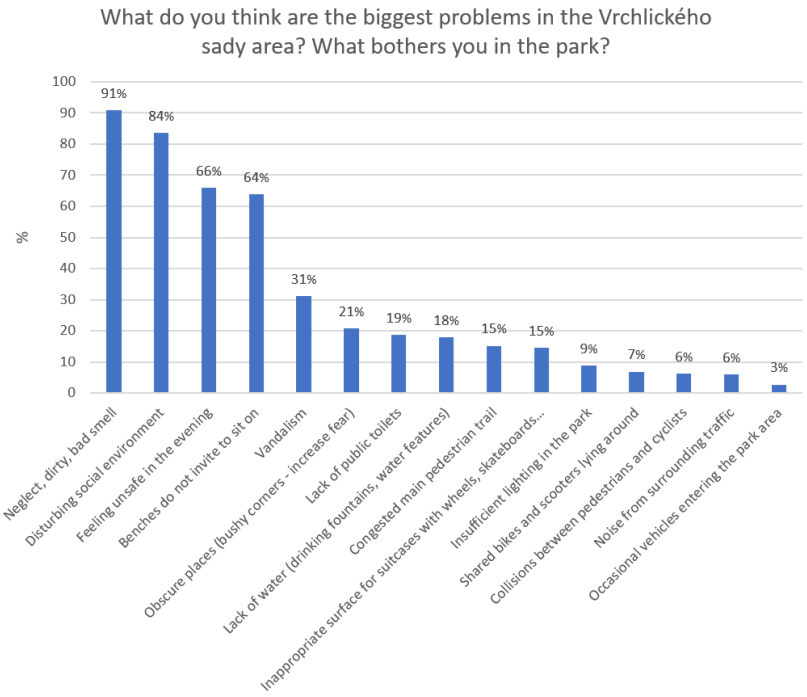


N = 886, (149 respondents answered using the „other“ option, among which the street furniture was mentioned; benches, lamps, refreshment stalls, the pond and Bikesharing area, a cubist newsagent.)

Existing values of Vrchlického sady Park that should be preserved

Respondents were presented with a range of options from which they chose 1-3 priorities. The answers showed a strong interest in nature. Nature is mentioned in all 3 of the most frequently chosen options, plus the first 2 most frequently mentioned values by a large margin over the other options – historic values and memory of the place, the children's playground, artwork in the space .

In the open-ended question, respondents mentioned specific values of greenery (mature trees, the scented ailanthuses, bird watching, providing a shady cool place, natural water retention, green gateway to the city, green space in the city center, a place to relax and a green waiting area for trains, a place of serenity among the traffic, a space to relax etc...).



N=867

Existing issues of Vrchlického sady

Respondents were presented with a range of options from which they chose 1-5 priorities. The most frequently cited issues with the park were neglect/dirty/bad smell (91%) and a disturbing social environment (84%). 66% of respondents mentioned the number of hazards in the evenings, while 64% of respondents were bothered by the benches not being inviting to sit on.

Vandalism was mentioned by 31% of respondents, and also for 31% of respondents, obscure areas (bushy corners - increasing fear) are a problem. 19% of respondents mentioned the lack of public toilets, and for 18%, 156 respondents, the lack of water (drinking fountains or water features), a congested main pedestrian trail (15%) and an inappropriate surface for suitcases with wheels and skateboards (15%) were the other issues mentioned.

9% mentioned inadequate park lighting, 7% mentioned shared bike and scooters lying around, and 6% of respondents mentioned pedestrian/cyclist collisions. Noise from surrounding traffic was then a problem for 6% of respondents, and for 3% it was the occasional vehicles entering the park area.

Can you think of any other issues in the park area that we have forgotten about?

In this open-ended question, respondents specified the problem groups – the majority were homeless and/or drug addicts. In a few cases they also mentioned that these people have no other option and do not receive the necessary help from the relevant institutions

[1] even though the brotherhood statue is according to one respondent asource of political controversy

[2] although the availability of the space to homeless people was by multiple respondents perceived as a quality of the space, since it provides a space for these people.

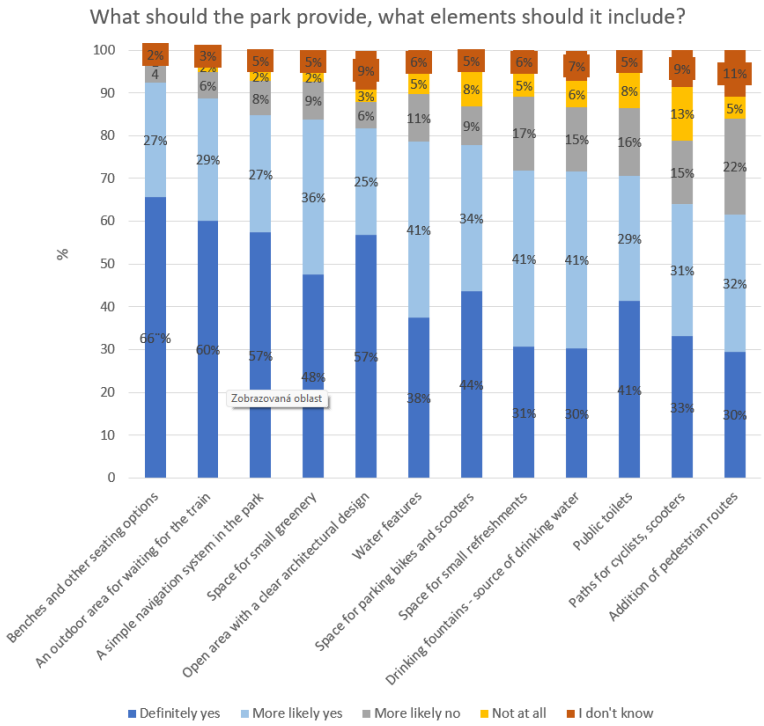
– simply driving them away from the premises does not solve the problem.

Respondents also commented on the issue of benches, overcrowding and the location, which should offer more privacy. It was also mentioned that markets restrict passability.

The arterial road was also mentioned, in relation to the impenetrability of the space, the problematic connection of the park to the neighborhood, and as a source of noise.

Other new categories include the lack of bike racks, problematic and suspicious stalls, the tram stop that is too far away and should be closer to the railway station building entrance, the lack of a café or restaurant with an outside sitting area, the lack of a cycle path, the unused plaza by Opletalova street and the connection or possible expansion of the park in that direction, and the lack of wayfinding signs and train departure panels in the park. Comments relating to nature spoke of the lack of mature trees. Dogs and smoke were among the marginally mentioned topics.

3.2.3 Vrchlického sady and expectations for the future



N = 840

What the park should provide

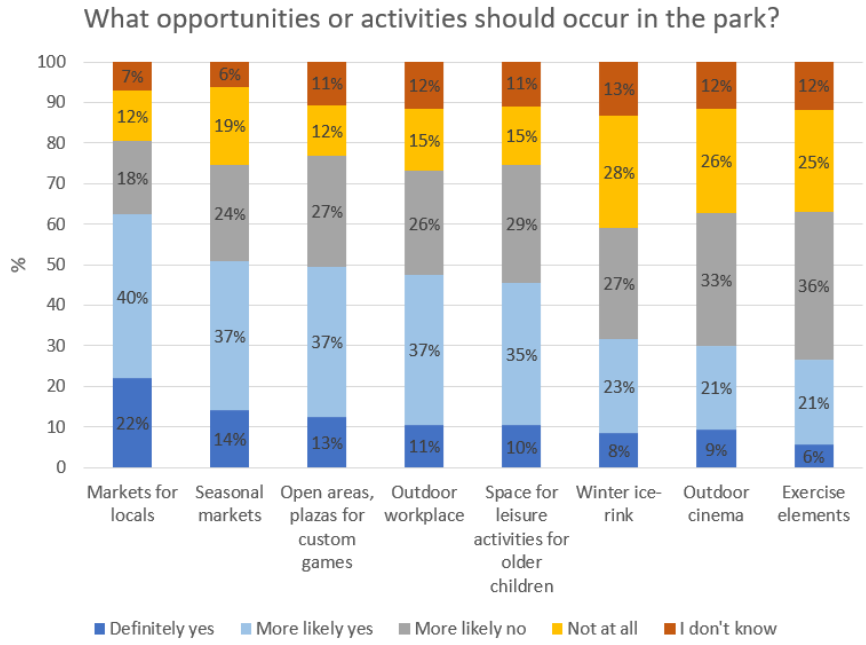
In terms of the proposed features that should appear in the park, all had more support than disapproval from respondents. Benches and other seating options received the most support by 93% of respondents. So did an outdoor area for waiting for the train (86% of respondents) and a simple wayfinding system in the park (85% of respondents) as well as space for small greenery (84%). Respondents also welcomed the creation of an open space with a clear architectural design (82%).

Only cycle and scooter paths and the addition of pedestrian routes had overall support below 70% of respondents – 536 respondents (64%) and 517 respondents (62%) respectively.

Adding bike and scooter paths had the most opponents and is clearly a more sensitive issue than the other elements. This type of infrastructure is more important to men and younger respondents. Respondents who are not residents of Prague 1 in particular support it. That is, residents for whom the Main Railway Station is further away.

In terms of a more detailed analysis of what elements in the park are important for which target groups, statistically, among respondents, women are more interested in benches and a source of drinking water, while men want more walking and cycling paths. Younger respondents are more interested in seating options and more bike and scooter services in the form of both parking and bike trails. Respondents from Prague 1 are the least interested in bike paths through the park.

	Benches and other seating options	An outdoor area for waiting for the train	A simple navigation system in the park	Space for small greenery	Open area with a clear architectural design	Water features	Space for parking bikes and scooters	Space for small refreshments	Drinking fountains - source of drinking water	Public toilets	Paths for cyclists, scooters	Addition of pedestrian routes
Male	90 %	89 %	84 %	83 %	83 %	79 %	79 %	71 %	68 %	72 %	69 %	65 %
Female	95 %	89 %	87 %	85 %	81 %	77 %	76 %	72 %	77 %	70 %	57 %	56 %
15 - 19	95 %	87 %	87 %	92 %	79 %	87 %	82 %	69 %	62 %	74 %	67 %	67 %
20 - 29	96 %	91 %	87 %	88 %	89 %	76 %	86 %	70 %	69 %	66 %	75 %	66 %
30 - 39	90 %	89 %	85 %	82 %	80 %	79 %	80 %	74 %	73 %	72 %	64 %	61 %
40 - 49	91 %	88 %	82 %	77 %	78 %	81 %	66 %	73 %	74 %	75 %	48 %	53 %
50 - 64	87 %	87 %	78 %	83 %	70 %	80 %	54 %	70 %	74 %	76 %	54 %	59 %
65 and over	91 %	55 %	91 %	82 %	82 %	82 %	55 %	73 %	91 %	73 %	18 %	45 %
In a different part of Prague	92 %	90 %	86 %	83 %	85 %	77 %	79 %	73 %	71 %	68 %	65 %	61 %
Outside of Prague	94 %	89 %	84 %	88 %	76 %	78 %	78 %	66 %	66 %	75 %	67 %	65 %
Municipal district Prague 1	94 %	84 %	81 %	86 %	70 %	78 %	67 %	73 %	76 %	76 %	51 %	56 %
Municipal district Prague 3	90 %	89 %	87 %	83 %	89 %	85 %	77 %	74 %	78 %	78 %	62 %	61 %
Municipal district Prague 2	93 %	89 %	83 %	74 %	83 %	85 %	85 %	69 %	74 %	70 %	76 %	70 %



N = 837

Opportunities or activities that should occur in the park?

In terms of opportunities or activities that should occur in the park, overall, their acceptance is less unequivocal/smaller than for the elements that should be included in the park:

Markets represent the greatest potential – both local and seasonal markets. The other uses had an acceptance of less than 50%, and here it is interesting to look at the acceptance rate according to a more detailed demographic analysis. The youngest and oldest respondents are most interested in the exercise elements of the park. Similarly, a winter ice rink in the park is most popular with residents of Prague 1, along with the oldest groups of respondents. Residents of Prague 2 are least interested in seasonal markets. Markets for locals are less desired by residents from Prague 2 or living outside of Prague and conversely have more support among residents of Prague 1, Prague 3 and other parts of Prague.

Younger respondents aged 15-39 are also significantly more interested in an outdoor workplace.

	Markets for locals	Seasonal markets	Open areas, plazas for custom games	Outdoor workplace	Space for leisure activities for older children	Winter ice-rink	Outdoor cinema	Exercise elements
Male	63 %	50 %	49 %	45 %	45 %	30 %	29 %	25 %
Female	61 %	51 %	50 %	50 %	46 %	34 %	31 %	28 %
15 - 19	62 %	56 %	56 %	49 %	54 %	33 %	31 %	41 %
20 - 29	69 %	51 %	53 %	54 %	48 %	30 %	36 %	29 %
30 - 39	60 %	49 %	48 %	47 %	42 %	32 %	25 %	21 %
40 - 49	56 %	53 %	42 %	40 %	50 %	26 %	29 %	27 %
50 - 64	52 %	48 %	54 %	39 %	41 %	48 %	24 %	28 %
65 and over	64 %	73 %	64 %	27 %	27 %	55 %	27 %	36 %
In a different part of Prague	62 %	50 %	50 %	46 %	45 %	31 %	30 %	24 %
Outside of Prague	58 %	52 %	45 %	48 %	45 %	26 %	25 %	27 %
Municipal district Prague 1	62 %	50 %	59 %	48 %	53 %	49 %	36 %	43 %
Municipal district Prague 3	73 %	63 %	48 %	48 %	45 %	30 %	34 %	21 %
Municipal district Prague 2	48 %	33 %	43 %	54 %	46 %	24 %	20 %	28 %

170 people responded to the question „Do you have any other expectations or ideas about what Vrchlického sady Park should offer? Here is the space for your suggestions and comments."

Responses to this question again confirmed the interest in green space in the park, and respondents specified what the park should offer in this regard – preserving green space that refreshes and cools the downtown and provides important shade.

Respondents also added needs for waiting for transport services. The park should also offer a place for larger groups of travelers (such as schools) to wait for connections.

Respondents also mentioned keeping the transit function as primary with easy passage for passengers to and from the railway station building.

Other respondents wanted Vrchlického sady Park to provide a dignified and representative space. The park should be welcoming, spacious, clean and safe. It should include a quiet space for resting and relaxation. Respondents also wish to reduce noise and bustle.

Several respondents mentioned the suggestion to create a station square, build a shopping gallery instead of a park, and level the hill in front of the station or replace the asphalt with natural stone.

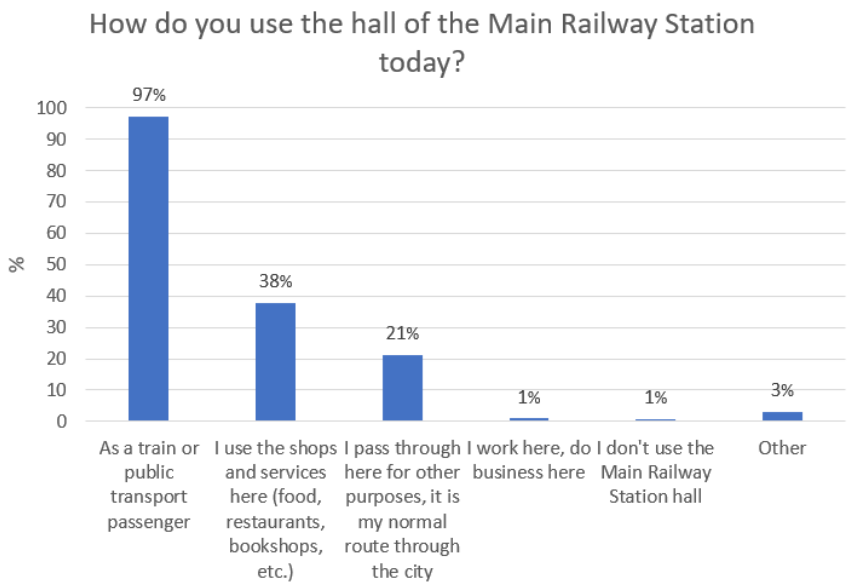
Respondents also mentioned the need to address the issue of homeless people and drug users, including the provision of assistance for homeless people (sanitation, resting places, social workers).

Respondents also mentioned the improvement of pedestrian connectivity of the neighborhood – to the metro, opera, Wenceslas Square, Vinohrady, Florenc, Vítkov.

In addition, respondents mentioned that bike parking spaces should be guarded (camera/security) and the park should offer bike rental racks, night bus stops, taxi parking Of the elements, respondents also mentioned:

- Game elements in the park, such as chess
- A place for events – concerts, theatre
- A space for smokers
- A skatepark, gym, ping pong, inline track, traffic playground, ball sports, pétanque
- Solar elements

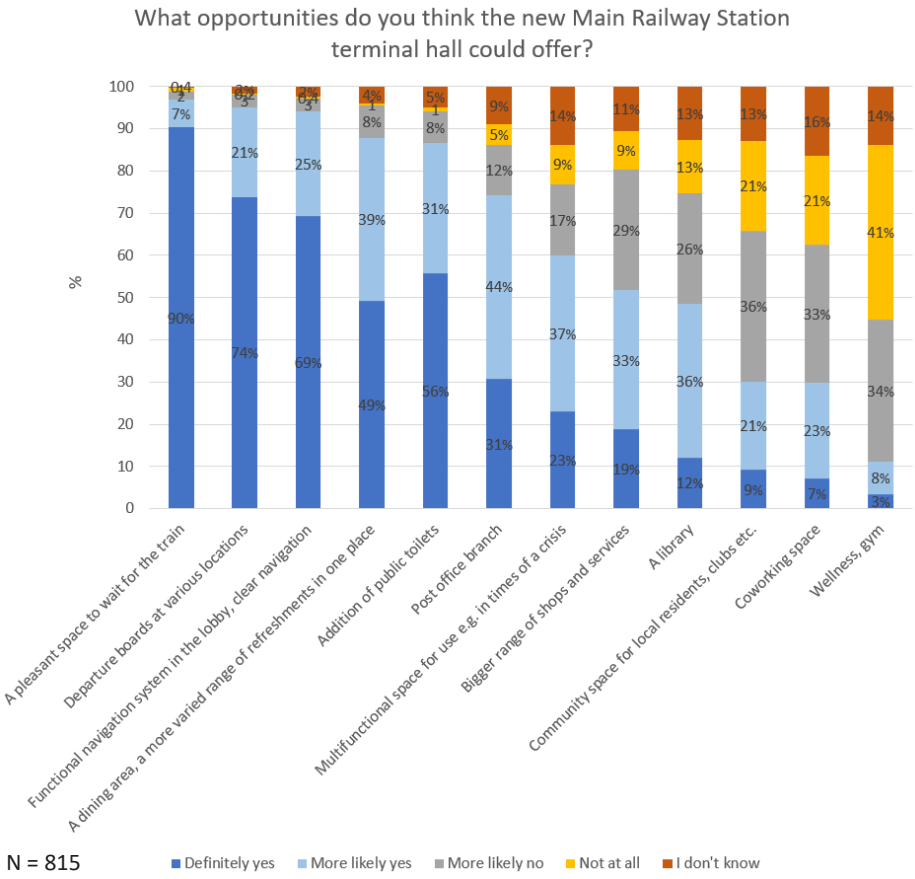
2.4 Use Of The Main Railway Station Building today



N = 827, (23 respondents answered „other" – for example, as a meeting place, a place to admire architecture, or a place to watch trains with children)

The most frequently mentioned method of using the New Terminal Hall of the Main Railway Station was travelling by train or public transport (97%). 38% of respondents answered that they use the shops and services (grocery store, restaurant, bookshop) in the hall. 21% of respondents use the hall for passing through for other purposes, their normal route through the city leads through it. The remaining 1% do not use the hall at all.

2.5 The main railway station building, its roof and expectations for the future



N = 815

In terms of what the hall should offer in the future, the various options have met with varying degrees of acceptance. Clearly, the options relating to user-friendliness and simplicity in order to travel by train – i.e. a pleasant space to wait for the train and departure boards in various locations) and a functional navigation system in the hall, clear signs, had the highest support – over 90% of respondents.

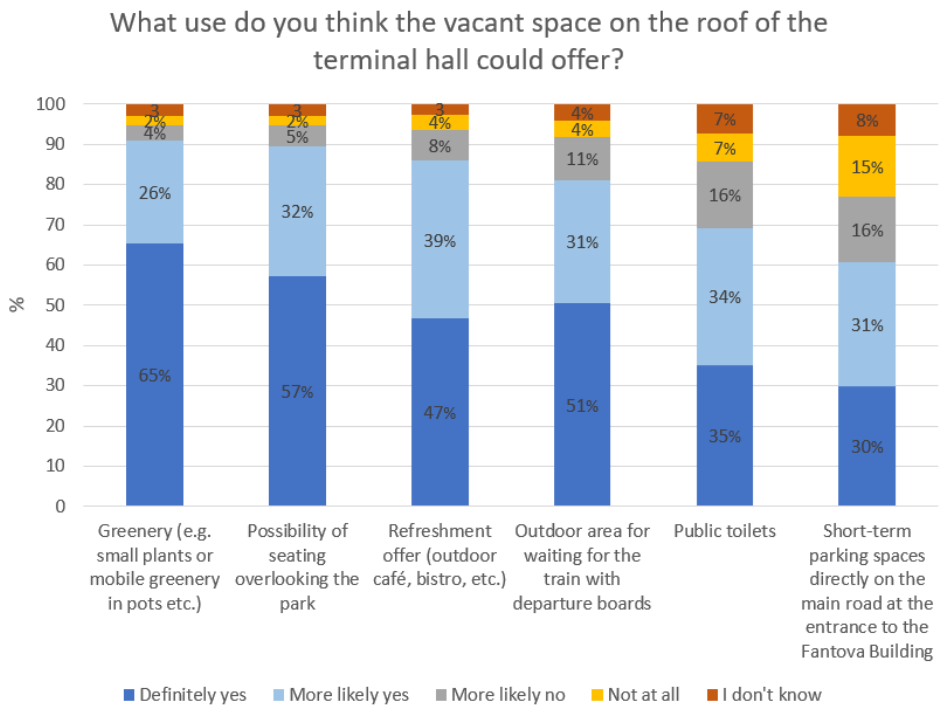
Other highly supported areas were the improvement of the basic complementary services of the station hall – a dining area, a more varied menu and refreshments all in one place, and the addition of public toilets.

In terms of other services offered, a post office branch would be welcomed by 73% of respondents and multi-functional facilities usable in times of crisis would be welcomed by 60%.

51% of respondents would like to see an expansion of shops and services.

The other options were supported by less than 50% of respondents and it is further interesting to look more closely at preferences by demographics: women are more interested in a library than men. The youngest and second oldest age groups of respondents are most interested in a spa or gym, and are most often from Prague 1. Respondents from Prague 2 are most interested in a community space. Residents outside of Prague are most interested in a coworking space.

	A pleasant space to wait for the train	Departure boards at various locations	Functional navigation system in the lobby, clear navigation	A dining area, a more varied range of refreshments in one place	Addition of public toilets	Post office branch	Multifunctional space for use e.g. in times of a crisis	Bigger range of shops and services	A library	Community space for local residents, clubs etc.	Coworking space	Wellness, gym
Male	98 %	94 %	94 %	87 %	86 %	74 %	58 %	54 %	45 %	32 %	31 %	12 %
Female	96 %	98 %	95 %	89 %	87 %	75 %	64 %	49 %	55 %	27 %	28 %	10 %
15 - 19	97 %	97 %	97 %	95 %	90 %	69 %	72 %	64 %	64 %	36 %	33 %	21 %
20 - 29	98 %	96 %	96 %	89 %	86 %	72 %	63 %	48 %	49 %	30 %	28 %	9 %
30 - 39	96 %	93 %	92 %	87 %	85 %	74 %	56 %	52 %	47 %	28 %	33 %	11 %
40 - 49	97 %	99 %	96 %	86 %	89 %	78 %	60 %	53 %	47 %	37 %	29 %	12 %
50 - 64	98 %	96 %	96 %	89 %	93 %	85 %	65 %	65 %	48 %	28 %	26 %	20 %
65 and over	100 %	100 %	91 %	91 %	73 %	82 %	36 %	36 %	64 %	18 %	18 %	9 %
In a different part of Prague	97 %	95 %	95 %	87 %	88 %	72 %	59 %	51 %	48 %	28 %	28 %	9 %
Outside of Prague	95 %	94 %	92 %	90 %	85 %	79 %	61 %	52 %	46 %	30 %	39 %	10 %
Municipal district Prague 1	99 %	98 %	92 %	86 %	88 %	78 %	56 %	49 %	45 %	34 %	30 %	22 %
Municipal district Prague 3	98 %	98 %	98 %	88 %	87 %	77 %	67 %	62 %	55 %	28 %	24 %	12 %
Municipal district Prague 2	98 %	94 %	91 %	91 %	80 %	74 %	69 %	44 %	57 %	48 %	33 %	13 %



N = 815

The responses show a rather general acceptance of the options offered, with the most controversial being short-term parking on the arterial road, which despite this is supported by over 60% of respondents.

The oldest group of respondents are generally less interested in the roof and its amenities, while other age groups are more interested in the green space, the possibility of seating overlooking the park and the refreshment offer. Women are more interested than men in the green space and short-term parking spaces.

	Greenery (e.g. small plants or mobile greenery in pots etc.)	Possibility of seating overlooking the park	Refreshment offer (outdoor café, bistro, etc.)	Outdoor area for waiting for the train with departure boards	Public toilets	Short-term parking spaces directly on the main road at the entrance to the Fantova Building
Male	89 %	88 %	84 %	79 %	68 %	57 %
Female	94 %	92 %	89 %	85 %	73 %	68 %
15 - 19	100 %	97 %	92 %	87 %	77 %	51 %
20 - 29	90 %	93 %	89 %	83 %	67 %	57 %
30 - 39	93 %	89 %	85 %	81 %	68 %	64 %
40 - 49	88 %	86 %	83 %	78 %	69 %	60 %
50 - 64	87 %	89 %	85 %	80 %	91 %	76 %
65 and over	73 %	64 %	73 %	73 %	55 %	64 %
In a different part of Prague	92 %	88 %	84 %	79 %	67 %	59 %
Outside of Prague	92 %	92 %	87 %	86 %	77 %	66 %
Municipal district Prague 1	86 %	91 %	88 %	77 %	70 %	62 %
Municipal district Prague 3	89 %	91 %	91 %	88 %	76 %	63 %
Municipal district Prague 2	87 %	94 %	89 %	87 %	65 %	56 %

175 people responded to the question „Do you have any other ideas and wishes for what the new terminal hall of the Main Railway Station, including the outdoor roof space, should offer?“:

Respondents specified parking needs – medium-term (2h), kiss & ride, taxi parking, carsharing. Retaining existing parking spaces or providing enough for medium-term parking (2-3h) due to train delays.
Respondents mentioned a waiting area and enough seating for large numbers of people.

Respondents also elaborated on the suggestions for greenery on the roof – a green roof, planters and larger green areas, trees, a greenhouse, a relaxation garden, a covered, shaded roof space, shading elements, a water feature on roof – fountain, drinking fountain, body of water.

Respondents also linked the relaxing use of the roof with soundproofing and visual insulation: „no one wants to relax by the highway“

The suggestion to connect the roof to the park with a staircase or elevator, access without having to enter the building, and creating a crosswalk over the highway from the roof to the Fantova Building were also mentioned.

Other suggestions:

- The need for better wayfinding and signage: more large clocks in the lobby, signs for the ticket office and the locker room.
- Brightening up the lobby.
- Wheelchair-accessible route from the subway to the platform
- Ticket offices closer to the platforms
- Currently, the location of shops in the middle of the lobby also hinders accessibility.
- A space for art in the hall: a gallery space within the hall or on the roof, exhibitions, a mini-museum
- High quality and affordable refreshments (other than fast food, existing refreshments are perceived as expensive by some respondents
- Better mix of shops e.g. fruit and veg, bakery etc. instead of shoes and clothes, extension of Billa or a new supermarket
- Children‘s play area, facilities for mothers with children
- Mail order outlets + checkpoint
- Charging phones
- Info center for new arrivals, info on the current traffic situation, info on current changes in the city
- Showers for passengers
- Smoking area
- Provide a charger for electric cars
- Strengthen police patrols, cameras
- Preserve existing hall architecture and legacy of the architects, remove towers, office buildings on roof, the hotel.

3.3 Conclusion

Currently, respondents perceive the area around the main station rather negatively, with the perceived negatives prevailing (dirty, presence of homeless people, danger, drugs and drug addicts, and a bad smell. Despite this, respondents also viewed the surroundings of the main station positively (greenery, quality of the hall, beauty of the landmark and accessibility to the center) to a lesser extent in its current state.

Respondents do not usually spend a large amount of time in Vrchlického sady Park, but use it mainly for passing through (to catch the train, public transport or for other purposes). Only a minority of respondents – 10% or less – use the park for longer stays, such as waiting for a train or public transport, or meeting friends and relaxing, during lunch or a break, or for the children‘s playground. The park is also minimally used for passing through by bike or scooter – 9%.

The responses showed a particularly strong interest in nature. All three of the most frequently selected options, plus the first two most frequently mentioned values, outranked the other options by a wide margin – historical values and memory of the place, playground, artwork in the area.

The most frequently cited problems with the park were neglect/dirty/bad smell (91%) and a disturbing social environment (84%). 66% mentioned the number of dangers in the evening, while 64% of respondents were bothered by the benches not being inviting to sit on.

In terms of the proposed features that should appear in the park in the future, all of them were more supported than disapproved by respondents. Benches and other seating options received the most support. An outdoor space for waiting for the train and a simple wayfinding system in the park were also supported, as was space for small greenery. Respondents also welcomed the creation of an open space with a clear architectural design.

In terms of opportunities or activities that should occur in the park, overall acceptance is less unequivocal than for the elements. Markets represent the greatest potential – both local and seasonal. The other uses, had an acceptance of less than 50%, and here it is interesting to look at the acceptance rate by more detailed demographic analysis. The youngest and oldest respondents are most interested in the exercise elements of the park. Similarly, winter ice rinks would be most popular in the park with the residents of Prague 1, along with the oldest groups of respondents. Younger respondents aged 15-39 are also significantly more interested in an outdoor workplace.

The responses to this question again confirmed the interest in green space in the park, and respondents specified what the park should offer in this regard – it should maintain a green space that refreshes and cools the downtown and provides important shade. Respondents also added needs for waiting for transport services. The park should also offer a place for larger groups of travelers (such as schools) to wait for connections. Respondents also mentioned the suggestion that the transit function be maintained as a primary function with easy passage for travelers to and from the railway station building. Other respondents wanted Vrchlického sady Park to provide a dignified and representative space. The park should be welcoming, spacious, clean and safe. It should include a quiet space for rest and relaxation. Respondents also wished to reduce noise and bustle.

The most frequently mentioned way of using the New Terminal Hall of the Main Railway Station was travelling by train or public transport (97%). 38% of respondents answered that they use the shops and services (food, restaurants, bookshops) in the hall. 21% of respondents use the hall to pass through for other purposes, their normal route through the city leads through it. 1% of respondents work or do business in the hall.

In terms of what the hall should offer in the future, the different options were met with varying degrees of acceptance. Clearly the options relating to user-friendliness and simplicity for the purpose of train travel – i.e. a pleasant space to wait for the train and departure boards in various locations, and a functional navigation system in the hall, clear signs, had the greatest support – over 90% of respondents.

Other highly supported areas were the improvement of the basic complementary services of the station hall – a dining area, a more varied menu and refreshments all in one place, and the addition of public toilets.

In terms of other services offered, a post office branch would be welcomed by 73% of respondents and multi-functional facilities usable in times of crisis would be welcomed by 60%. 51% of respondents would like to see an expansion of shops and services. The other options were supported by less than 50% of respondents and it is interesting to look more closely at preferences by demographics.

The responses show a more general acceptance of the options offered – green space, seating overlooking the park as well as offering refreshments, an outdoor space to wait for trains with information signs, public toilets. The most relatively controversial are the short-term parking spaces on the arterial road, but despite this they are supported by over 60% of respondents.

4. Operational Consultation

4.1.Topic: Crisis situations – Red Cross

Prepared by: Barbora Týcová, AVD
Contact: Ing. Richard Smejkal, Commander of the Central Crisis Team of the Czech Red Cross, Jaroslava Marková, DiS., Director of the Regional Association Office of the CRC

In general:

„Prepare before the crisis happens."
„A good grasp of crisis preparedness in space planning brings many subsequent benefits, including financial savings."

IRS units use the terms „Crisis Preparedness" or „Assistance Help Centers". There are 3 basic crisis scenarios to consider for the railway station building:

1. A railroad accident that takes place either on the premises (á la Madrid) or near the premises. In such a situation, the victims of the accident are dealt with as well as the relatives who come to the station to look for their loved ones (for every 1 passenger, there are about 10 relatives or close persons).
2. Danger occurs outside the building, but people will use the building as a refuge (i.e., in-vacuation). For example, this can occur during heat waves, climatic events, a chemical cloud, gunfire, etc. In such a situation, the building should become a safe „castle" (temporary shelter), where it is safe to survive at least for several tens of hours (days) and one can eat, drink, go to the toilet, etc.)
3. Refugee crisis – in this case the railway station has the role of a „flow heater" (note: we are not supposed to use this term, but it is apt). At that point, registration points are set up, the building is used for „first aid" and overnight stays. Then the refugees move on and have other needs. This function can be provided by other spaces (e.g. in New York they used a library), but „crisis workers" usually fight for the station to be able to provide this function (the so-called „one-stop-one shop").

Requirements and risks

Spatial requirements:
For situation 1 and 2 (Railway accident or the so-called „Temporary shelter") it should be possible to build a „passenger reception center". Subsequently, the entire management of the victims of the disaster is set in motion. IRS units need to be able to get in/out of the platform quickly and take people to hospitals, i.e. quick evacuation routes and access points need to be arranged. Materials should be durable; this is a requirement above aesthetics (to be able to carry e.g. a truck full of water). The second category of victims is the so-called „green". These are people who are injured but able to walk, do not need immediate help, are not in a life-threatening condition at the moment. The „green" group needs a sheltered area within the station that will serve for recovery. These people are stressed, waiting (for a message, for luggage...). In some cases this can be up to hundreds of people. The space for them does not have to be hermetically sealed, but it must not be claustrophobic. People are nervous in this state, they need to make phone calls and send messages to loved ones, search for information on their mobile phones, charge their phones, etc. A space that can be well cleared for these purposes is best. Shops can also be used. Thought needs to be given to what to do with smokers. *„Ten percent of people do not need a psychologist, but a smoke".* Therefore, it is an advantage to arrange the fire protection system so that it can be disconnected in certain parts. This will be turned into a makeshift smoking room. An advantage is the possibility of shielding against journalist lenses (the victims are vulnerable people). It would be nice to clarify how many people can be counted on for such a situation in the dedicated space. *„Bring in the ambulance guys and check it out".* It is also necessary to think about the „meeters-greeters" zone – an intimate zone where victims meet their loved ones. These should not be met in a spontaneous way, in front of cameras (it may be an awkward encounter where, for example, another loved one has not survived).

For situation 3 (refugee crisis), a large (exhibition-type) space that can be divided is ideal. A large hall can be made into rooms using screens within an hour at some airports. For example, people just being admitted, disabled people, wheelchair users, (breastfeeding) mothers with small children, and even journalists can be separated. It is better to disperse people and not cumulate them. Regarding toilets, the more the better, and don't forget the wheelchair accessible ones. It is necessary to separate the refugee group from ordinary passengers. It is necessary to think about the infirmary and good access for ambulance workers. It is also necessary to think about catering, which requires the possibility of the appropriate storage and dispensing of food. Organizers of the aid – staff and volunteers – also need facilities (e.g. a rest room). The more at ease the organizers are, the more at ease the beneficiaries will be.

COVID and other illnesses – allow distance, frames, corridors, limit maximum capacity (it's a crowd management issue). The goal is to get passengers checked in quickly, not concentrate people, provide a safe and fast corridor system. At Václav Havel Airport, a blind leg C is used, which can accommodate up to 200 people who for some reason cannot continue their journey.

Other requirements

A fast, good internet connection reassures people in a crisis. In the Congress Center this works perfectly.

- The need to keep an eye on the contracts with tenants due to which the solution to the crisis may fail, *„So that they don't ask for 150 thousand CZK for the premises per day".*
- Higher taps in the sinks, where one can conveniently fill a water bottle, wash feet, etc.
- Bidets - allow for hygiene and not having to have so many showers on site.

Issues

Improperly fixed seats make it impossible to place beds (this can result in several tens of square metres missing).

Ideas

- In Novosibirsk, there is an hourly hotel – this is a short-term accommodation option, where those in need sleep right at the station for a few hours and continue their journey.
- In Vysočany, a navigation system created by tapes on the ground has proved to be very useful. It is a good idea to think about the materials used so that the tapes can be easily attached and subsequently removed.

4. Operational consultation

4.2 Topic: Summer café with a cultural and sports program

Prepared by: Jindřich Pinc, AVD
Contact: Petr Zenkl, Coffee & Riot Café, 14. 7. 2022
Other source: an interview with Petr Zenkel from 2020 on the occasion of anthropological research in the locality (Anthropictures, 2020)

In general:

Petr Zenkl and his team launched a summer café with a cultural program in Vrchlického sady on the open asphalt area by the Politických vězňů street in July 2019. The project was named Wander Bar and physically consisted of several modified shipping containers (café, warehouse and covered stage). It operated on site from July to October 2019.

The aim was to operate a multi-functional space on site that would offer cultural and sports programs in addition to refreshments, which would be funded by the bar's operation and possibly grants and subsidies. The main motivation for the choice of the site was the existence of a large paved and not specially used space in the middle of the city. Such a space, with its exceptional transport accessibility, promised great potential. The project was cautiously supported by the Prague 1 municipality, otherwise it was financed from private sources, while the initial costs for the purchase and conversion of the containers were considerable.

Over time, on the basis of weak daily sales, it became clear that the space was difficult to sustain financially and its operation only paid for itself on certain days and events (when there was a program). During the following season things got even more complicated; in January 2020 there was a change in the political leadership of the Prague 1 municipality and the new leaders were less in favor of the project, and in the spring the Covid pandemic struck and the project was prematurely terminated.

Value of the location

- Paved area (2000 m2), free space
- Excellent transport accessibility for visitors
- Excellent accessibility by car
- Surprising and interesting view (from the roof of the container)
- There have been no complaints about disturbance at night.

Issues in the location

- There are only a small number of local residents in the area who could form a more stable group of visitors. Moreover, the project's progressive concept and visual appearance may not attract local residents.
- Although the site is in the middle of the city, it is isolated from its surroundings and easily overlooked from the streets where most people pass.
- The site is frequented by a number of homeless or substance dependent people. It is possible to get along with them, but it is challenging. There was a particular problem in the winter when people were sleeping in the container, which was not lockable, and making a mess.
- *„We didn't care about the arterial road. It didn't bother us."*

Other issues

- Very little support from the city (Prague 1). Long waiting times. *„Everything takes ages“*. Operation only commenced in the middle of the season due to slow action of the office. Later, unwillingness to communicate and accommodate. Bad feelings.
- Seasonality of operation is a big challenge for anyone. It is necessary to open a bar, find people (bartenders, producers), close the bar and shut it down for winter.

Requirements:

- Official and political willingness and support from the city. *„Someone who will enforce it“*
- Energy and financial investment to start
- Space for creativity
- Toilets/connection for toilets
- Electricity connection

Ideas

- Outdoor cinema
- Outdoor gallery
- Ice-ink
- Skatepark
- Alternative use of the plant pots from Prague 5
- Ping-pong tables,

Questions

- How is it possible to suitably combine summer and winter operation?
- What about bridging periods (early spring and autumn)?
- How to attract local residents?

4. Operational consultation

4.3 Topic: Farmer's Market

Prepared by: Michal Křivohlávek, AVD
Contact: Jiří Sedláček
Association of Farmers' Markets of the Czech Republic
Archetyp, registered association

Description of activities in general:

The Association of Farmers' Markets of the Czech Republic brings together organizers of honest farmers' markets, striving to maintain and improve their quality. The Association is careful to select vendors who are small and medium-sized farms, bakers, butchers or fishermen. They should be producers, farmers or people working closely with these (not dealers). Preference is given to selling local food. The Association is committed to the truthfulness of information presented to customers, including vendor screening and a system of checks, with the long-term goal of strengthening public confidence in farmers' markets. The Association also strives to make farmers' markets a welcoming gathering place with a neighborly atmosphere. For more information, visit www.farmarsketrziste.cz.

Experience in organizing markets in Prague:

Farmers' markets are an urban trend and can be a good incentive to visit the city. Cities can be attractive for their markets as much as for any other attractions. This idea can be developed in cooperation with Czechtourism or the Prague Information Service.
The decision to organize markets places a long-term responsibility on the founder and the need to support and help the operator. One of the areas of necessary support is the communication, promotion and publication of information. Another area is the technical readiness and security of the markets. Markets are ideally operated all year round. It is not a one-off event like a fair, it is not a PopUp.

The standardized steps to establish a market are as follows:

1. Build the space in a professional manner
2. Specify the terms and conditions – e.g. what kind of tenant is being sought, what kind of support is offered by the founder, what is the set rent amount (should be incentive-based), how long is the contract signed for, etc.
3. Tender the operator

The classic marketplace variant means a free area for erecting scissor tents. There is a variant with long term stall „modules" with different sizes and variants (min. 9 m2). It can include different functions (e.g. information screens). The module variant is currently being tested. The markets may include food courts.

Specifics of cooperation and demands on the operator:

It is important that the operator has experience in the activity. It should be able to communicate well with the founder. It is necessary to provide the operator with good conditions from the onset in order to be able to successfully ‚get the markets up and running'. The conditions are: a good price, the length of the contract (several years is better) and other support. The operator must have the strength to get the markets up and running. The market works well if vendors are motivated and have enough buying customers. It is not possible to rely only on the residents of Prague 1

Spatial conditions and requirements:

For a well-functioning marketplace in the long term, it is necessary to create a pleasant environment and build facilities for visitors. This includes shade, trees, places to rest, water or drinking fountains and, for example, benches or other types of seating. At the same time, each place has its own specifics. So it's not just about greenery, it's about creating a welcoming place where people will want to return and stay. The need for shade is indisputable. The market should have at least 35 vendors. With fewer than that, there is a risk that the market will feel small. The optimum is 60 vendors. Each outlet requires an area of 10 m2. With 60 vendors, the sales area is therefore only 600 m2. To this we must add the necessary complete facilities and environment for visitors.

Technical and organizational requirements:

A minimum of one person and one vehicle is required to man each stand. Goods are usually replenished from a vehicle (often a refrigerated one) during the opening hours. This places demands on a parking area within good reach. It is therefore necessary to provide access and transport services in order to allow loading and unloading to take place. Daily operation means the following steps: building, unloading and parking. Consideration can be given to linking the market to the parking house. Connection to drinking water, for example in the form of a drinking fountain, is important not only for the public but also for the farmers. Equally important is the connection to electricity. It is also a prerequisite to ensure security, cleaning at all times, and to set up a waste management system (where, who, how and what is collected). A special waste container or underground containers can help with this.

4. Operational consultation

4.4 Topic: Humanitarian Aid – The Hlavák Initiative

Prepared by: Barbora Týcová, AVD
Contact: Marta Harasimowicz, The Hlavák Initiative
David, The Hlavák Initiative volunteer since 2015

General description of activity:

The Hlavák Initiative (hereinafter HI) was formed as an emergency response to the refugee crisis triggered by the war in Syria in 2015 (when, among other things, a high number of people were expected to transfer to Germany) and is now also operating intensively in the context of the war in Ukraine. In addition, however, the HI also operates on a smaller scale and tries to help people who find themselves without assistance in a foreign country.

Activity at the railway station:
In crisis situations at the railway station, the HI provides a humanitarian „first aid" role. It searches for connections, picks up refugees directly on the platform, operates the Help Point (important in crises, when there are a high number of refugees at a given time), when hundreds of people in transit arrive here daily (up to 500 people/day). The needs of these people depend on the situation (assistance, doctors, refreshments, etc.). If there are a lot of them, the state intervenes. Another role of the HI is the coordination of a large number of volunteers who offer their help. The HI systematizes their involvement, establishing rules and in effect making it possible. Other forces such as the railway, Prague or volunteer firefighters, municipal, state and foreign police, the Organization for Aid to Refugees - OPU, and volunteers from the general public are active on the ground. In the current crisis surrounding the war in Ukraine, the Organization for Aid to Refugees is in charge of coordinating cooperation between these forces and volunteers associated under the HI.

Directly at the station, the HI's activities consist of the following main items:

- Help Point operation
  - information
  - distribution of aid packages (food, blankets, hygiene)
- implementation of volunteer assistance:
  - first assistance to clients after getting off the train
  - sorting clients according to their needs and the destination of their next journey
  - help with orientation and finding their way to the Help Point
  - help with orientation and finding their way to KACPU (Regional Assistance Center for Refugees from Ukraine, which was located in the Prague Congress Center, and is now in Vysočany) – when the number of refugees was high, a shuttle service to other places was available
  - - basic treatment
  - - preparation and management of emergency accommodation
  - - registration and organization of volunteer shifts
  - - training and preparation and further work with volunteers

Operational issues (crisis 2022)
The railway station is very difficult to navigate and there are no points of reference. Burger King is most often used for orientation. *„Burger King is the point of reference."* People struggle with the complexity of space and layout issues. The navigation system is not intuitive, which is difficult for illiterate refugees, of which there are many. There is a lack of signs in the Cyrillic alphabet; clients do not understand signs in the Latin alphabet. Abbreviations and navigational principles that are not international are used („Platform 4 North - 4S"). *„The space is terribly complicated for people who don't know their way around."* Complications include a lot of visual smog.

The HI operated in the historic part of the station which is not in good condition and is a barrier. Small toilet capacity is a problem. Refugees used public toilets, which is very difficult for staff. They also often lack money to enter the toilet. Toi-toilets provided on an emergency basis for volunteers

were not suitable. There is a lack of showers in the building. *„There are ridiculously few of them.“* There is a lack of facilities for volunteers to make tea, rest, recharge their mobile phones. There are also few lockers that allow people to put things away safely. One room was designated for these needs and was used by up to 100 people (this also contravened fire regulations). There were no spaces to talk, to deal with the psychological problems of the clients, there was a complete lack of privacy. There was and is an improvised warehouse for food parcels and other materials on Senovážné Square. Logistically, the constant back and forth is demanding on human capacity and time.

The space was not assessed as safe by the IH staff (sometimes drunk Czechs aggressively harassed refugees). The overnight train (during the 2022 crisis) was an emergency improvisation by the HI. It fulfilled its purpose, but was not fine-tuned.

Operational issues (normal state 2022)

- The station closes at 1:30 - 3:20 am, clients have to leave but have nowhere to go (so they go to sleep in the park)

Spatial requirements

The activity at the main station operates in several modes depending on the number of clients. From a so-called „normal“ mode, when there are individuals or at most dozens of clients who need help, to situations related to a crisis event. These situations can be further subdivided according to the degree of certain stress needed and correspond to waves. 50 clients may arrive in one train and as many as 300 in the other.

Normal state

- A place to sleep in emergencies

Crisis

Help Point (HI)

- good orientation / navigation
- a bit distant, not in the center of the action
- warehouse for storage – food, hygiene, blankets, etc. (now operates on Senovážné Square)
- facilities for volunteers (lockers, kitchenette, sofa)

On-site crisis center

- sanitary facilities with large capacity + showers
- storage and food preparation room for the buffet, the buffet itself
- spaces convertible into different functions (nice and pleasant community center; if necessary, functioning as a dormitory – placement of beds); possibility to divide the space
- spaces providing privacy (psychological care, a moment to oneself)
- space for mobile equipment (showers, toilets, tents, containers)
- facilities for members of organizations
- the question of closing/opening the space – it is good to be flexible here; it is better if the space looks open (not behind a wall/fence), but if the situation is out of control and numbers are high, it is good to regulate and possibly separate it

Other requirements

- A sense of security should always be paramount.
- Keep in mind the separation of women and children.
- Water fountains.
- Sockets everywhere.

Ideas/inspiration

- In Košice, there are container hotels at the railway station.
- In Wroclaw, a larger number of smaller rooms (allows for variability)
- In Berlin, the Tempelhof airport area worked
- Placement of temporary containers in the park

4. Operational consultation

4.5 Topic: Winter ice rink

Prepared by: Jindřich Pinc, AVD
Contact: David Limport
former Head of the Dept. of Culture and Sports of the Mun. Distr. Prague 6
now operates within kluzistepraha.cz

In general:

Skating rinks in Prague have experienced a boom in the last few years. There are many suppliers operating in Prague and the Czech Republic with different focuses. They offer the implementation and sale of customized ice rinks or the rental of private facilities for the season. It is advantageous for a contractor to operate in multiple locations and thus minimize maintenance costs. Kluziště Praha operates in approximately 5 locations (year 2021). They are increasingly working with shopping centers who are looking to create a programme for their customers. It is good to work with malls because there are a lot of people there and the interest of the client is visible. *„We mostly work on private projects; we want to make it nice."* There aren't many suitable free sites where ice rinks can be placed in Prague anymore.

Ice rinks can take many forms and depend on other specifications. Generally, it is most often a rectangular area where public skating takes place during the day, but sometimes the whole area is reserved for sports or private events. Abroad, there is also so-called path skating, where ice corridors are led through a certain area. *„That would be great, it is not common in the Czech Republic."* David believes that the very successful ice rink in České Budějovice leads the way in this direction.

The second important distinguishing criterion is whether the installation is a permanent ice rink that is fixed under the surface (pavement, park, playground) or a so-called mobile installation. Both have their advantages and disadvantages. However, generally mobile installations prevail due to their low initial costs and flexibility. The mobile option is also easier to repair. However, the advantages of a permanent rink are likely to outweigh in the long term. A permanent ice rink is reportedly in the pipeline at Smíchovská náplavka.

It is a service to the public and an offer for active leisure. If an ice rink is installed in a public space, it requires cooperation with the town hall. *„You have to make it nice – a stage, events, singers."* The rink is in place for a long time and should look visually appealing, even when it's not open.

Summer variant:

David also has experience from Prague 6 with the implementation of the so-called Summer Recreation Area - Beach No. 6 program, which was created on the site where an ice rink was installed during the winter and was intended to promote similar use of the area (Vítězné Square) during the summer. Inflatable paddling pools, slides, a summer bar and a tent with a stage for the accompanying program were installed in the area. The program was only partially successful due to the lack of financial resources. According to David, a similar project has a chance to succeed and there are attempts at similar projects elsewhere – Metropole Zličín is planning something for this season, River Rink was created in Karlín (but this is typologically different). Editor's note: I also discovered a River Rink in Philadelphia, USA, where a winter ice rink is being turned into a summer roller skating track. I have some doubts about the suitability of the Vrchlického sady site for the summer variant because of the important role of the accompanying program.

If the rink is installed as a permanent rink, the technology can be placed under almost any surface (tartan, artificial grass, etc.). It is advisable to consider the necessary service interventions, which are rather exceptional but may be needed.

The Vrchlického sady location:

From David's point of view, it's perfect. It's in the center and the nearest ice rink is at the Coal Market (small) or Riegrovy sady. The location offers large areas by the arterial road that are spatially ideal while being away from houses and would not be disturbing in the location. The arterial road does not seem to be a problem. A commercial area that lives off

ticket sales could theoretically support itself in the downtown area.
The location is specific and would probably need to invest in more security (security guards even during the day) and beautification.

Requirements and risks

Spatial requirements

- a flat large space, which will allow the realization of an ice rink area of 30 x 15 m
- space requirements further imply:
- a terrace/viewing area (15x15m)
- a tent for changing
- toilets
- winter bar + skate rental
- the heated tent is a nice bonus
- space for technical facilities (cooling unit etc.)
- the mobile ice rink is stored for the summer and takes up about 3 shipping containers (6x2,5m loading area)

Technical requirements

- electricity (optimum 3x160 A, but 3x120 A is sufficient), or you can feed from aggregates, but this is more expensive
- water connection (ideally a hydrant). The water is applied gradually and there is no need for a larger volume at once.
- A waste connection minimizes the cost of toilets.
- Accessibility by heavy equipment (truck with an arm)

Financial requirements

- Rental of an ice rink with service in Prague is around 3.5 mil. CZK per season.
- Operating costs, if the rink is private, are around 1 mil. CZK per season.

Staffing requirements

- For the operation it is necessary to have a three-person service staff (ice-resurfacer, health professional, skate renter). Additional accompanying functions – café worker, production worker, etc. At night (and in the case of Vrchlického sady also during the day) it is necessary to take into consideration paid security.

Issues

- Placement under trees is uncomfortable due to falling leaves.
- There tends to be music and accompanying events, which places demands on residents (music and lighting). However, this can be adjusted by the hour. There are no noise problems in winter as people tend to keep their windows closed.
- The cooling unit is a little noisy, it is good to take this into account.

Ideas

- A test season could take place as early as this year.

Nový Hlavák

Zadávací řízení se soutěžním dialogem