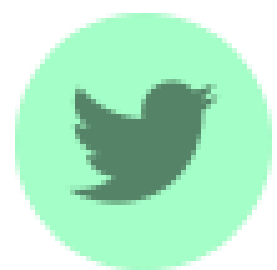


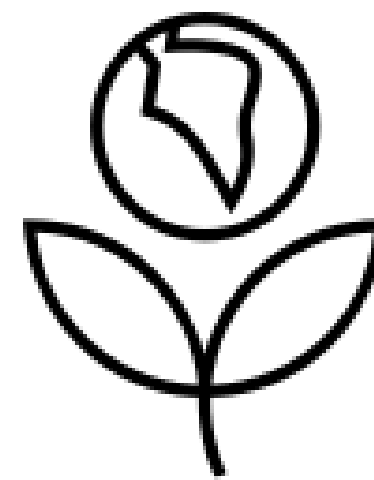
# Nueva Alameda Providencia

Fundación Casa de a la Paz

María Eliana Arntz



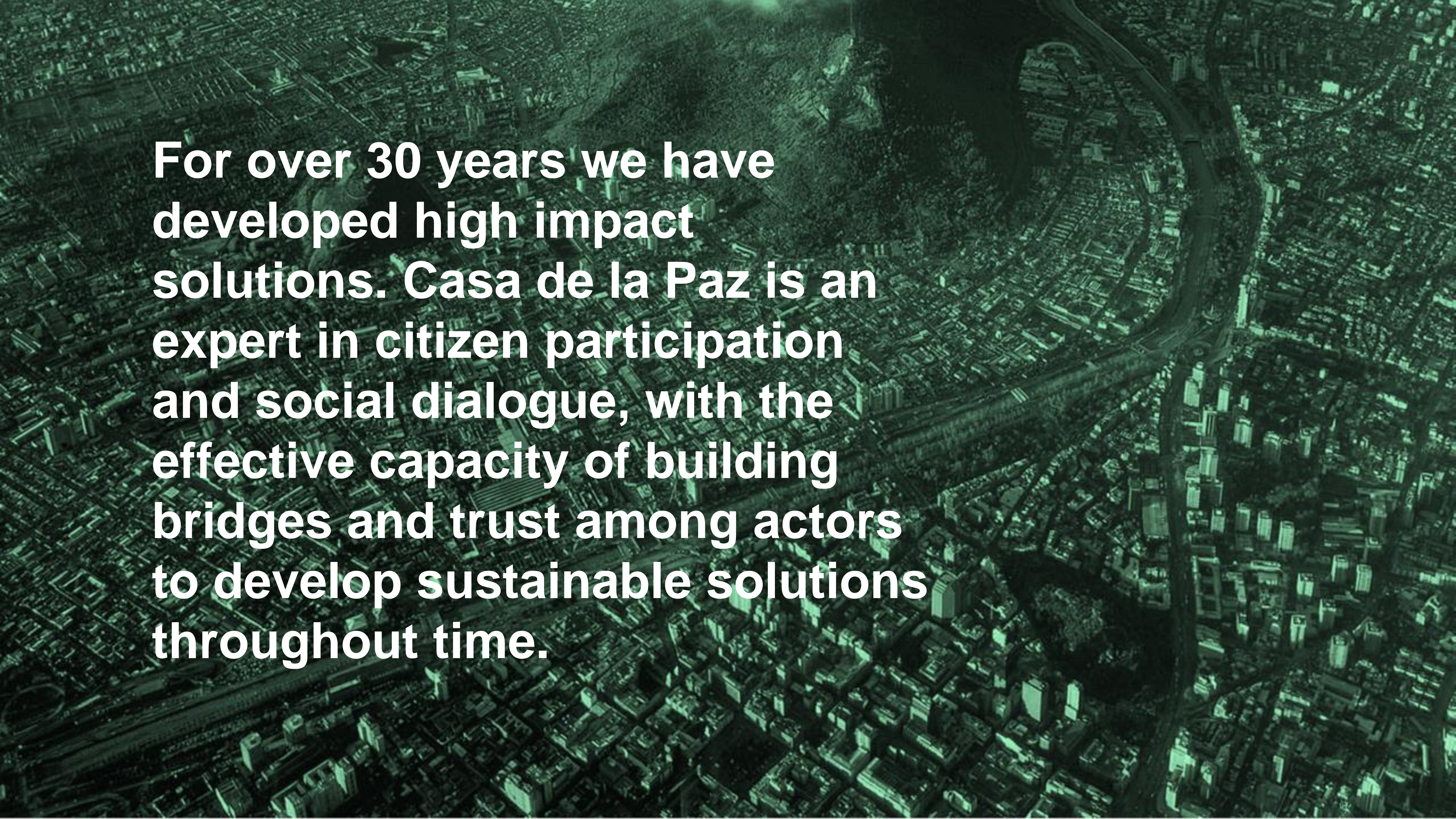
@casadelapaz



Fundación  
Casa de la Paz  
*Educación y Acuerdos  
para la Sostenibilidad*

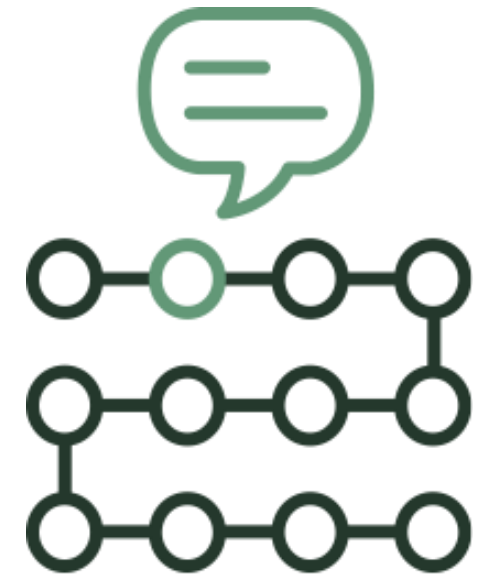
**MOBILIZE**  
Santiago



An aerial photograph of a city, likely La Paz, Bolivia, showing a dense urban layout with a prominent winding road or canal cutting through the center. The entire image has a monochromatic green tint.

**For over 30 years we have developed high impact solutions. Casa de la Paz is an expert in citizen participation and social dialogue, with the effective capacity of building bridges and trust among actors to develop sustainable solutions throughout time.**

# Our Approach



EFFECTIVE  
PARTICIPATION



RIGHTS-  
BASED

# Nueva Alameda Providencia

Complete renovation of Santiago's main avenue



INCREASED CAPACITY  
FOR PUBLIC  
TRANSPORT



PROMOTION OF ACTIVE  
MODES (WALKING AND  
CYCLING)



INTEGRATED  
PROJECT



EQUAL ACCESS

12km, 4 municipalities, 1 regional government

# Opportunities



**POLITICAL  
WILL**



**EARLY  
STAGE**

# GENERAL CHALLENGES

- **Mistrust**
- **No previous experience in Chile of similar projects**
- **Information asymmetries**

# SPECIFIC CHALLENGES

- Tight deadlines
- Area of influence
- Quantity and diversity of social and public sector actors
- Local, city and national scales
- Other participatory processes

# The Process



## ENGAGEMENT

Information  
Dialogue  
Consultation



## DESIGN

Not participatory design  
Citizen Observatory



## ACCOUNTABILITY

How does the final  
design include citizens'  
proposals?



# The (First) Results

**+3200** Consultations

**+1000** Participants in dialogues

**60** Open houses

- No compulsory purchase: opposition led to changes in original design

- Some opposition to the central bus corridor, but mostly seen as opportunity to improve public and pedestrian space

- High level of support for putting pedestrians and universal design first, but skepticism regarding implementation

- High level of support for high standard bike lane

# Difficult Conversations

**Infrastructure vs  
Operations**

**Transport vs  
Urban Design**

- **Trees: opposition to elimination and criticisms to selection of new species**
- **New bus stops: concerns about accessibility and impacts on surroundings**
- **Collective stops: concern about relocation**
- **Plaza Italia: opposing views on redesign of most symbolic space**
- **Tobalaba: concerns about coordination of different projects**
- **Concerns about construction phase**



# The Lessons (so far)

Diverse groups  
Information for productive conversations  
Managing expectations  
Replicability