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# Understanding Change: Public Space Construction in Bogota, Colombia

## The Plaza de San Victorino

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Spring 2014

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# **Understanding Change: Public Space Construction in Bogota, Colombia**

## **The Plaza de San Victorino**

*Maria Camila Coronado Cabrera*

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Bogotá is a city that has seen rapid change in the recent years. By the 1990's the city's public space was in crisis and its elements were being used in inappropriate ways; some were even been illegally privatized. Inside the city's multiple ills, a politically driven set of changes began to happen. By the turn of the millennium an urban renaissance of the city originated. Multiple public spaces, libraries, schools, and new transportation systems were built and implemented by different city Mayors. At present, after the initial thrill and polemics developed during the construction of the new public spaces, some of the major changes have settled. This situation makes it a good moment to develop an analysis of the performance of these public spaces today, in order to understand how they have evolved along with Bogotano's during these years. The Plaza de San Victorino located in the downtown area of the city was one of the major renovation projects that the city underwent around the year 2000. Its analysis is representative of the evolution of Bogota's public spaces during these years. This MDS makes an assessment from the point of view of the users of the Plaza de San Victorino. By making a Post-occupancy evaluation of this recently constructed public space using participant observations, mappings and surveys, this MDS generates a set of design recommendations for the Plaza and a design proposal for its improvement.

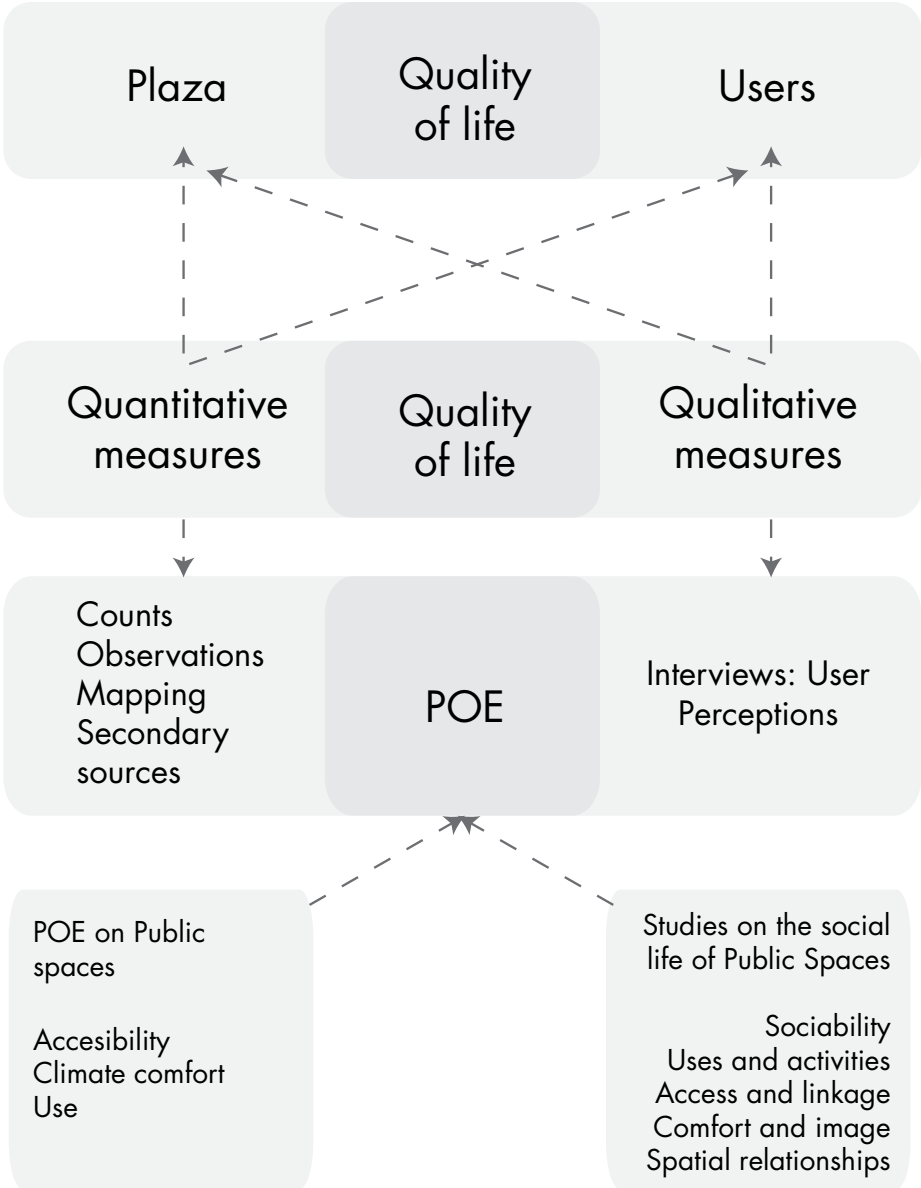


## **Analysis and research**

**Main Research Question:**

How does the recently remodeled Plaza de San Victorino influence the quality of life of its users?

1. How can a Post Occupancy Evaluation -POE be implemented in the Plaza de San Victorino to describe this relationship, and be of use in Bogotá and elsewhere?
2. How does the quality of space of the Plaza affect the quality of life of its users?



**Methods:**

Data Collection



Data Analysis



Maps  
Diagrams  
Charts

Design Strategies and  
Recommendations



Diagrams

Design Proposal

1. Participant Observation

Weekdays:	Weekends:
2 Mornings	1 Morning
2 Afternoons	1 Afternoon

July

2. Surveys: 45 Total

15 Weekday Morning  
15 Weekday Afternoon  
15 Weekend Morning  
and Afternoon

December

3. Historical  
and context  
documentation

# 1. The Plaza de San Victorino

Location:  
Downtown Bogota

District:  
Localidad de Santa Fe

Planning Unit:  
Las Nieves

Area:  
15000 m<sup>2</sup>

Design:  
Taller del Espacio Publico /  
Lorenzo Castro





# 1. The Plaza de San Victorino

## History:



1598  
Foundation of the San Victorino Parish

1827  
The church is destroyed in a fire

1910  
Antonio Narino Statue put in place

1930  
Paving of the San Francisco River to create the Avenida Jimenez

Construction of the Avenida Caracas and narrowing of La Alameda road (carrera 13)

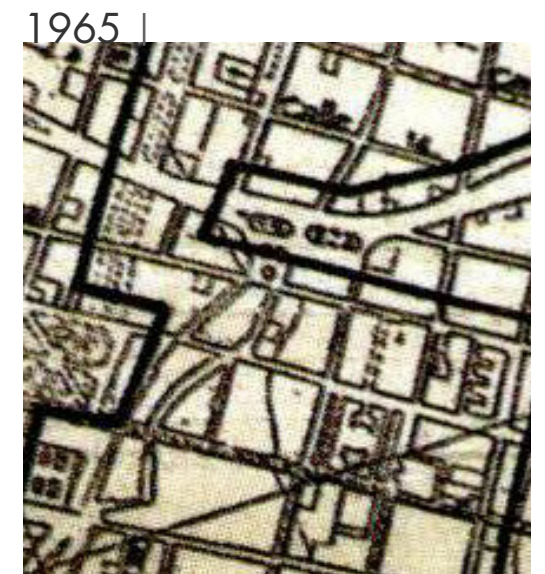
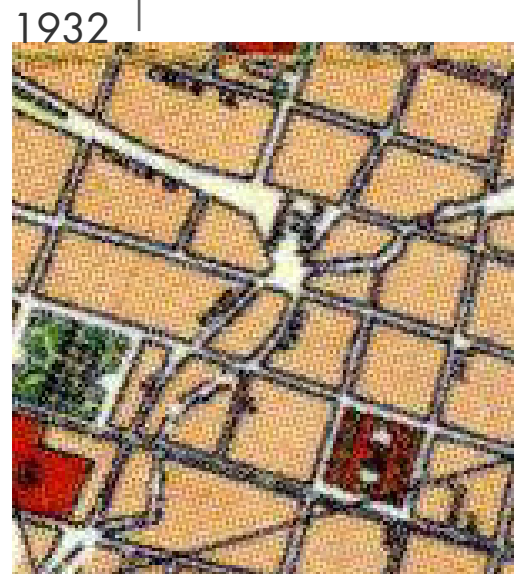
1940's  
Creation of the Carrera Decima. Expansion and remodeling of the Plaza

1948  
El Bogotazo - The Plaza is one of the most affected

1962  
Creation of the Galerías Narino in the Plaza space

1977  
Physical segmentation of downtown formal and informal commerce

1998  
Beginning of the Process of change





# 1. The Plaza de San Victorino

## History:

### a. The Plaza before the 1990's:

The Plaza de San Victorino is one of the main foundational Plazas of Bogotá. It was founded in 1597 along with the San Victorino church, but the church was damaged after an earthquake in 1827 and was never restored. This situation helped develop the plaza outside religious standards, and instead it became a hub for commercial activity as it was strategically located in the western entrance of the city (Bernal, 2006).

During colonial times San Victorino became the meeting point of traders and travelers, and its surroundings became populated by hotels and commerce (Carbonell Higuera, 2010). In this period, its main feature was a fountain in its middle where the people gathered frequently, as the city didn't have an aqueduct. Also, the plaza had an irregular shape -not a square as the usual model of colonial cities- due to the passing of the San Francisco River -one of the two rivers between which the city was founded- on one of its sides, which clearly differentiated it from the other Plazas of the city. The Plaza de San Victorino constituted a smaller, more popular and secular space inside the city.

In the XIX century the importance of San Victorino increased, as it became the main terrestrial port of merchandises between Bogotá and all the other Colombian cities. For this reason, in 1910 the Plaza would suffer its first big transformation. For the centenary of independence a statue of Antonio Nariño was placed where the colonial fountain used to be, and a small garden was created around the statue (Carbonell Higuera, 2010). In this way, the Plaza changed its name to Plaza Nariño.

Later on, in the 1930's the San Francisco River was paved to create the Avenida Jimenez and the Avenida Caracas was built one block west to the Plaza. The construction of these main roads changed and modernized the landscape of the area reinforcing its importance as a center of inter-municipal transportation.

By the 1940's the area of the Plaza was expanded, creating a rectangular and more regular space. The Plaza kept its character of port of entry to the city and its modernization kept happening. With the expansion, some space was left for a parking area beside it and the statue functioned as a turning point for the trolley system of the city. Also, the Carrera Decima was built one block to the east of the plaza, which created a physical boundary between the Plaza and the traditional downtown area, and removed the Mercado de Santa Ines, a traditional Market that stood between the Plaza de San Victorino, and the Plaza de Bolivar – the main square of the city.

In 1948 with the events of the Bogotazo part of the buildings around the Plaza were destroyed and the public works to rebuild it to its previous state weren't successful (Carbonell Higuera, 2010). The wealthy families who lived in the nearby neighborhoods abandoned their damaged houses and went to live to the north border of the city. A couple of floods also affected the Plaza during this decade despite the tunneling of the river, making the situation even worse. For this reason, in the 1950's the Plaza started to decay.



# 1. The Plaza de San Victorino

## The New Plaza:



1998  
Announcement of the New Plaza Project  
July - December 1999 - Evictions and negotiations

2000  
January - Beginning of public works  
June 19th - Inauguration of the Plaza

2001  
Initiatives from merchants of the area to improve their services and continue with the improvement of the area

2009  
IPES keeps relocating street vendors that arrive to the area  
Announcement of the project for the new mall including formal and informal vendors.

2014 .....



1998



2003  
February - Informal vendors go back to the plaza. First signs of deterioration are detected  
May - Announcement of the construction of the San Victorino Transmilenio station  
March - Agreement between the government and local merchants to keep the Plaza clean

2011  
More deterioration of the Plaza:  
Reports of drug dealing and prostitution in the area

2012  
Efforts by the IPES to organize the street vendors

2013  
Publishing of the Partial Plan for the San Victorino Area  
Inauguration of the new Transmilenio station on the Carrera decima  
Reports of deterioration on the floor of the Plaza

2010





The deterioration of the Plaza led to the creation of the Galerías Antonio Nariño in 1964. These Galleries were the response of the government to the problems of insecurity, informal vendors and uncleanness that had started to prevail in the streets of the historic downtown area (Carbonell Higuera, 2010). All the informal vendors that had businesses downtown were relocated to the space of the Plaza; officially creating a center of informality in the city. Even more, in 1977 the city decreed that all the informal vendors had to locate west of the Carrera Decima to leave the traditional center and the Plaza de Bolivar free of vendors and physically pushing them on the area of the Plaza de San Victorino.

Given this situation, by the end of the 1970's the first plans to renovate the area began to appear inside the city's offices. However, many years and the constitutional reform in 1991 would have to pass for them to be realized. It was only until the mayoralty of Enrique Peñalosa by the end of the 1990's that this would happen and a new refurbishment project would be built.

#### b. The New Plaza:

The new Plaza de San Victorino or Plaza de la Mariposa was one of the first large scale public spaces designed by the Taller del Espacio Público, at the time under the direction of the Colombian architect Lorenzo Castro. The Taller is an office that was created at the time inside the Planning Department of the City (Departamento de Planeación Distrital -DAPD) to design all the new public spaces of the city. In this way the Plaza was designed and built in coordination with other city agencies like the Empresa de Renovación Urbana -ERU, the Instituto de Desarrollo Urbano -IDU, the Defensoría del Espacio Público -DADEP, among others.

The new Plaza de San Victorino was part of the efforts to renovate the downtown area of Bogotá. It was designed and built under the premise that public space belonged to all citizens; and not only to the vendors that were occupying it. For this reason, the recovery of the space of the Plaza generated the eviction and relocation of all the informal vendors from the area and the demolishing of the building of the Galerías Nariño to give space for pedestrians to enjoy the commercial area.

The project for the new Plaza was only one of the projects that were done downtown, forming a public space network in the area that would connect with the larger network of the city. The downtown public space network put the Plaza in an important point. In its immediate context the Plaza represented a perfect opportunity to create a finishing point for the "Eje ambiental" -a new name Avenida Jiménez after its refurbishment on the same period, and an entry to the new Tercer Milenio Park. The Eje Ambiental included the creation of a Transmilenio line, the pedestrianisation of the Avenida Jiménez, the restriction of entry to private vehicles in the area, and the creation of a small water way reminiscent of the San Francisco River, that ends shortly before the fountain with the butterfly sculpture in north east corner of the Plaza de San Victorino.

The efforts to refurbish the Plaza began to be publicized in July 1998 during the mayoralty of Enrique Peñalosa. During year and a half, the papers were filled with news about the constant struggles of the city and the vendors that were located in the area to get to agreements about relocations, compensations and evictions of the different types of vendors that coexisted in the space of the Plaza. Finally, by the end of 1999 the Plaza was finally completely reclaimed, so that the public works could start on January of the following year.

In June 19th of 2000 the Plaza was officially inaugurated and celebrated as a major public space of the city, and evidence that the public space movement had begun. There was a sense of optimism regarding the positive processes that were promoting the embellishment of the area, and the improvement that these changes could represent. In 2001 the papers announced that the merchants of the area were interested in continuing the efforts the city had made to renovate the area, as they were an improvement to the service they were providing in such an important economic hub for the city.

Nonetheless, not very long after some problems regarding the plaza and its users began to arise. In February 2003 a newspaper article notes how the Plaza already looks abandoned and with lack of maintenance, while some informal vendors have already returned to its grounds. The reconquering of the Plaza by informal vendors continued on the following year, while Luis Eduardo Garzon, the mayor of that period urged them to leave peacefully and get to an agreement with the city. He argued that the spaces that the city had reclaimed were not negotiable to be re-occupied by vendors again. Despite Garzon's efforts, the vendors continued to go to the Plaza and by September of that year, the Police started to make presence in the area to evict the informal vendors. By November, some conflicts between formal and informal vendors occurred. It seemed that the refurbishment of the Plaza didn't generate all the solutions that the place needed. In the following years the IPES (Instituto para la Economia Popular) kept on relocating informal vendors as they came into the Plaza.

Despite these problems, the city kept going with its remodeling of the surrounding area. The Parque Tercer Milenio was built in 2004 causing the demolishing of La Calle del Cartucho, and with it the decentralization of the most dangerous crime and drugs center of the city. Also, the Transmilenio BRT system was established in the area with 3 lines on the major avenues around the Plaza. The Eje ambiental and the Avenida Caracas ones starting to be built in 2004, and a later line in the Carrera Decima finished in 2013.

During the 14 years that passed after the construction of the Plaza, there were several reports in the news criticizing the poor maintenance and the growing problems of a place that seemed to be very promising. Despite the spatial transformation, the Plaza isn't foreign to its context, and by 2011, drug dealing and prostitution were already established and being reported by the media. The square stands today as one of the icons of a transformation that started in the beginning of the millennium, surrounded by social issues.

# 1. The Plaza de San Victorino

The Plaza Today:



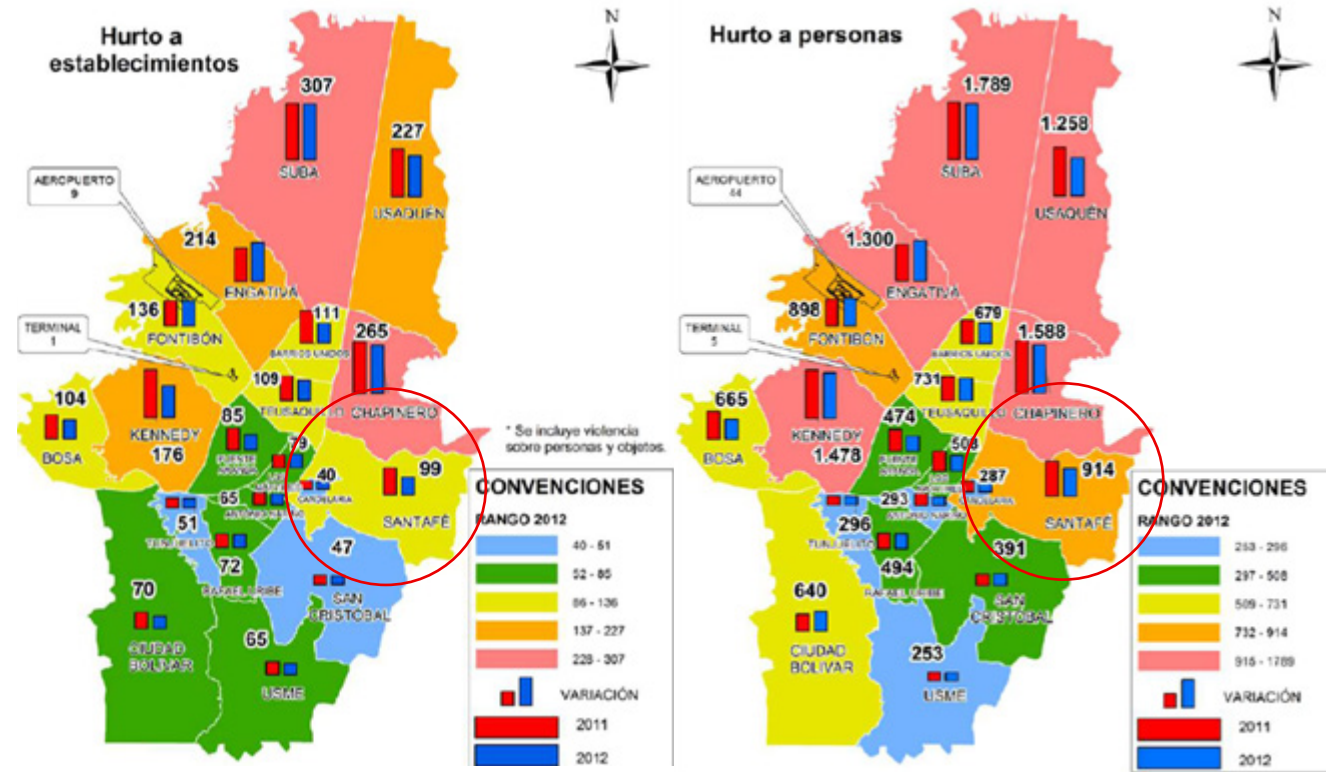


# 1. The Plaza de San Victorino

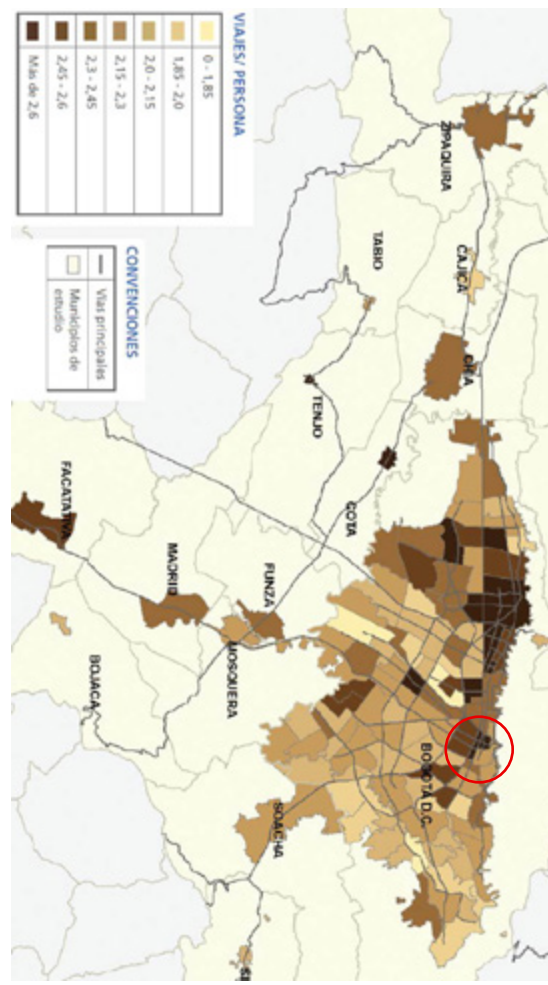
District of Santa Fe Statistics:

San Victorino Area  
Planning Treatment:  
Urban renovation

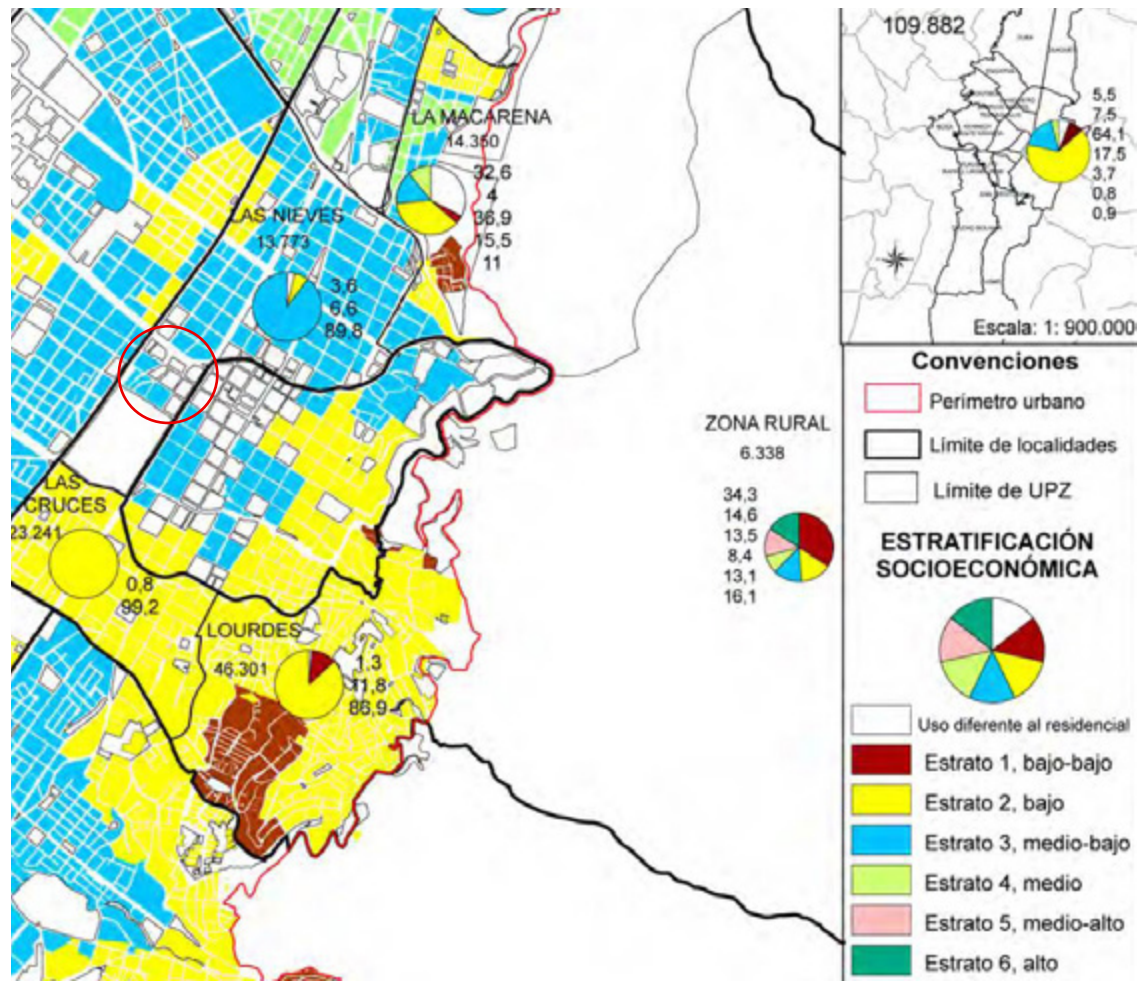
Security



Travels per person per day

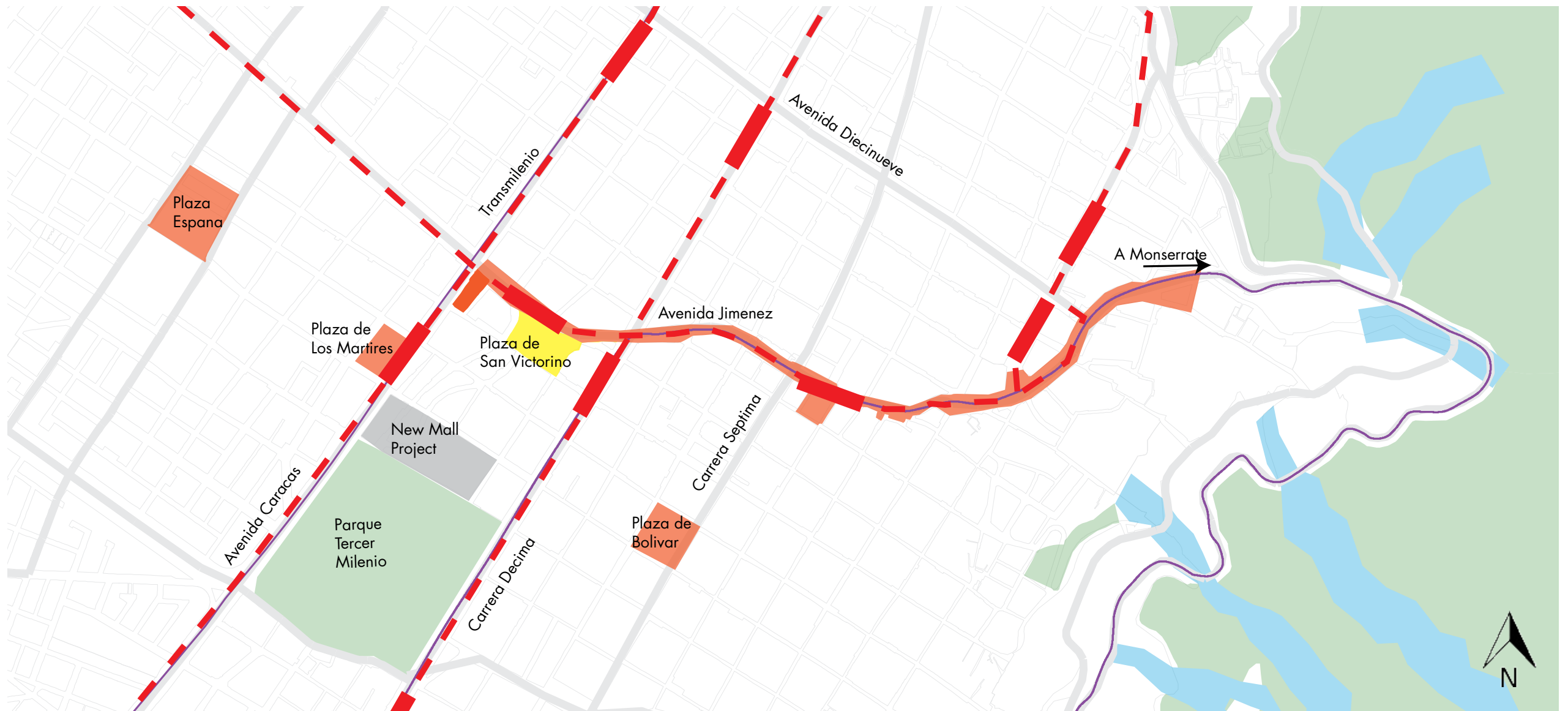


Economic Power



# 1. The Plaza de San Victorino

Analysis of the zone:





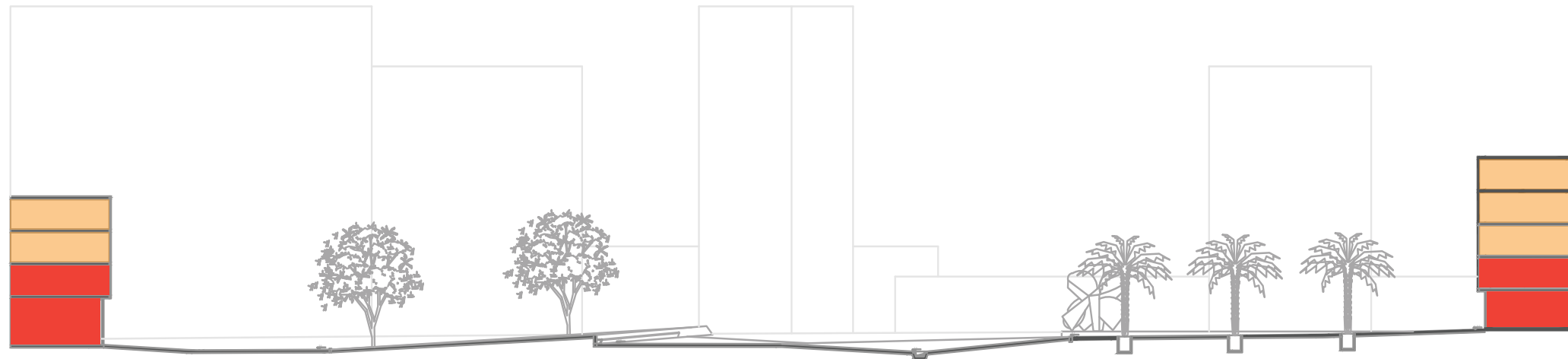
# 1. The Plaza de San Victorino

Uses around the Plaza de San Victorino:

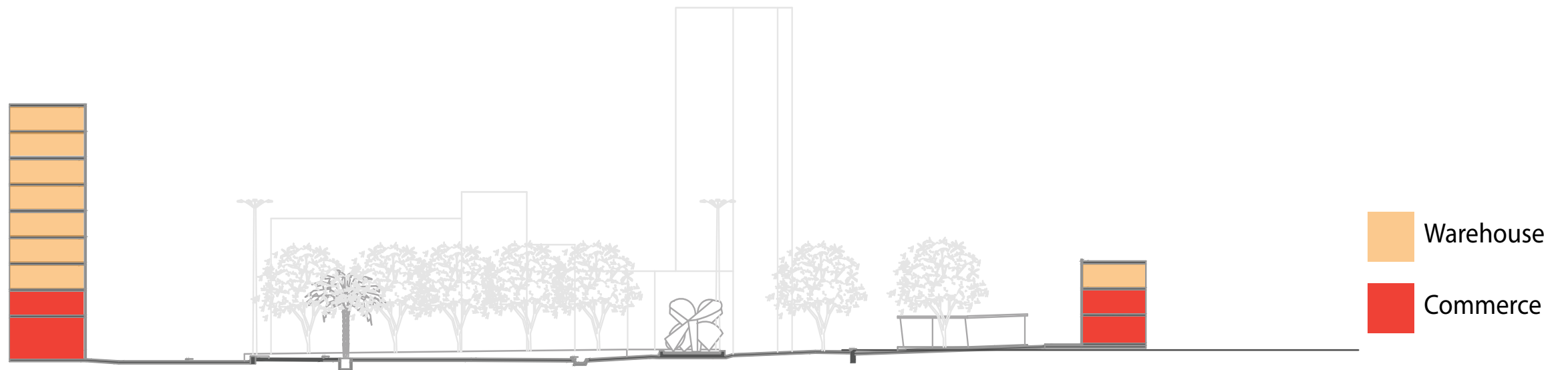


# 1. The Plaza de San Victorino

## The space of the Plaza de San Victorino - Sections



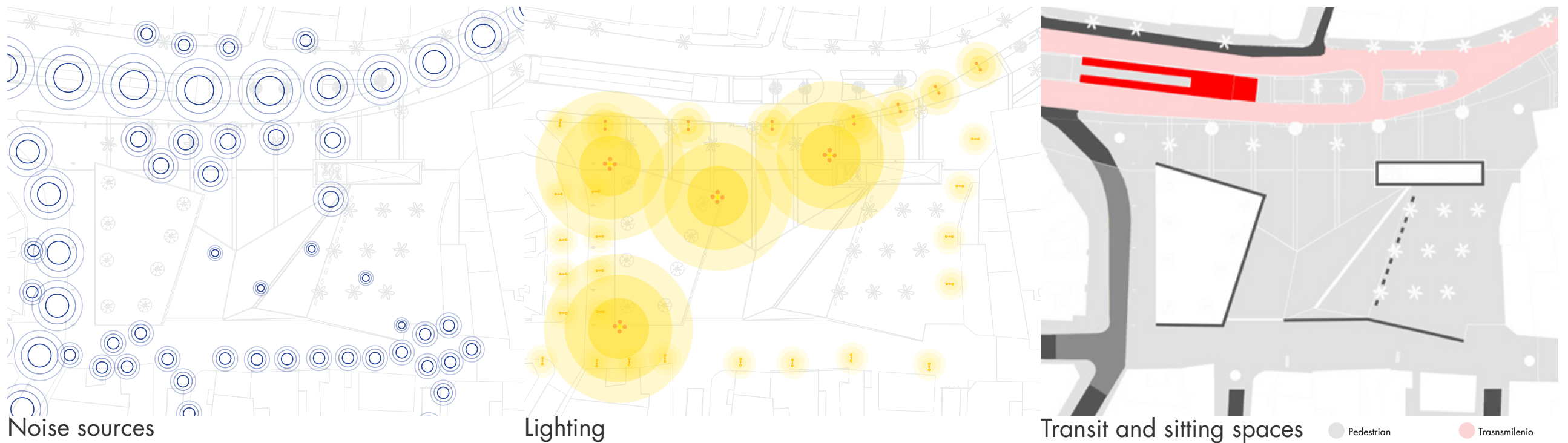
Longitudinal Section



Transversal Section

# 1. The Plaza de San Victorino

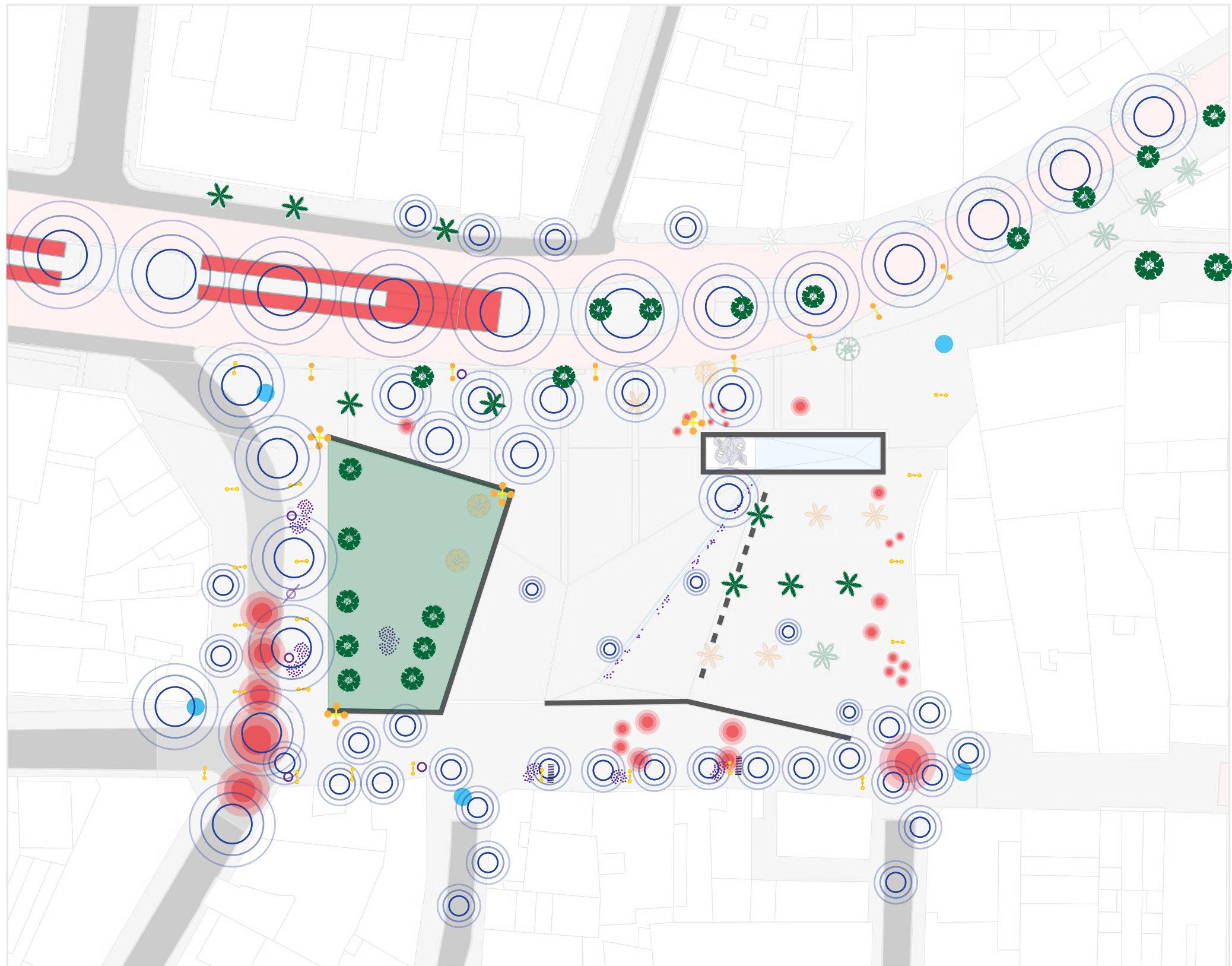
## The space of the Plaza de San Victorino - Diagrams





# 1. The Plaza de San Victorino

## The space of the Plaza de San Victorino - Summary



## 2. User Groups

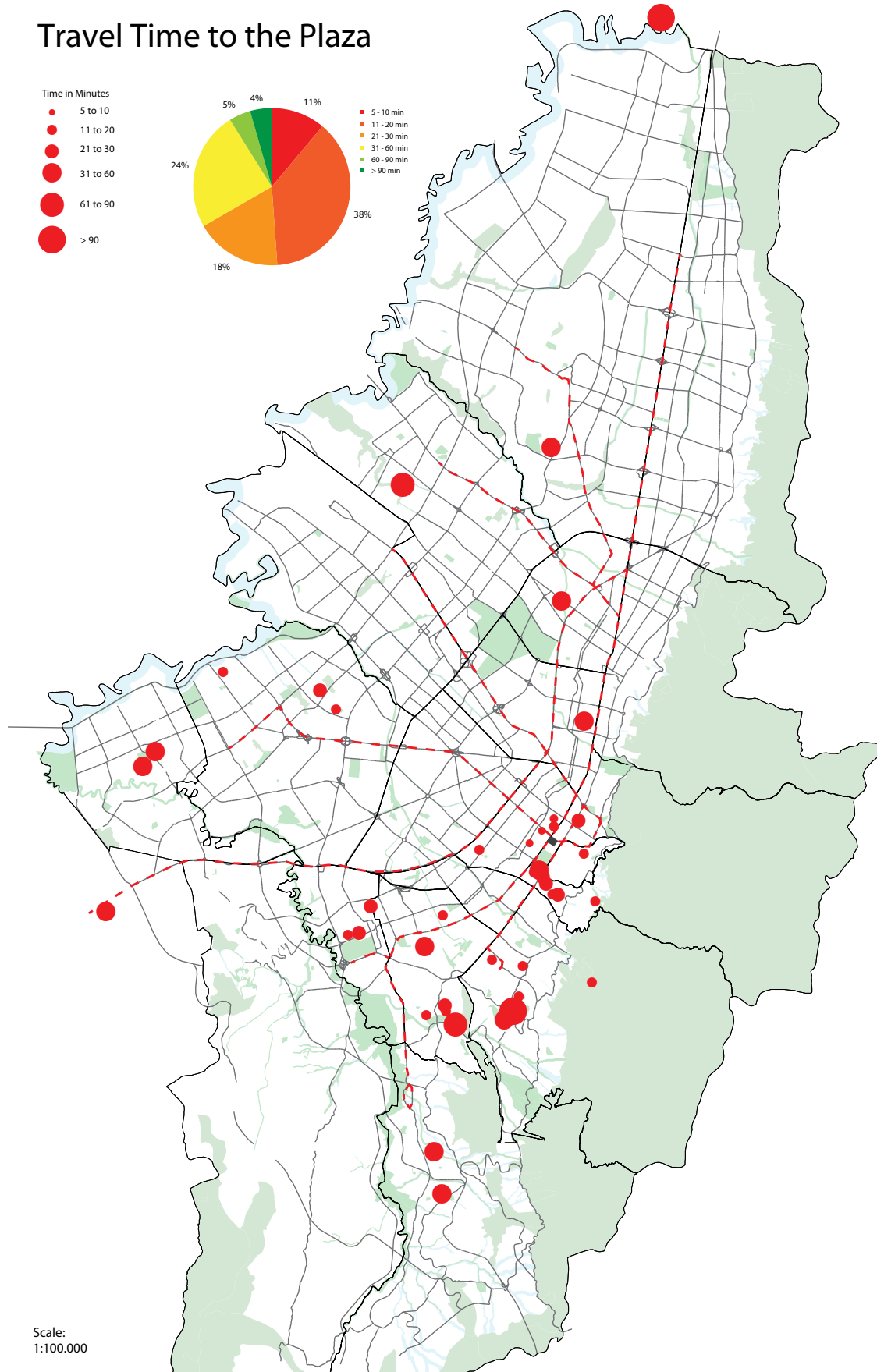
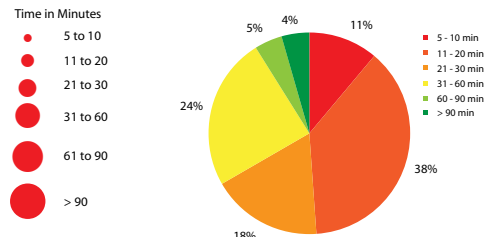
### Interview Location



## 2. User Groups

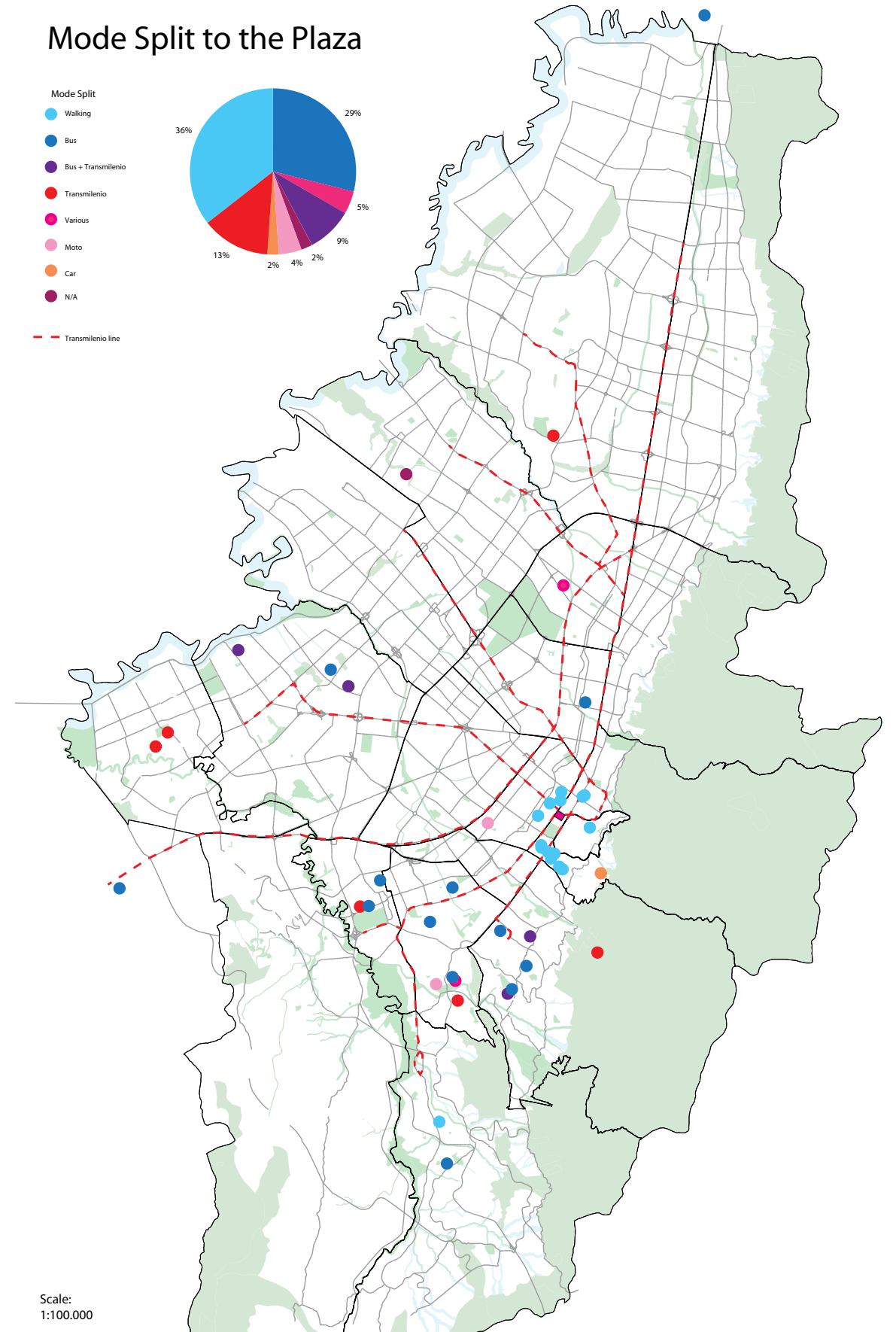
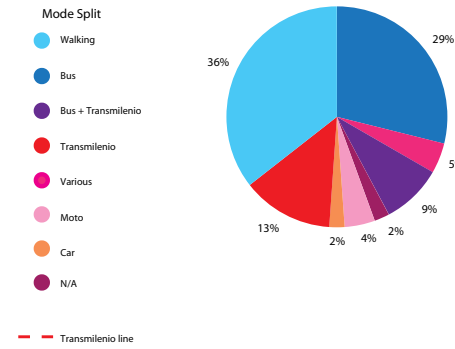
Who are they?  
Where do they Come from?

### Travel Time to the Plaza



Scale:  
1:100,000

### Mode Split to the Plaza



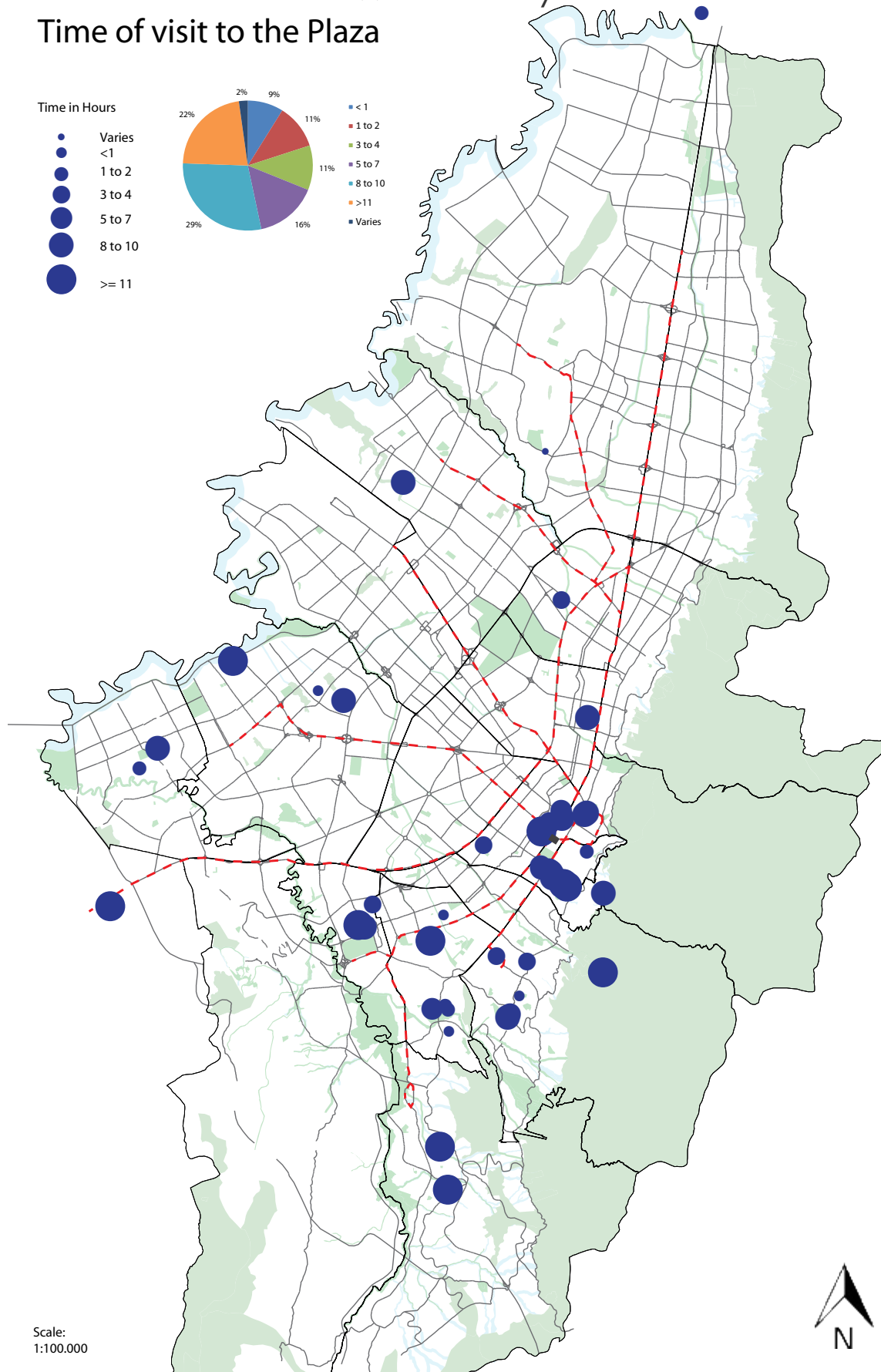
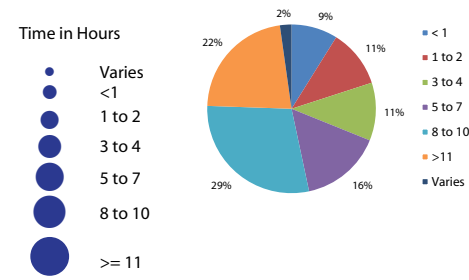
Scale:  
1:100,000



## 2. User Groups

Who are they?  
Where do they Come from?

### Time of visit to the Plaza

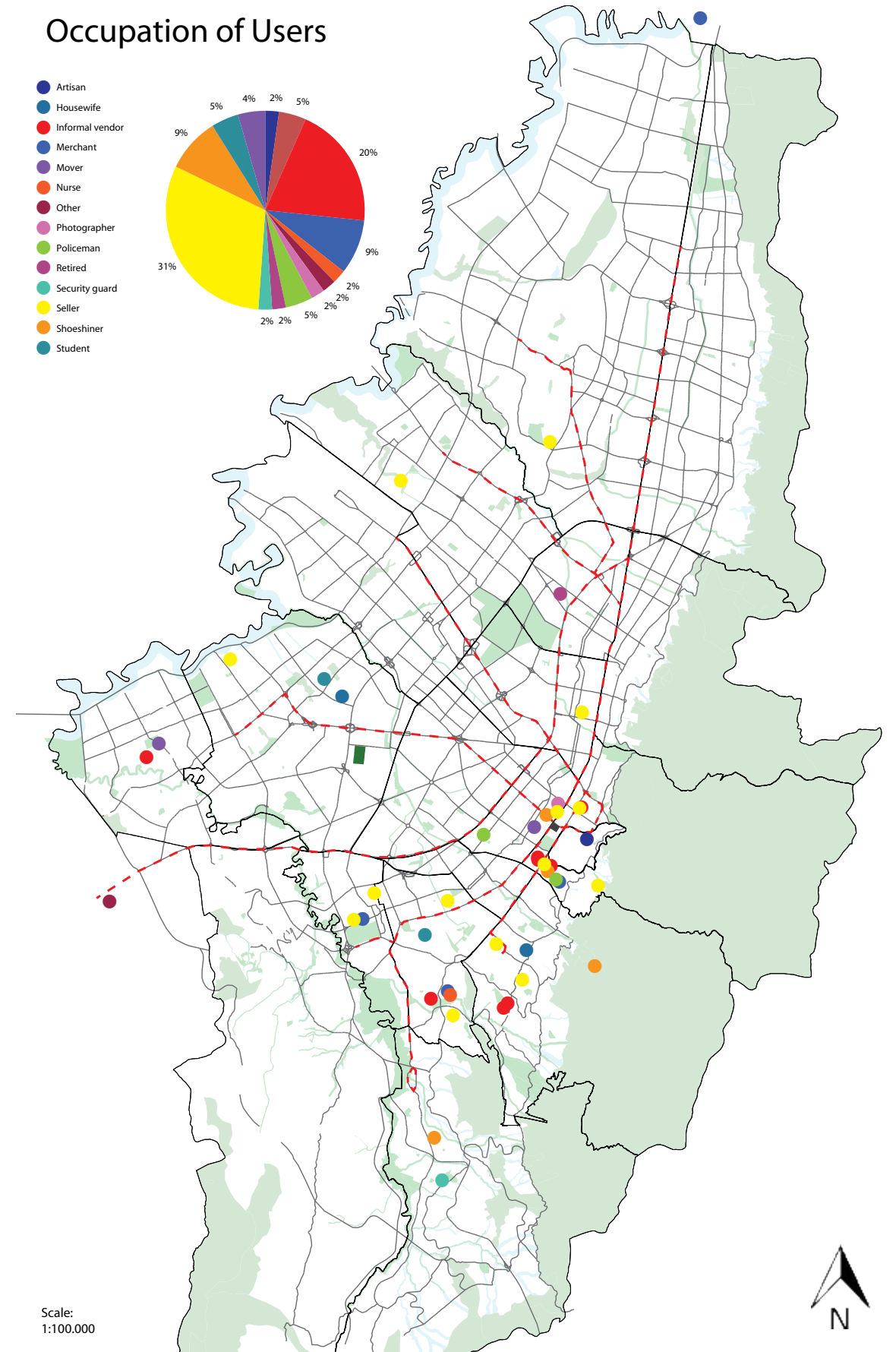
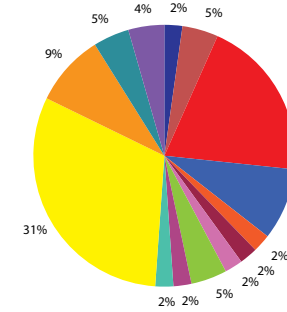


Scale:  
1:100.000



### Occupation of Users

- Artisan
- Housewife
- Informal vendor
- Merchant
- Mover
- Nurse
- Other
- Photographer
- Policeman
- Retired
- Security guard
- Seller
- Shoeshiner
- Student



Scale:  
1:100.000

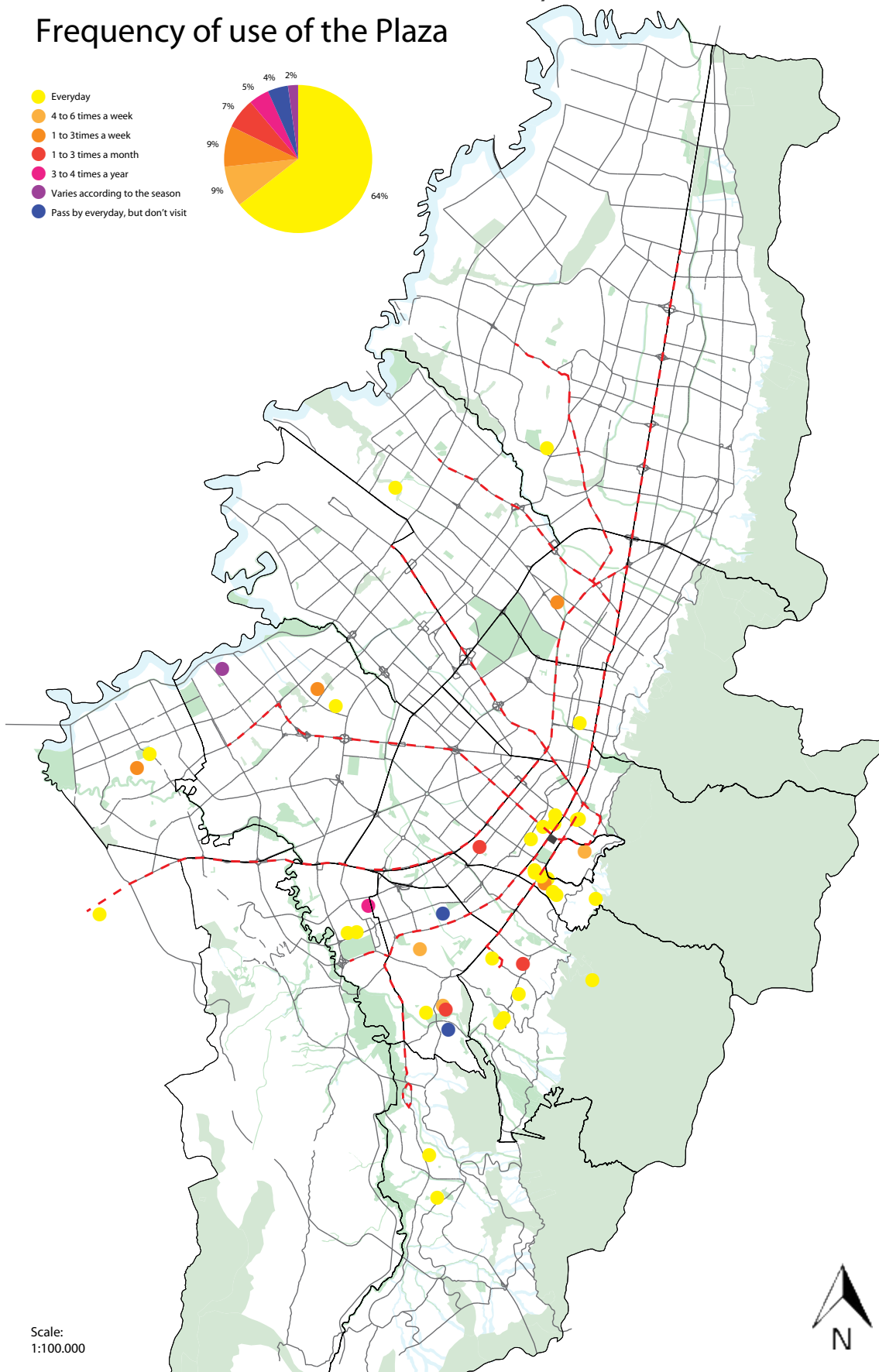
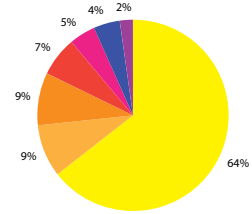


## 2. User Groups

Who are they?  
Where do they Come from?

### Frequency of use of the Plaza

- Everyday
- 4 to 6 times a week
- 1 to 3 times a week
- 1 to 3 times a month
- 3 to 4 times a year
- Varies according to the season
- Pass by everyday, but don't visit

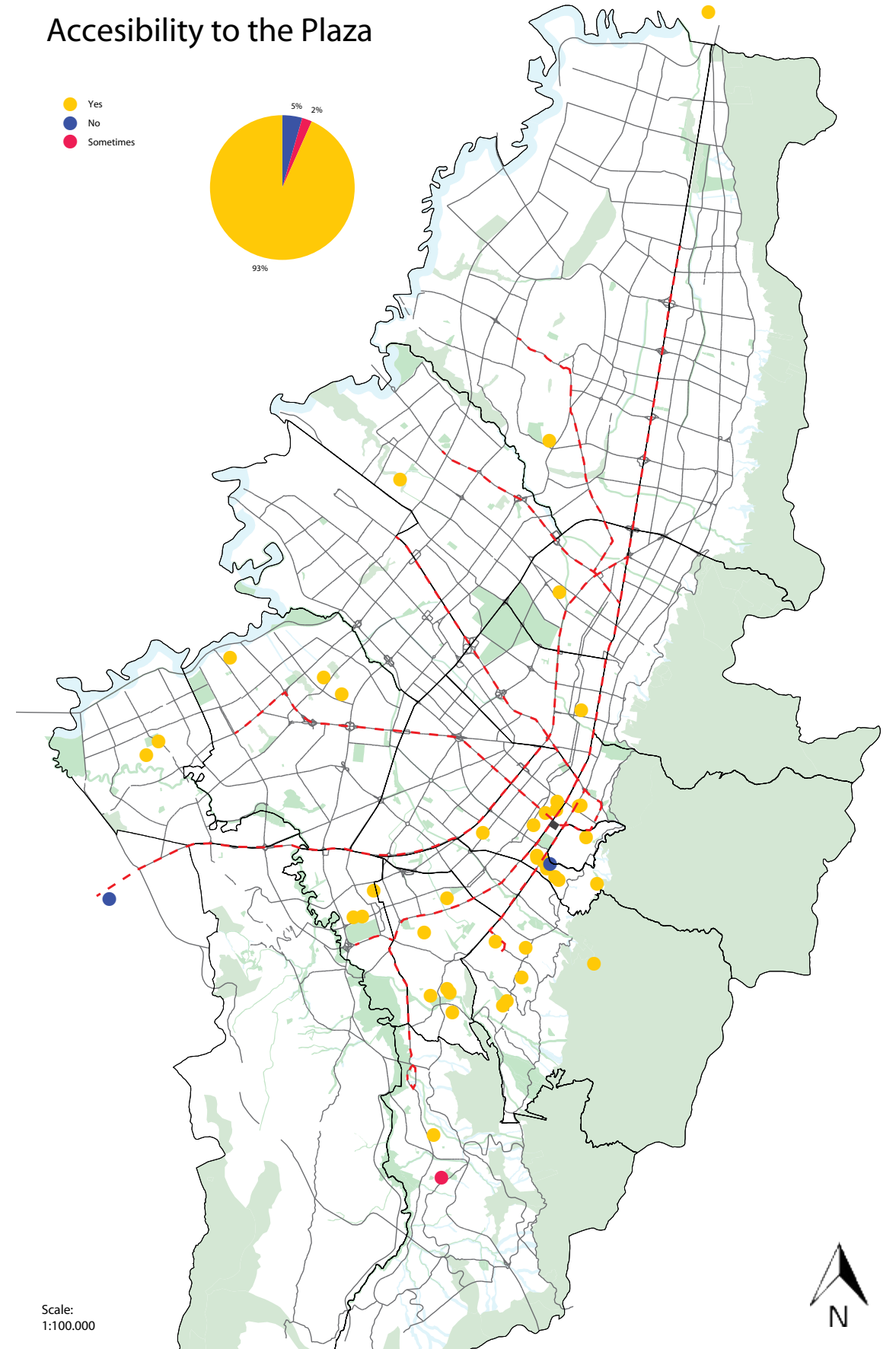
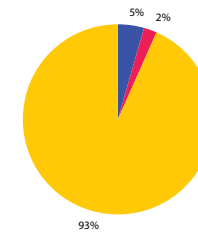


Scale:  
1:100.000



### Accessibility to the Plaza

- Yes
- No
- Sometimes



Scale:  
1:100.000



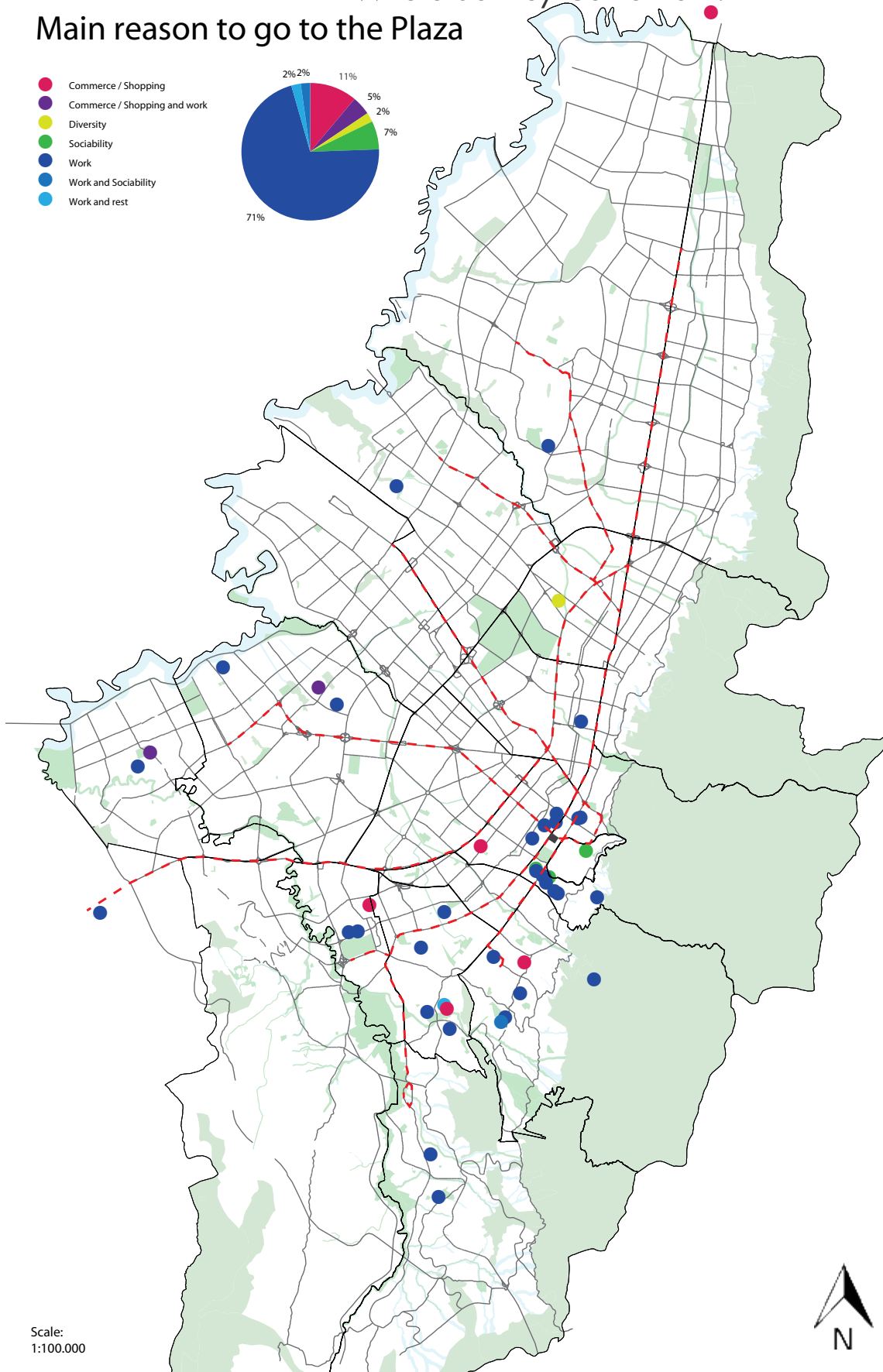
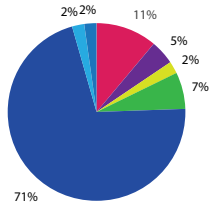


## 2. User Groups

Who are they?  
Where do they Come from?

### Main reason to go to the Plaza

- Commerce / Shopping
- Commerce / Shopping and work
- Diversity
- Sociability
- Work
- Work and Sociability
- Work and rest

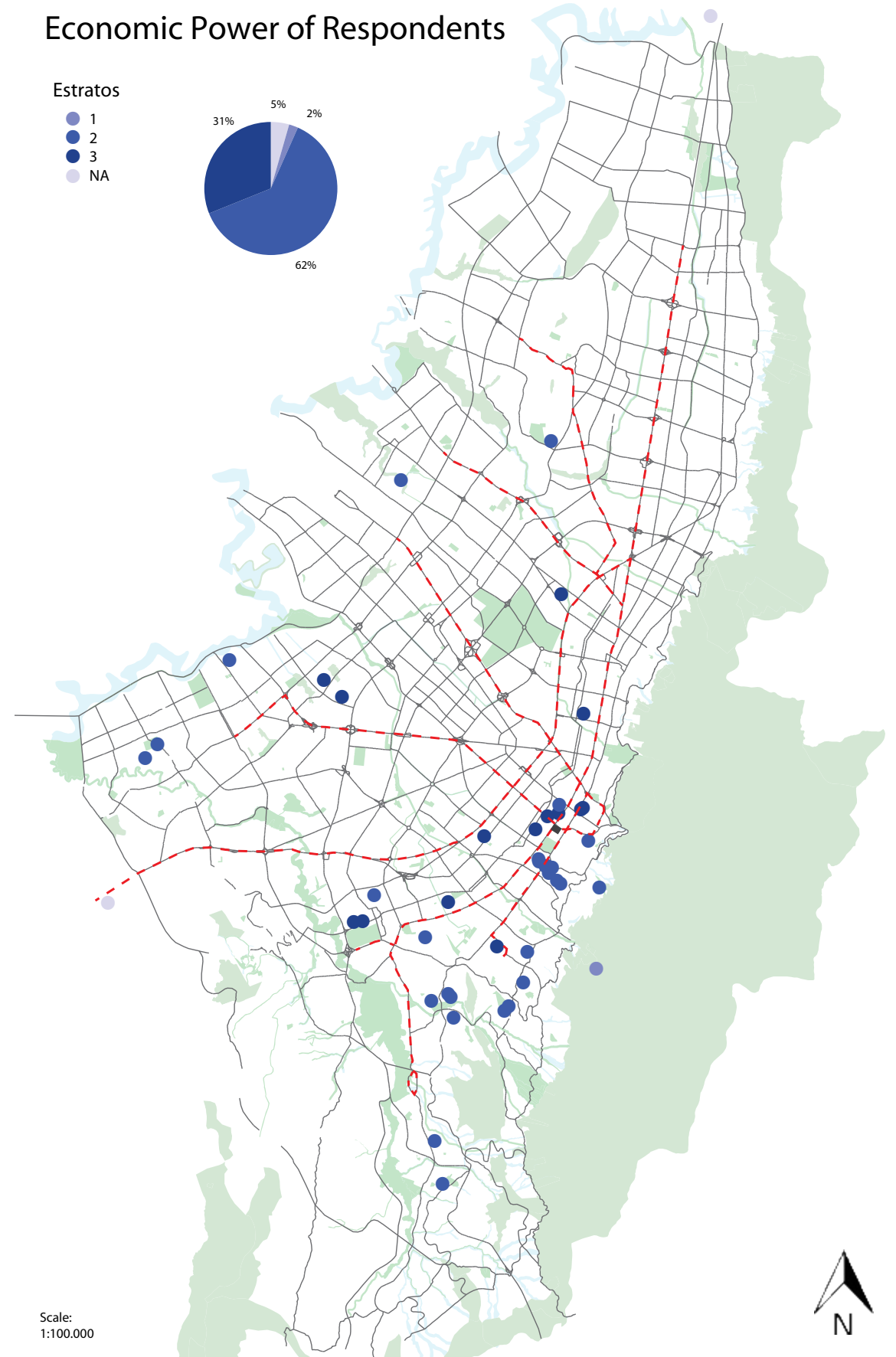
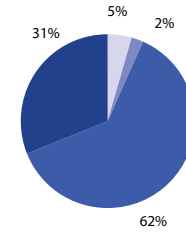


Scale:  
1:100,000

### Economic Power of Respondents

#### Estratos

- 1
- 2
- 3
- NA

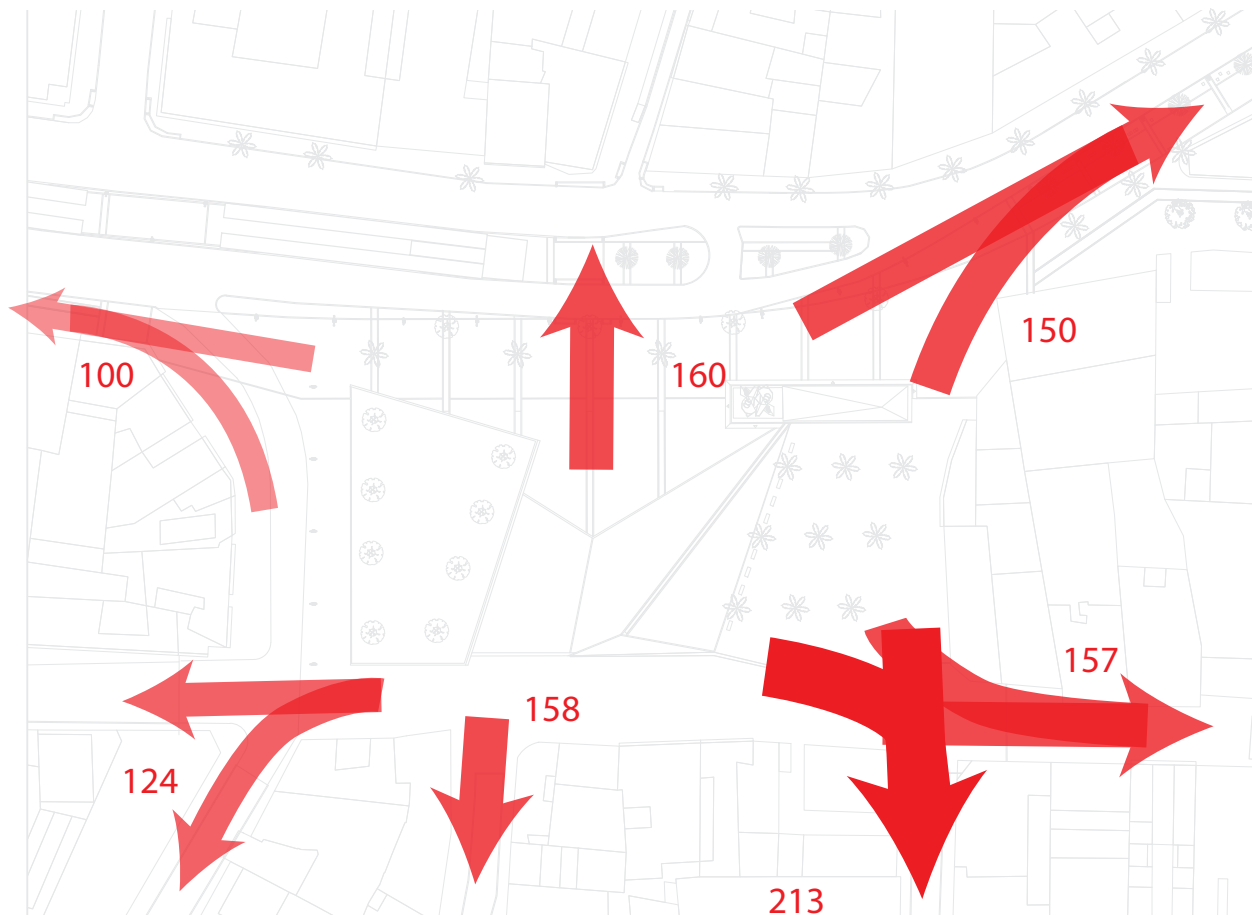


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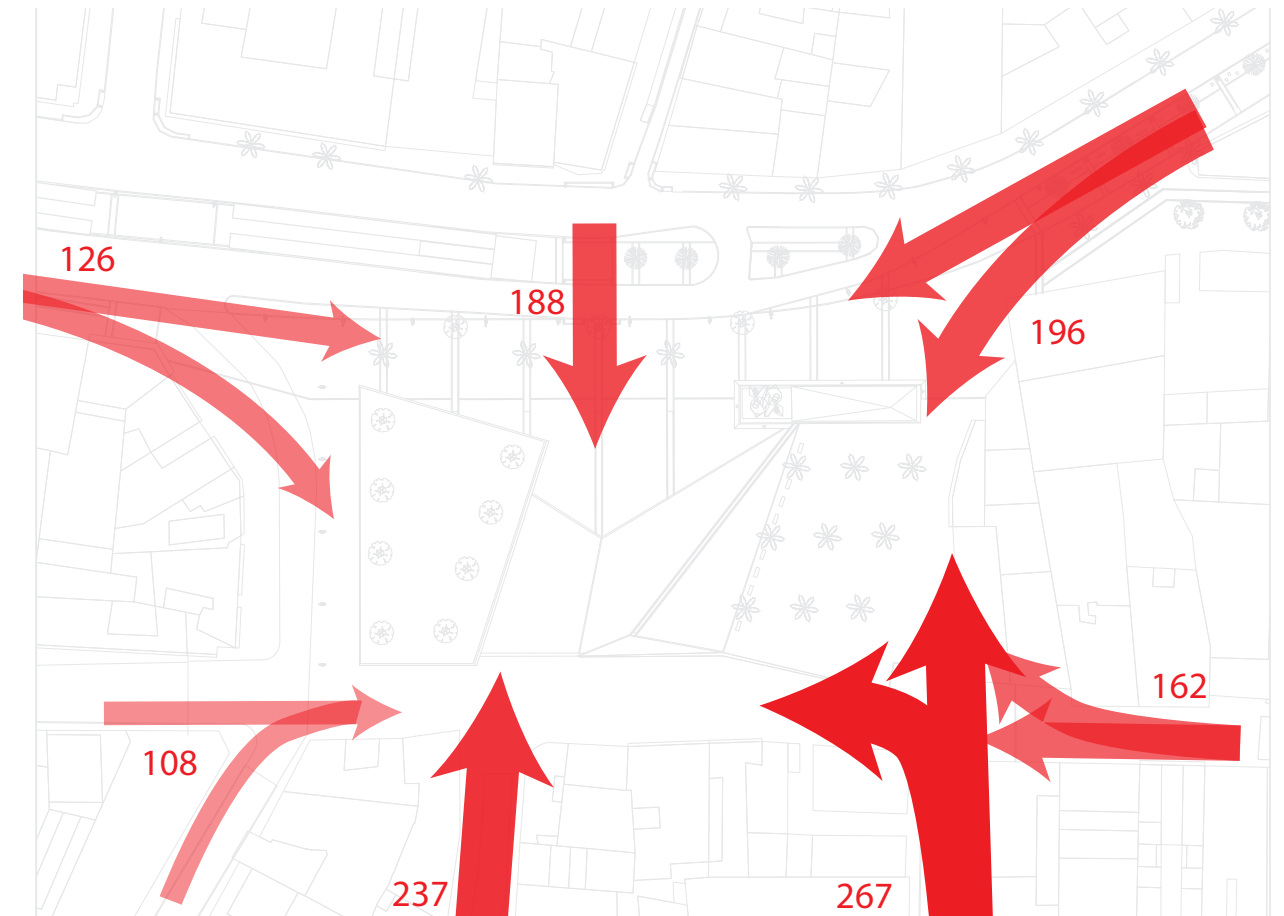
## 2. User Groups

### User Walking Paths

Number of people in a 5 min interval on a typical morning



Into the Plaza



Out of the Plaza

## 2. User Groups

### User Distribution Inside the Plaza - Typical use

Week days

10 am



11 am



12 pm



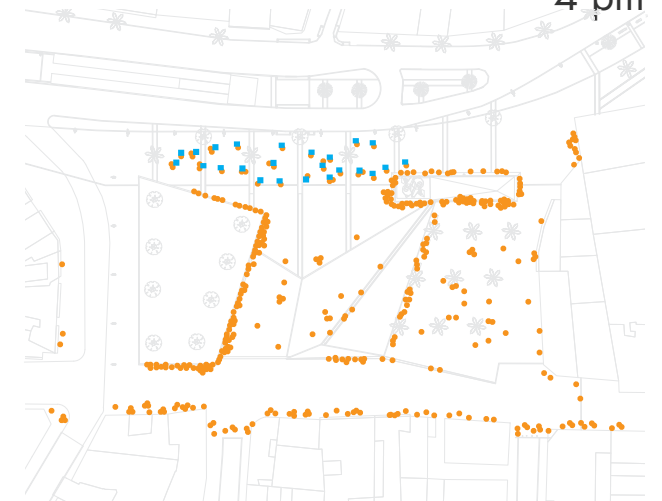
2 pm



3 pm

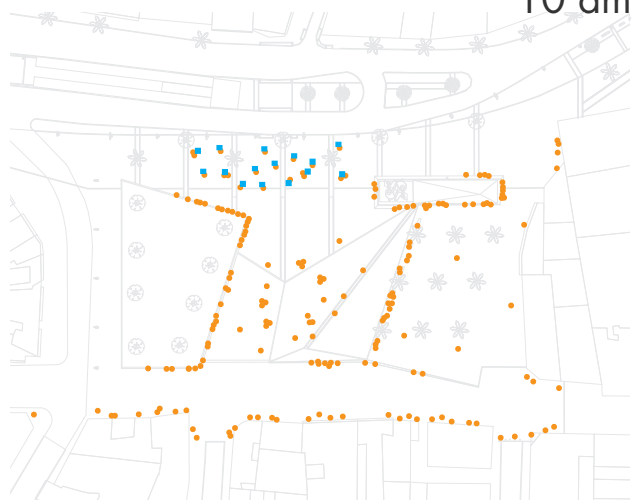


4 pm



Week ends

10 am



11 am



12 pm





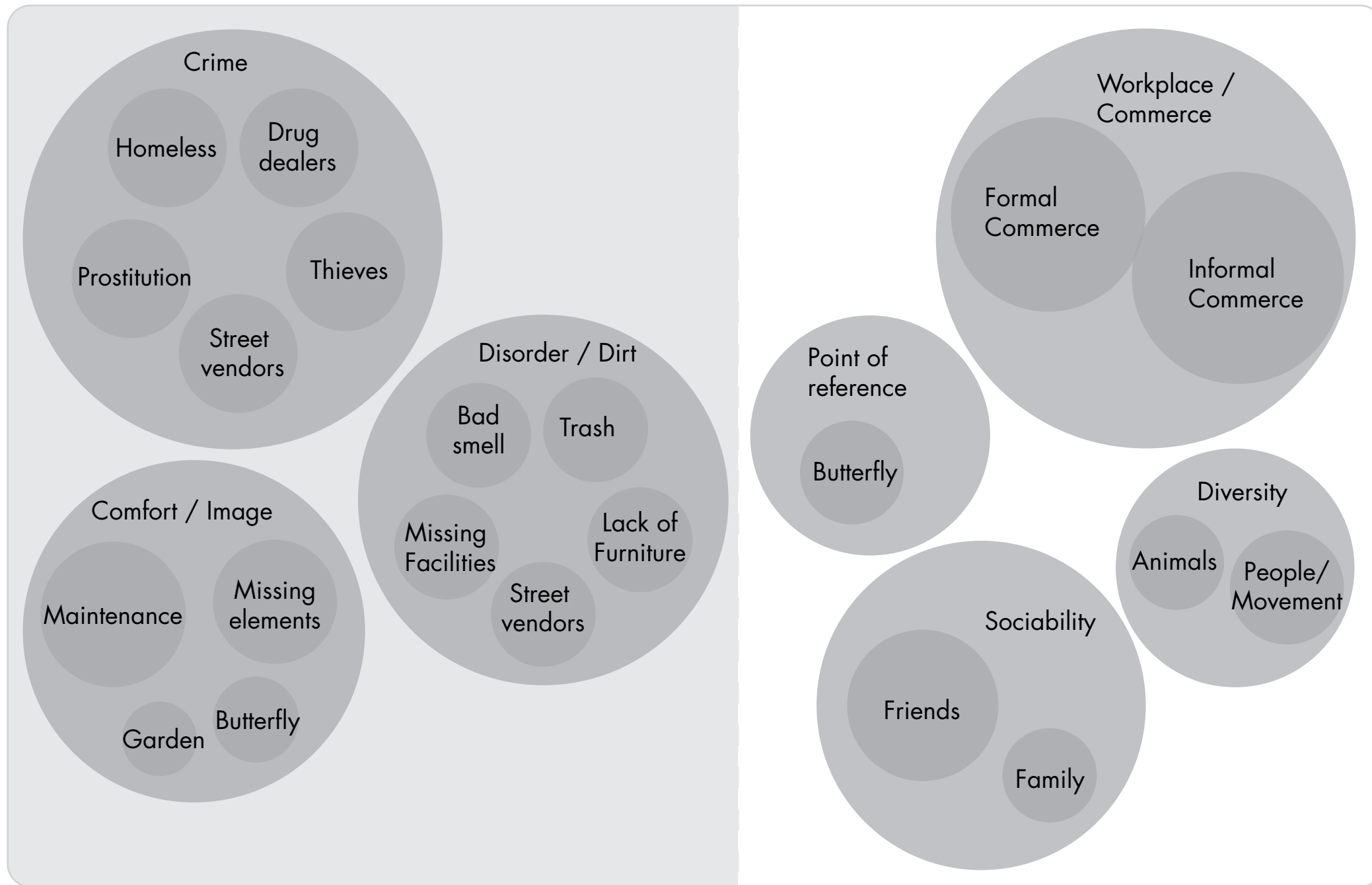
# 2. User Groups

## User Profiles and Distribution



### 3. User General Perceptions

- Comfort and Image
- Sociability
- Accessibility
- Uses an Activities



### 3. User General Perceptions

#### Comfort and Image

The view of the plaza double, it is both positive and negative.

The aspects that negatively affect the image of Plaza more are the insecurity, disorder and dirt of the space. The Insecurity issues are heavily implanted in the minds of the users. An 82% of the users of the Plaza think it is in bad condition due to the lack of maintenance, insecurity, and untidiness.

One of the elements that cause a bad image of the Plaza is the Butterfly sculpture, as it is associated with the drug dealers and prostitutes who stand near it. Also it is associated with bad smell and dirt that accumulates under it.

The aspect that creates a positive image of the plaza is the fact that it acts as a space that becomes a workplace for them as users. Also the Plaza de San Victorino is a referent for the commerce of the area which causes a positive impression of the space.

The aspect that creates more comfort to the users of the Plaza is the sociability that occurs among its users, who interact in this space daily. Another aspect that creates comfort is the presence of animals and recreation in the Plaza.

#### Sociability

The users of the Plaza de San Victorino arrive in groups (42%) and alone (36%) or both (18%) to the plaza, but most of them (82%) meet their friends in the space of the Plaza, giving it a high percentage of sociability. The Plaza is a space of contact and social interaction for its users. Most users consider other workers of the space as friends or coworkers they like to meet in the Plaza. Also, a smaller percentage of users meet their family in the space. Also, the surveys reveal that there is high sociability in the space as its users are constantly talking between them and making contact with other users. Almost 80% of the interviewees consider they know plenty of other users who visit the area often. Half the users of the space consider the Plaza a good place to meet people for its iconic character inside the city. However, almost 30% of the users consider it a bad place to meet people arguing the insecurity issues of the area.

Almost 70% of the users of the Plaza like to go to the plaza as it is a good place to work and sell merchandise. A smaller percentage doesn't like to go, but they do it because they need to work.



### 3. User General Perceptions

#### Uses and Activities

The users of the Plaza are mostly users who arrived after the remodeling. A 49% of the users have only been in the plaza for 5 years or less. Only a 24% of the users have been a user for 16 years or more. A 64% of the users go to the Plaza every day, giving it constant activity during the daytime when the commerce is in operation. This is reinforced by the fact that a 73% of the interviewees go to the Plaza mainly to work. In the same vein, a 51% of the interviewees spend 8 or more hours in the plaza, which is a common day work period.

The preferred places to stay in the plaza are the south side next to the shops, the benches or just walking around to sell goods. Other users who have shops spend most of the day in their work place.

Some of the most desired programs and elements that the users want to have in the Plaza are more cleaning programs and trashcans (20%), a permanent police station (Centro de Atencion Inmediata - CAI) instead of the transitory station that goes to the Plaza during weekdays (18%), Cultural activities (13%) and recreation for children (13%) since there are a number of single mother vendors who have to take their children to the Plaza during the weekends when they are not at school, more trees and shadow (11%) to protect from the high altitude sun, a Fountain (9%) because very few of the identify the Butterfly as a water element, since it never has water in it, and public bathrooms (7%) a service that is missing in the Plaza.

A 33% of the users can't imagine doing anything more in the Plaza than what is already happening there. However a fifth of the interviewees would like to have more tranquility and security to be in the Plaza.

#### Access and Linkage

A 36% of the users get to the Plaza walking and live very close to it. A 51% of the users use Transmilenio or Bus or a combination of both to get to the Plaza. A 49% of the users get to the Plaza in less than 20 minutes. Only a 4% takes more than 90 minutes to arrive. A 75% of the users go to the Plaza to work. Other activities that are done in the Plaza are resting, shopping, watching what's happening and meeting friends.

A 64% of the users think it is easy to move around the Plaza. They mention the "madrugones" and the Christmas season as times of the year when it is hard to move around. On the other hand the accessibility to the Plaza is considered to be easy by the 93% of the users. This may be due to the high offer of public transit there is to access the Plaza.

### 3. User General Perceptions

#### Other Perceptions

A 58% of the interviewees consider they are contributing to maintaining the space by keeping it clean. An 80% felt responsibility to maintain the space in good conditions. However, it is important to say that some interviewees expressed that they wanted a clean space, but that their individual effort wasn't enough.

A 76% of the interviewees knew the Plaza before it was refurbished, even if they weren't users at the time. This shows the extent to which the Plaza is important in the minds of Bogotanos.

73% of the respondents considered the Plaza improved after it was re done. The main improvement of the remodeling of the Plaza was opening space for activity to happen around the commercial streets of the area according to the respondents.

Despite the improvements a 56% of the interviewees consider the plaza still needs more cleaning and maintenance, and a 24% considers there is a need for more police presence and more regulation on the area of the Plaza.

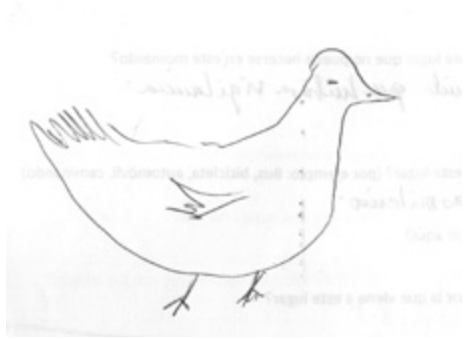
#### Cognitive Mapping

The same elements that appear in the interviews appear in the cognitive mapping exercise, but new relations with the Plaza elements are developed. One of the most notorious ones is the appearance of the palms and trees as one of the valued elements of the Plaza, and one that needs maintenance. The dirt in the garden and the trash accumulation in the garden are also of importance in the drawings. The butterfly as referent point and icon of the Plaza appears in both positive and negative ways. The pigeons appear as elements of the folklore of the Plaza. Other elements like the Police, the Transmilenio station and the stores appear too, as singular and recognizable elements that define the Plaza.

15 respondents drew more complete versions of the Plaza including several elements, creating a fair reading of the Plaza.

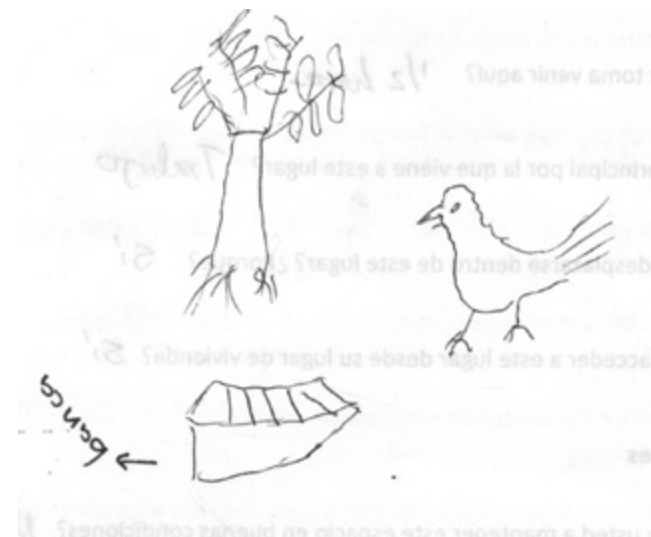
### 3. User General Perceptions

#### Cognitive Mapping Exercise



**Main Theme: Nature**

Garden  
Palm trees  
Pigeons



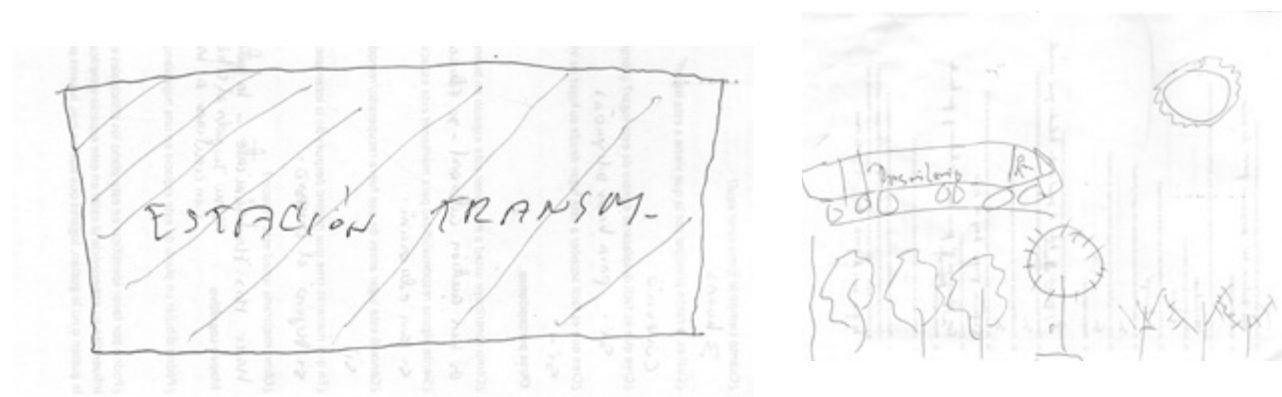


### 3. User General Perceptions

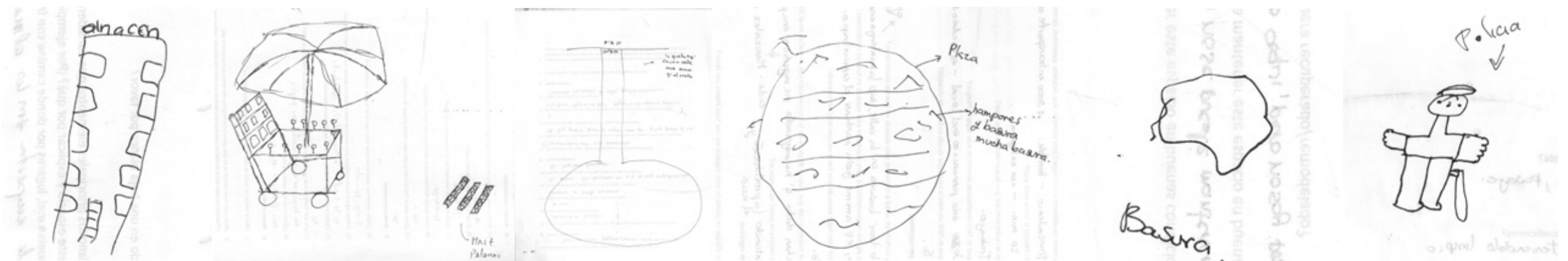
#### Cognitive Mapping Exercise



**Main Theme:  
The Butterfly**



**Main Theme:  
Transportation**

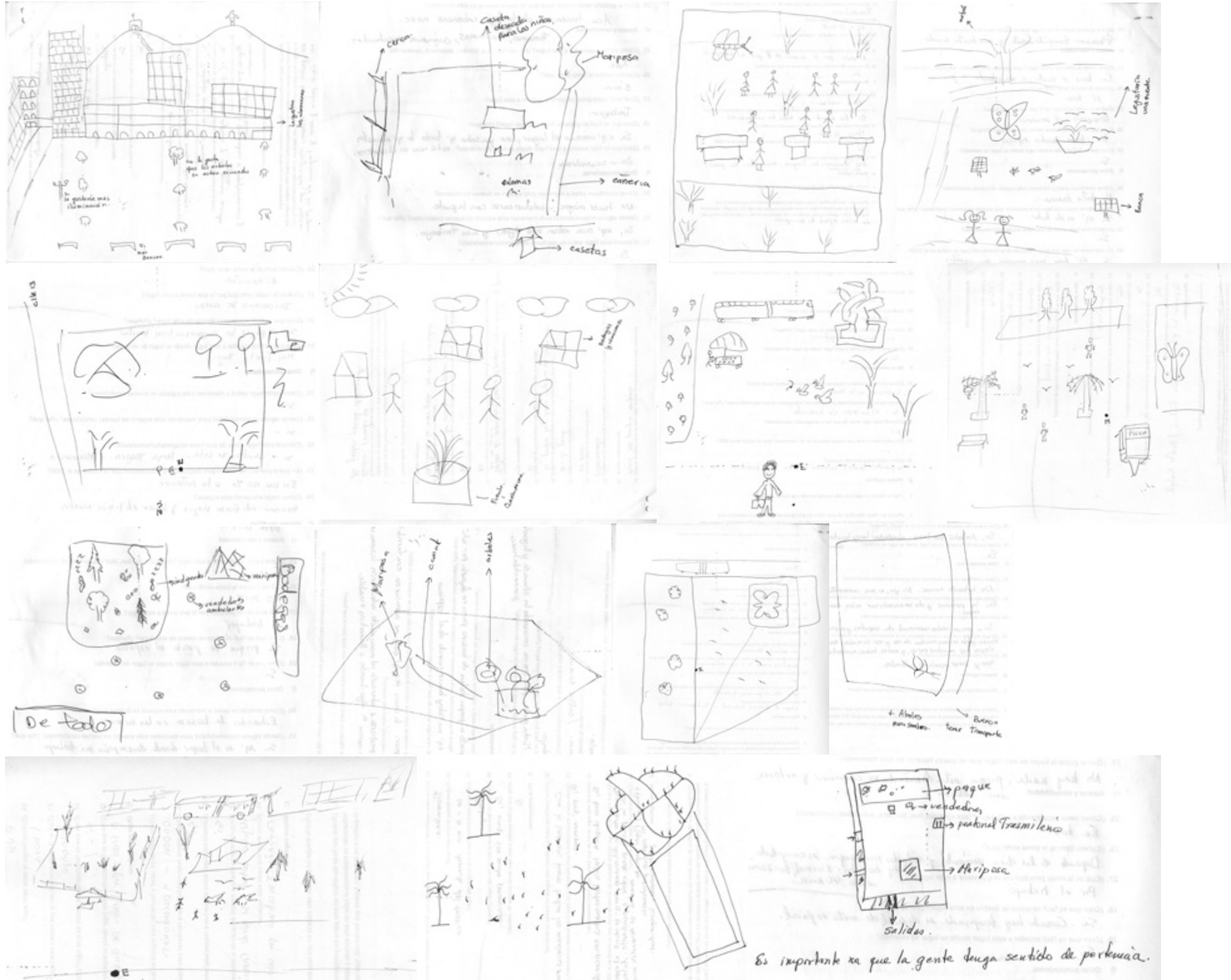


**Main Theme:  
Commerce**

**Main Theme:  
Insecurity and Trash**

### 3. User General Perceptions

#### Cognitive Mapping Exercise



**Main Theme:**

**The Plaza itself  
Various elements**



# 4. Perceptual and Spatial Analysis Synthesis

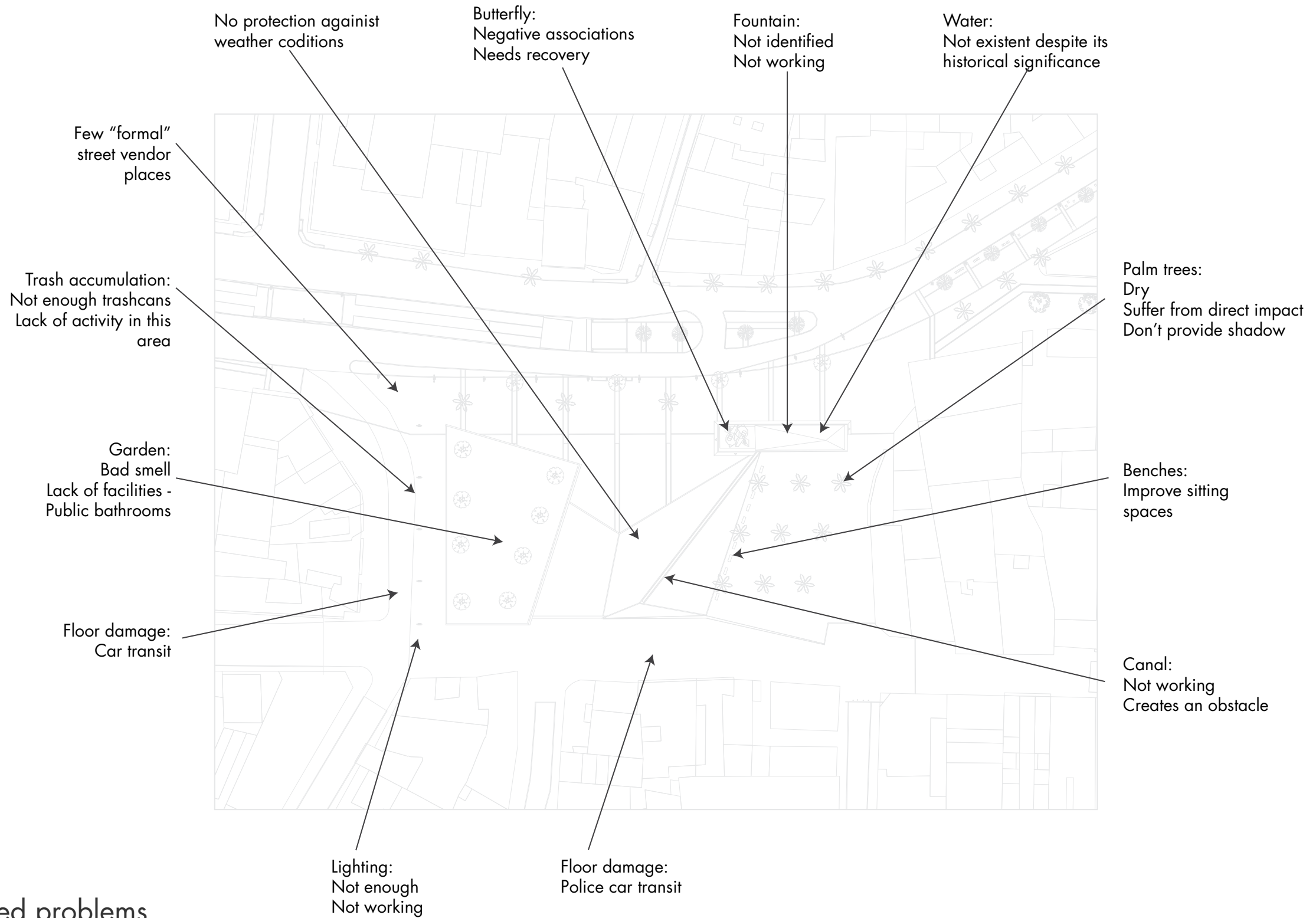
## The Plaza in Pictures





# 4. Perceptual and Spatial Analysis Synthesis

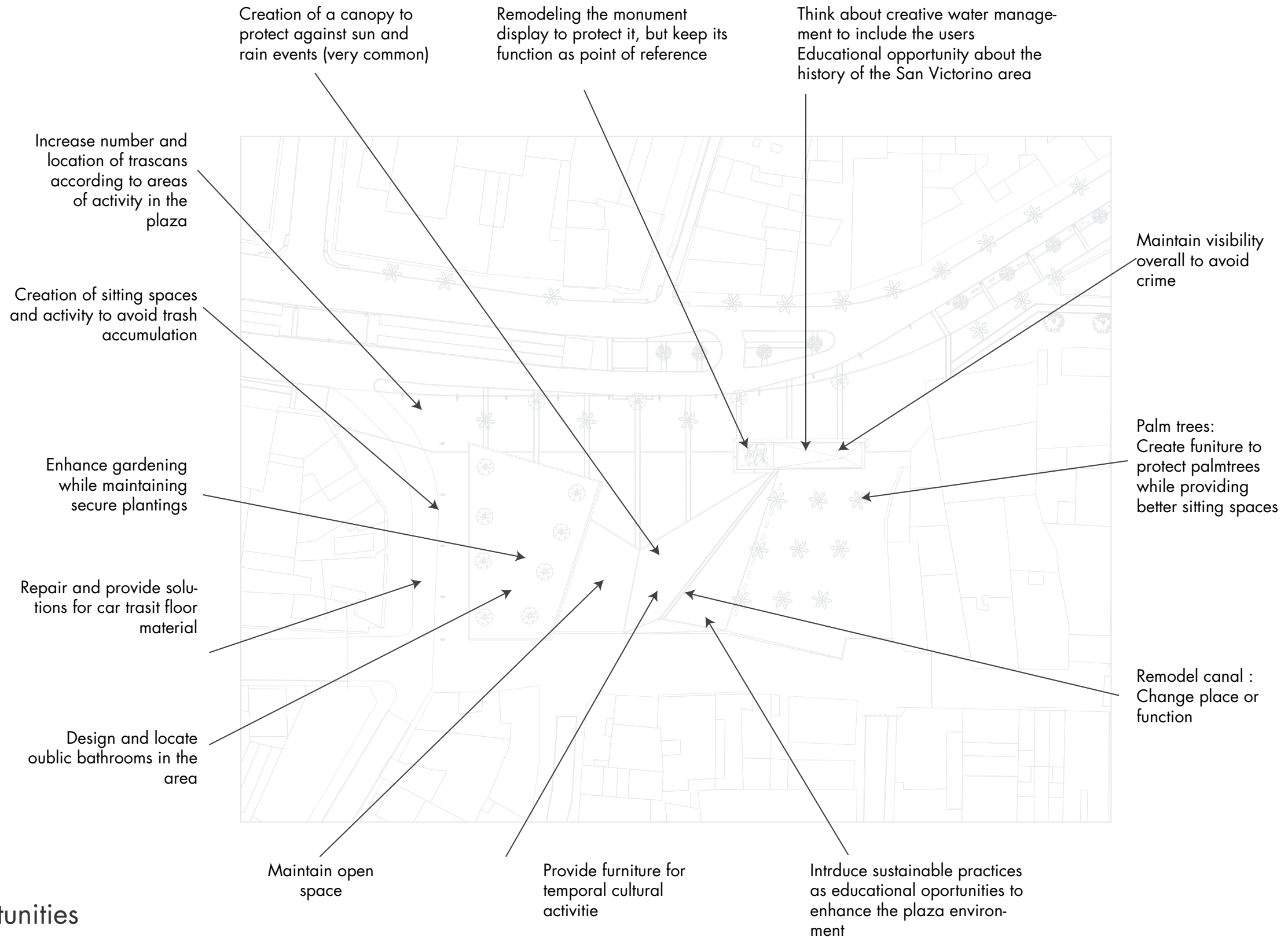
Where can architecture help?



Identified problems

## 4. Perceptual and Spatial Analysis Synthesis

### Where can architecture help?



### Opportunities

#### 4. Perceptual and Spatial Analysis Synthesis

##### Conclusions





## 4. Perceptual and Spatial Analysis Synthesis

### Conclusions

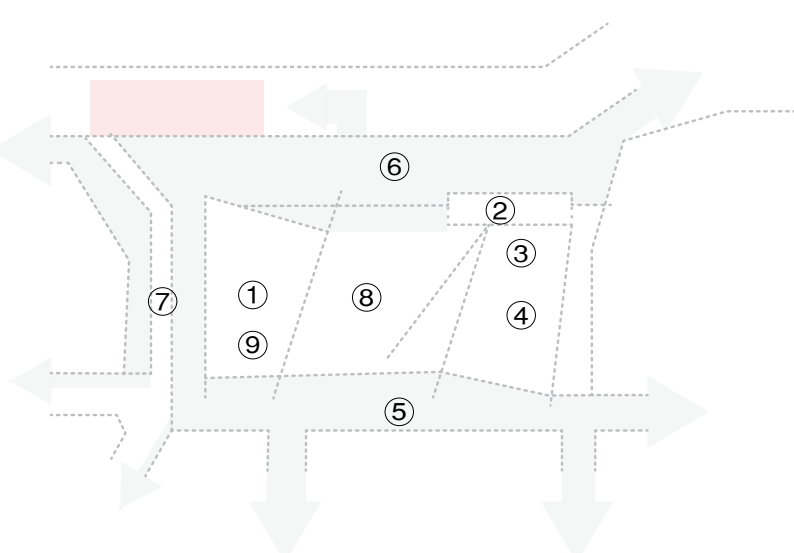
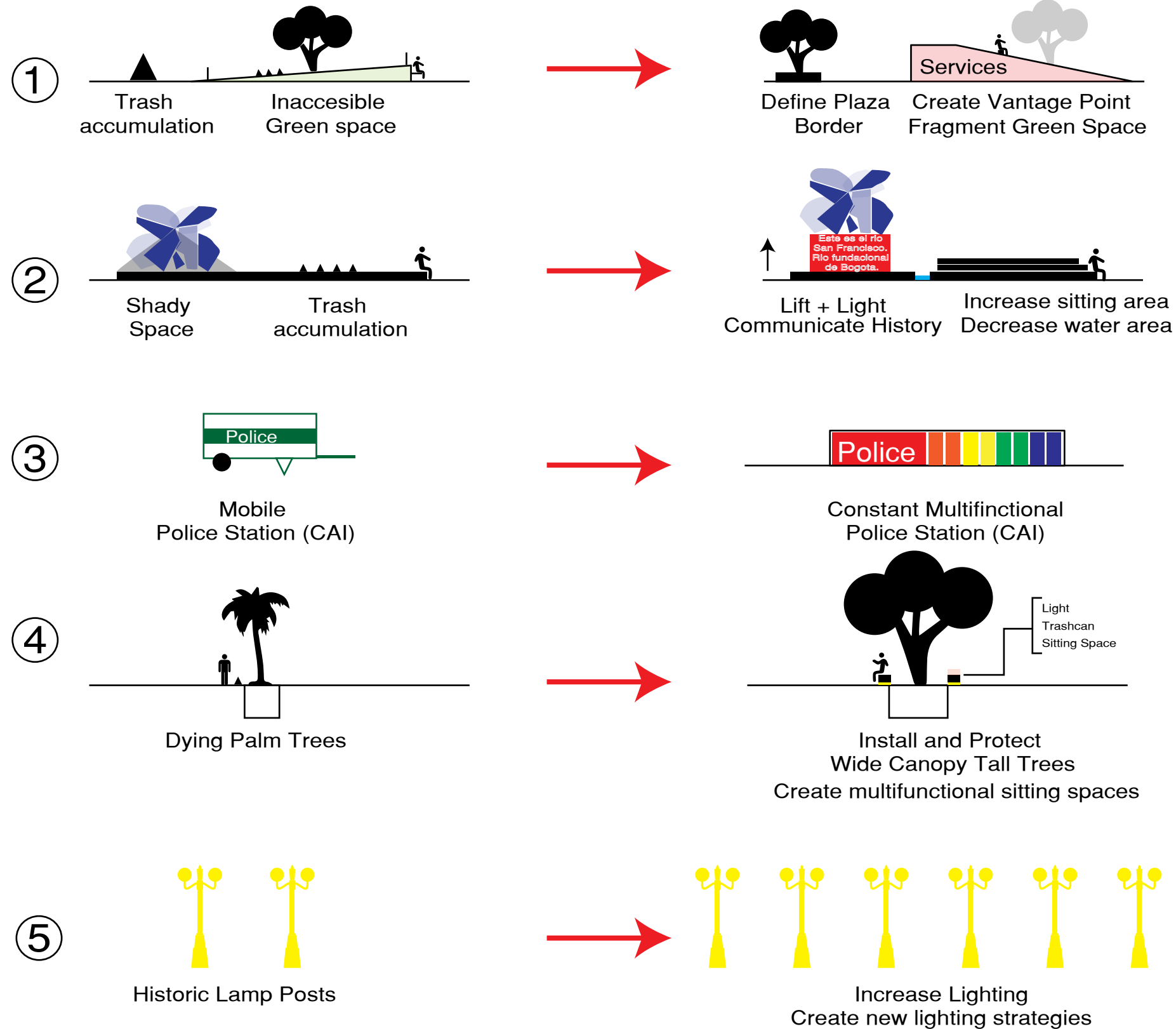
- Multilayered and contested space despite the physical change.
- The perceptions of the Plaza are both positive and negative.
- The new design of the Plaza opened a space for new users and uses that improved the area, but it can't escape its history and its context.
- The Plaza remains an entry point to the city for the informal vendors.
- The Plaza remains a key commercial space for the formal wholesale commerce.
- It still has crime, but has become more accessible to the population.
- It remains a transportation node, but on a different scale. It is still very accessible.
- Despite the improvements, there are many factors (noise, dirt, pollution, no weather protection) that make the Plaza environmentally inappropriate.
- The Plaza represents a new space for sociability and a contact point between the different user groups.
- The architecture has shaped the space of the Plaza, but the users and uses are the ones shaping how it works.
- The Plaza was a good start for improving the area, but a long term physical maintenance and management plan, design improvement, and social plans need to be included to preserve it and address its problematic.



## **Design Proposal**

# 5. Design Recommendations and Strategies

Recommendations for each space of the Plaza





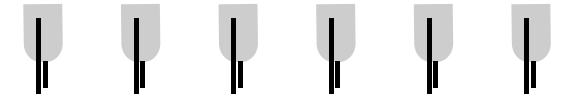
## 5. Design Recommendations and Strategies

Recommendations for each space of the Plaza

⑥

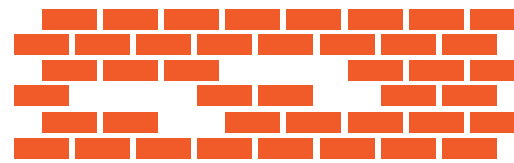


Few Trashcans

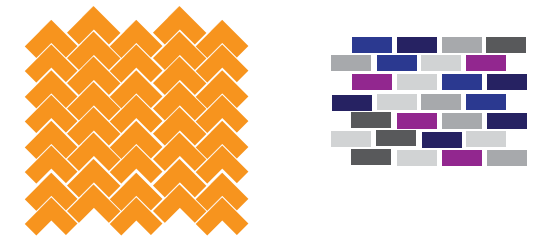


Increase Trashcans  
Create multifunctional furniture

⑦



Damaged Brick Paving



Change to Concrete Coloured Paving  
Create Maintenance Plan

⑧

Lack of Plaza Programming



New Spaces for

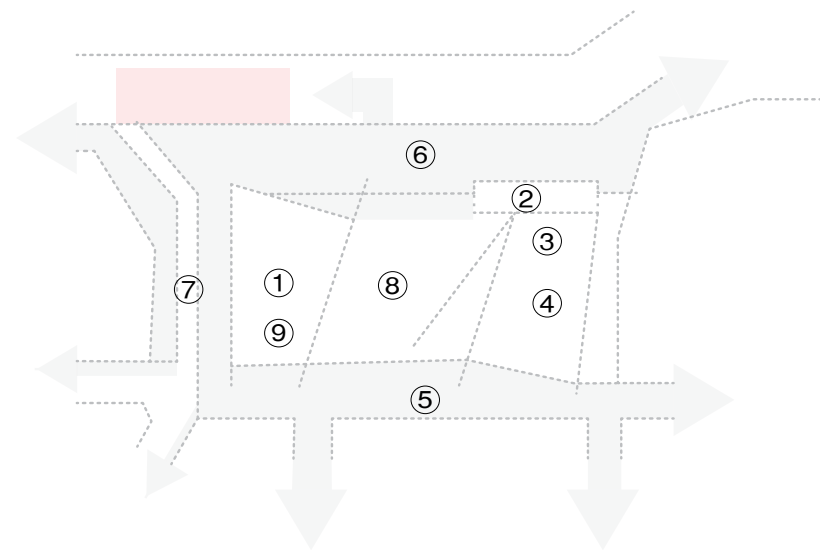
Recreational Activities  
Activities for Children  
Social Gatherings  
Workshops  
Cultural Activities

⑨

Missing Services

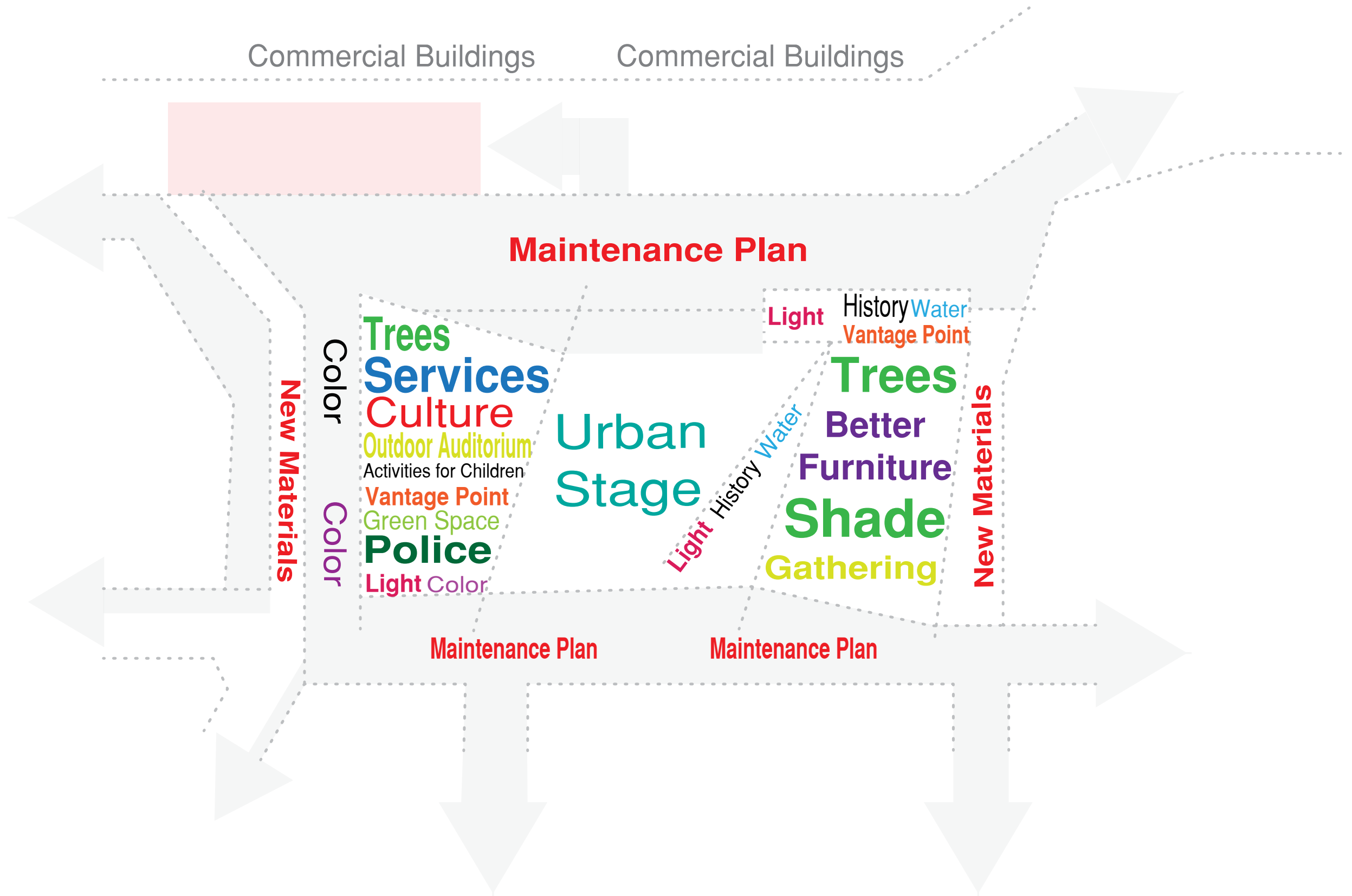


Public Restrooms  
Police Station  
Multipurpose space  
Urban Auditorium



## 5. Design Recommendations and Strategies

### Synthesis of Design Strategies



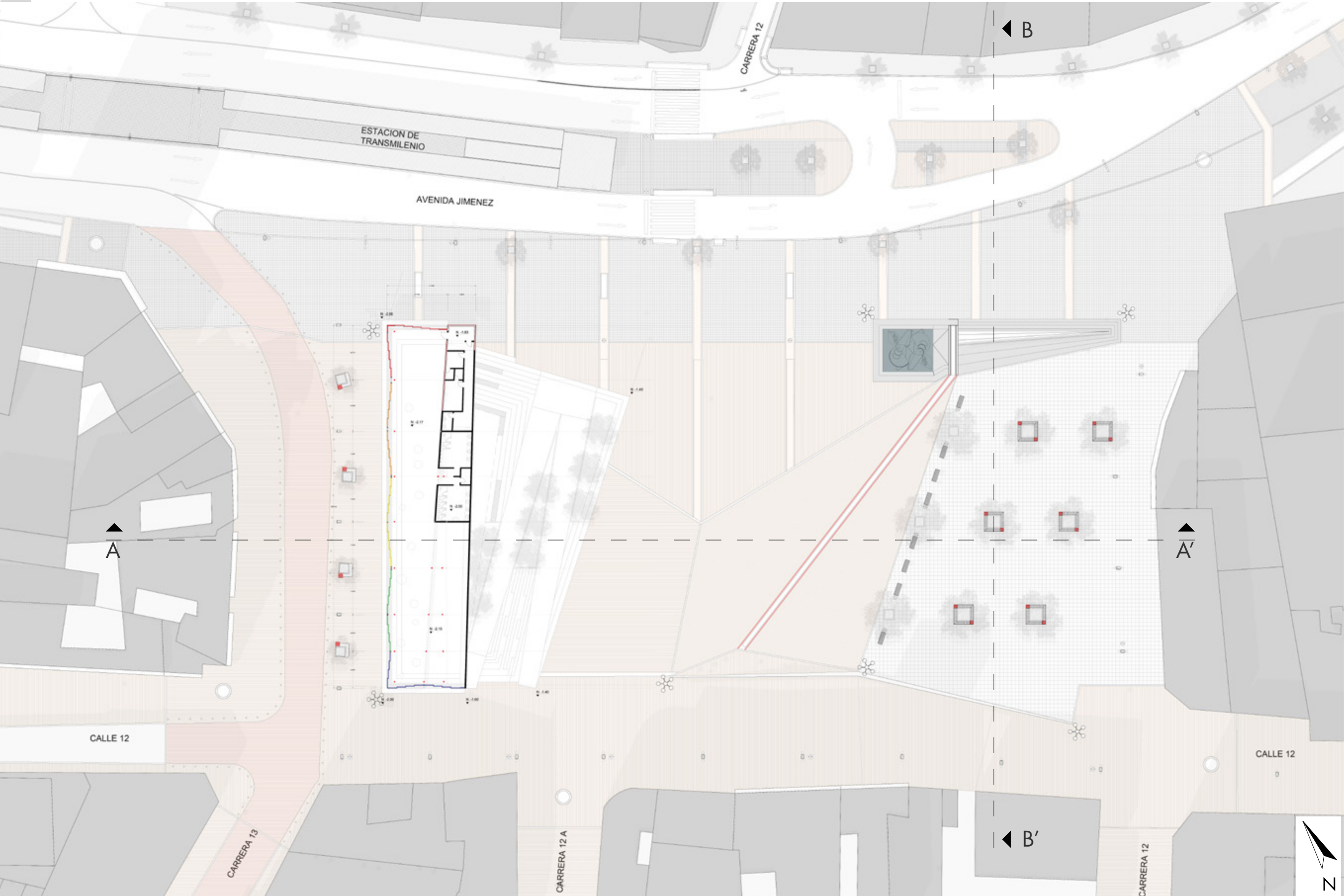
# 6. Design Proposal

## San Victorino Area Plan



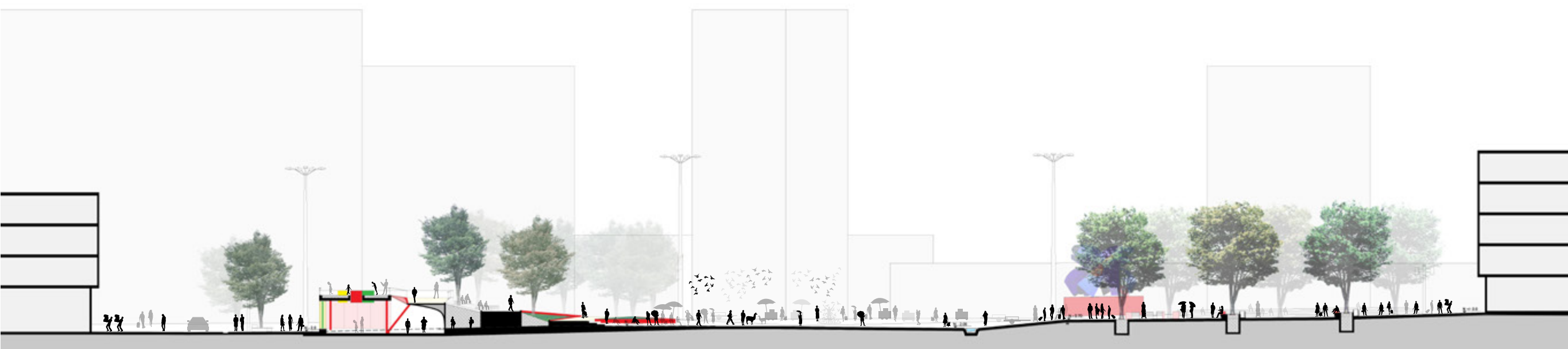






## 6. Design Proposal

### Sections





# 6. Design Proposal

## Sections

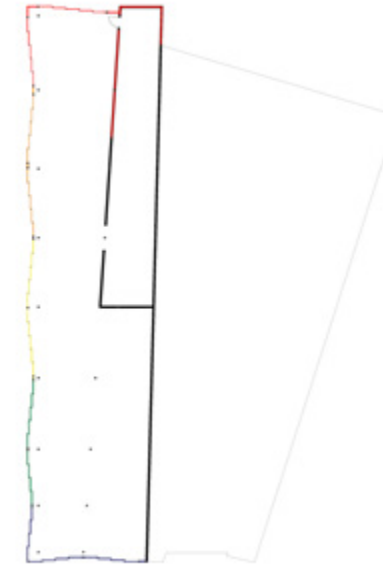
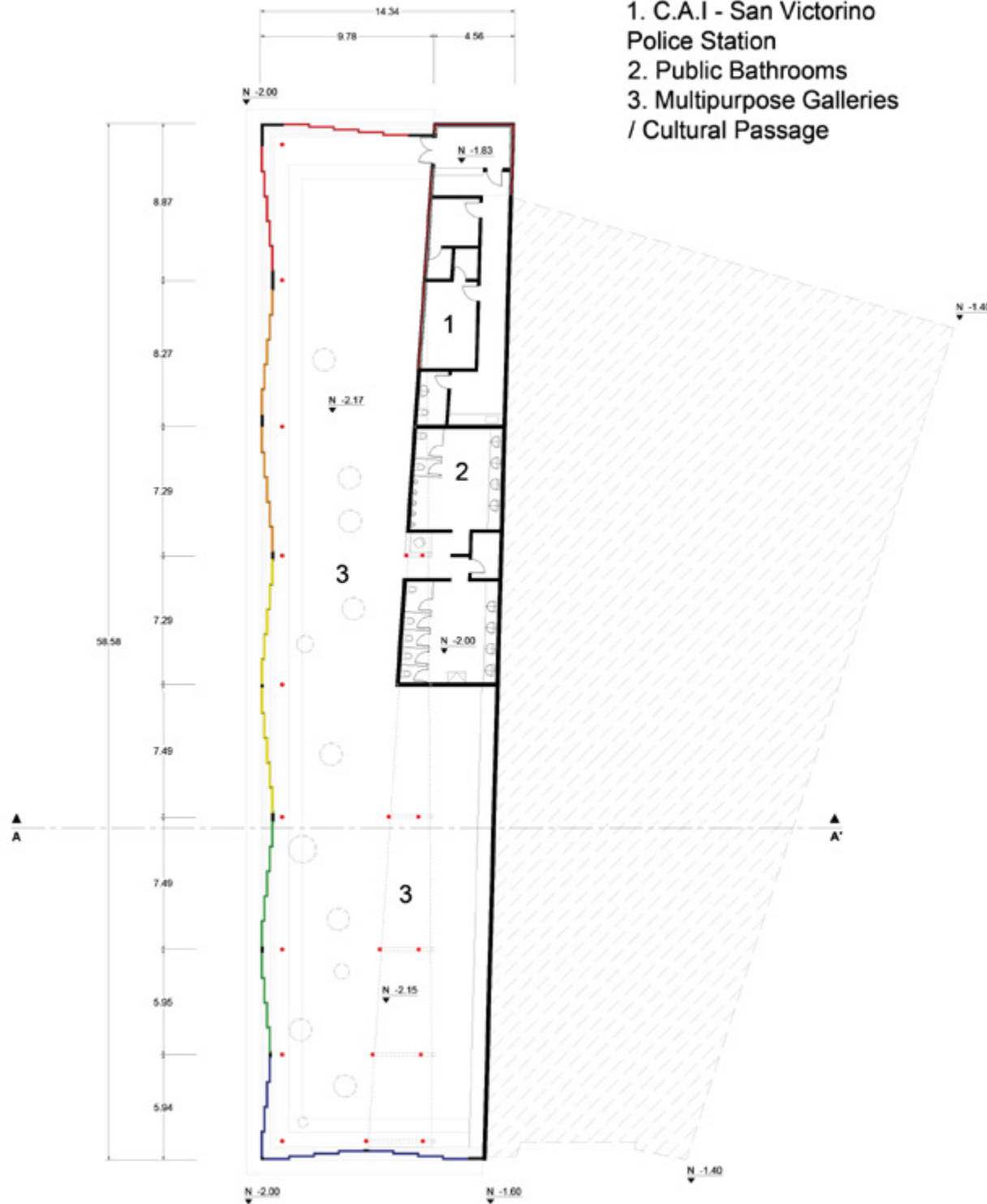




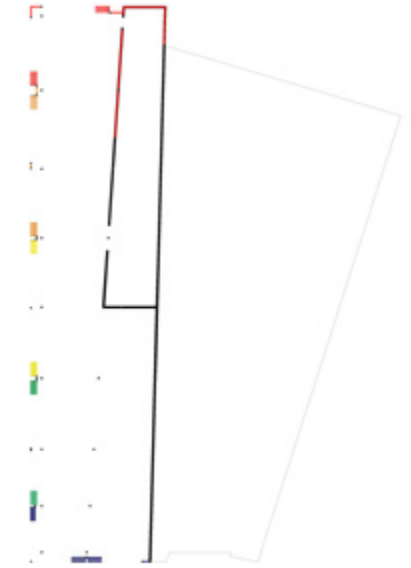
# 6. Design Proposal

## Interior Plan

- 1. C.A.I - San Victorino Police Station
- 2. Public Bathrooms
- 3. Multipurpose Galleries / Cultural Passage



Closed



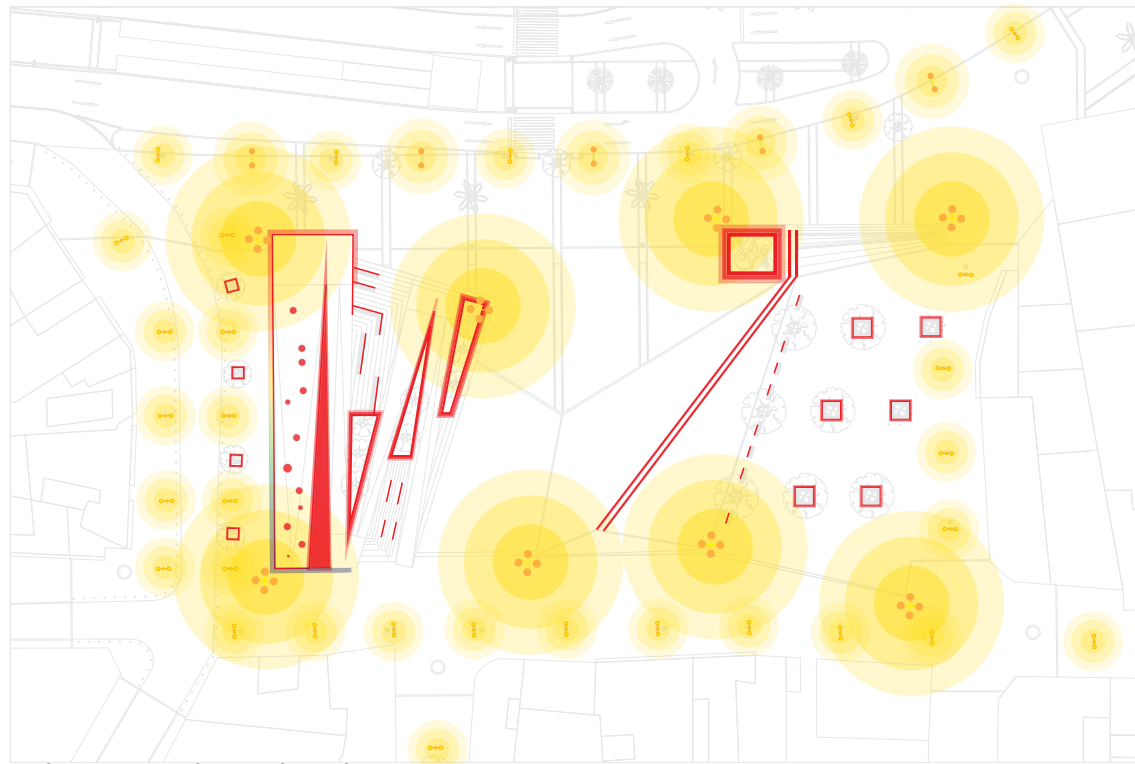
Open



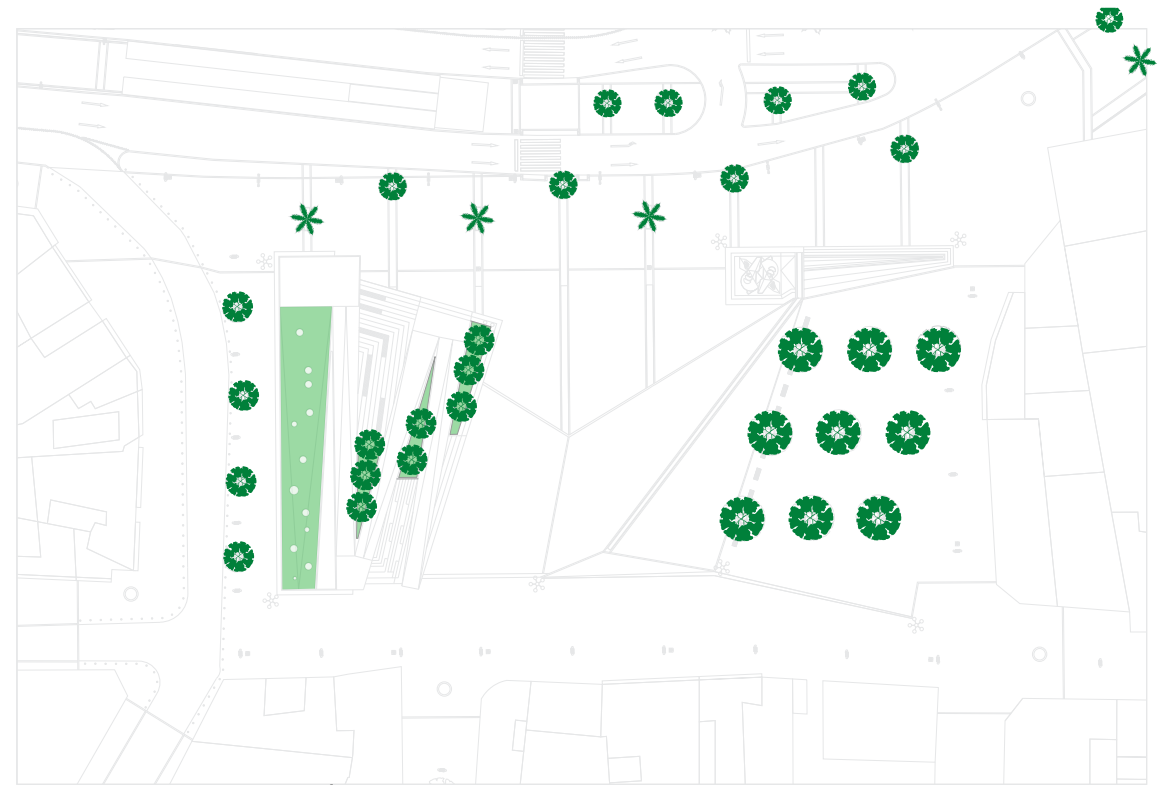
Services

# 6. Design Proposal

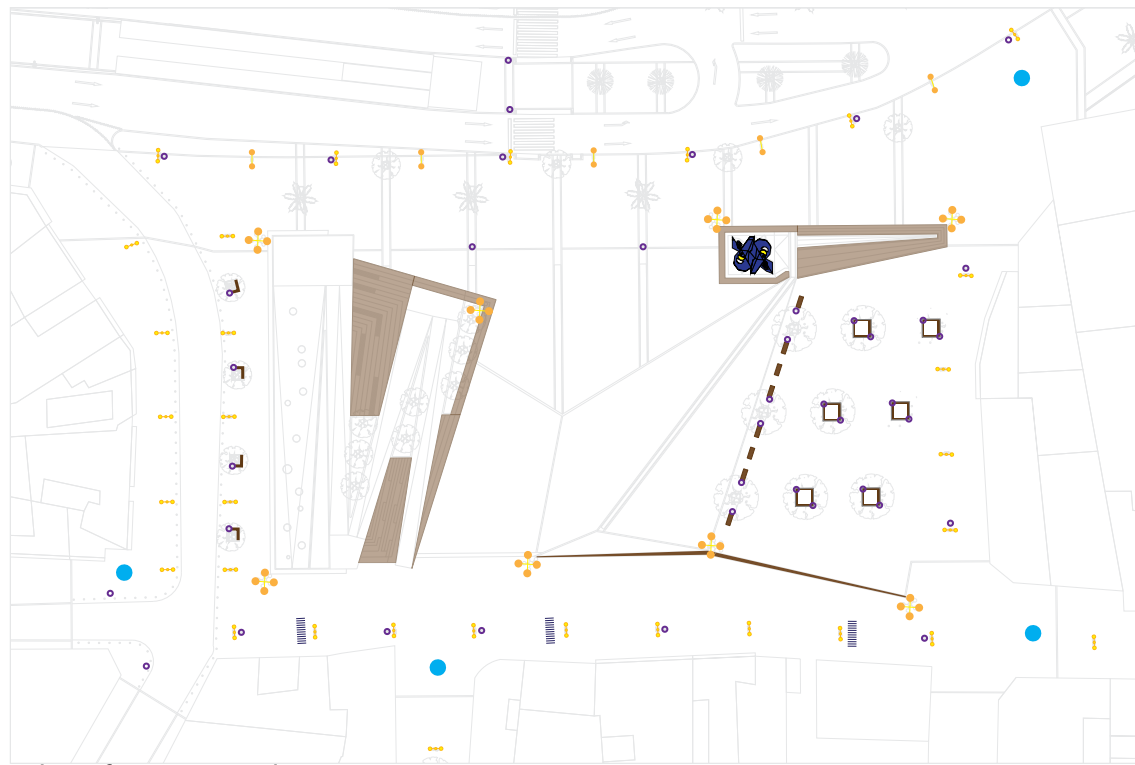
## Spatial Analysis



Lighting - Traditional and new strategies

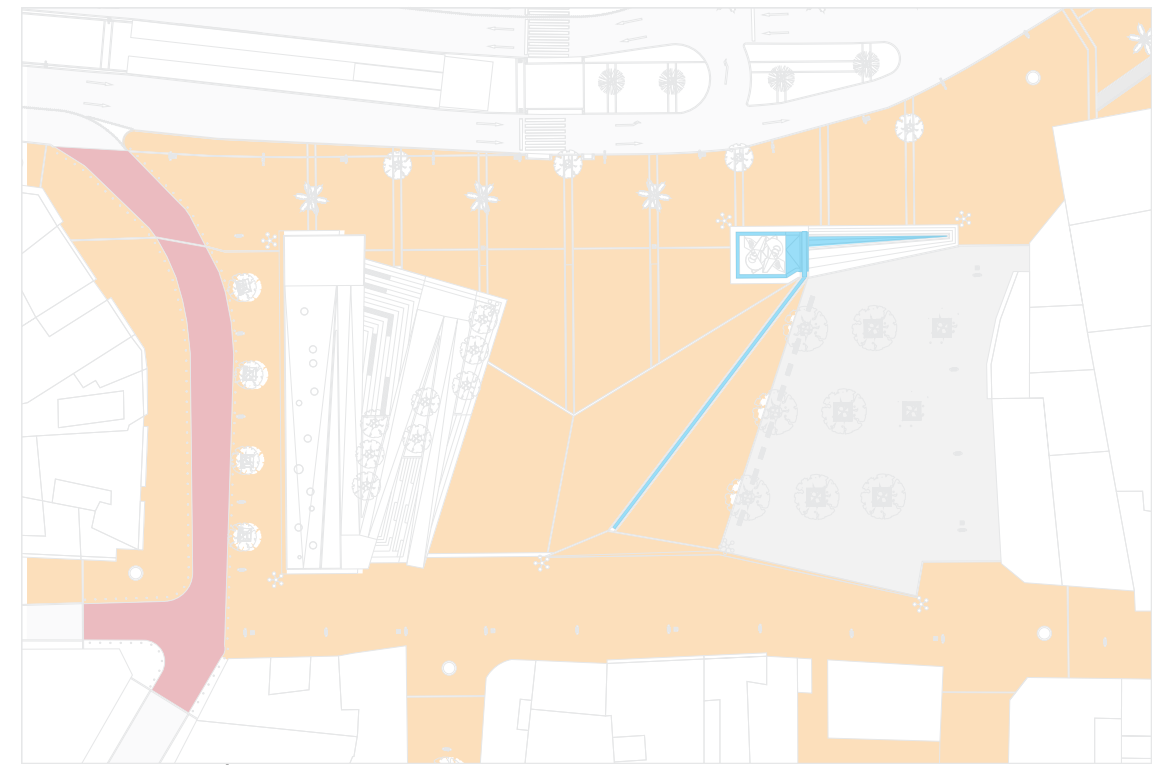


Tree canopy cover and green space



Urban furniture and sitting spaces

- Trashcans
- Lamp Posts
- Sitting spaces
- Selling modules
- ||||| Bike racks

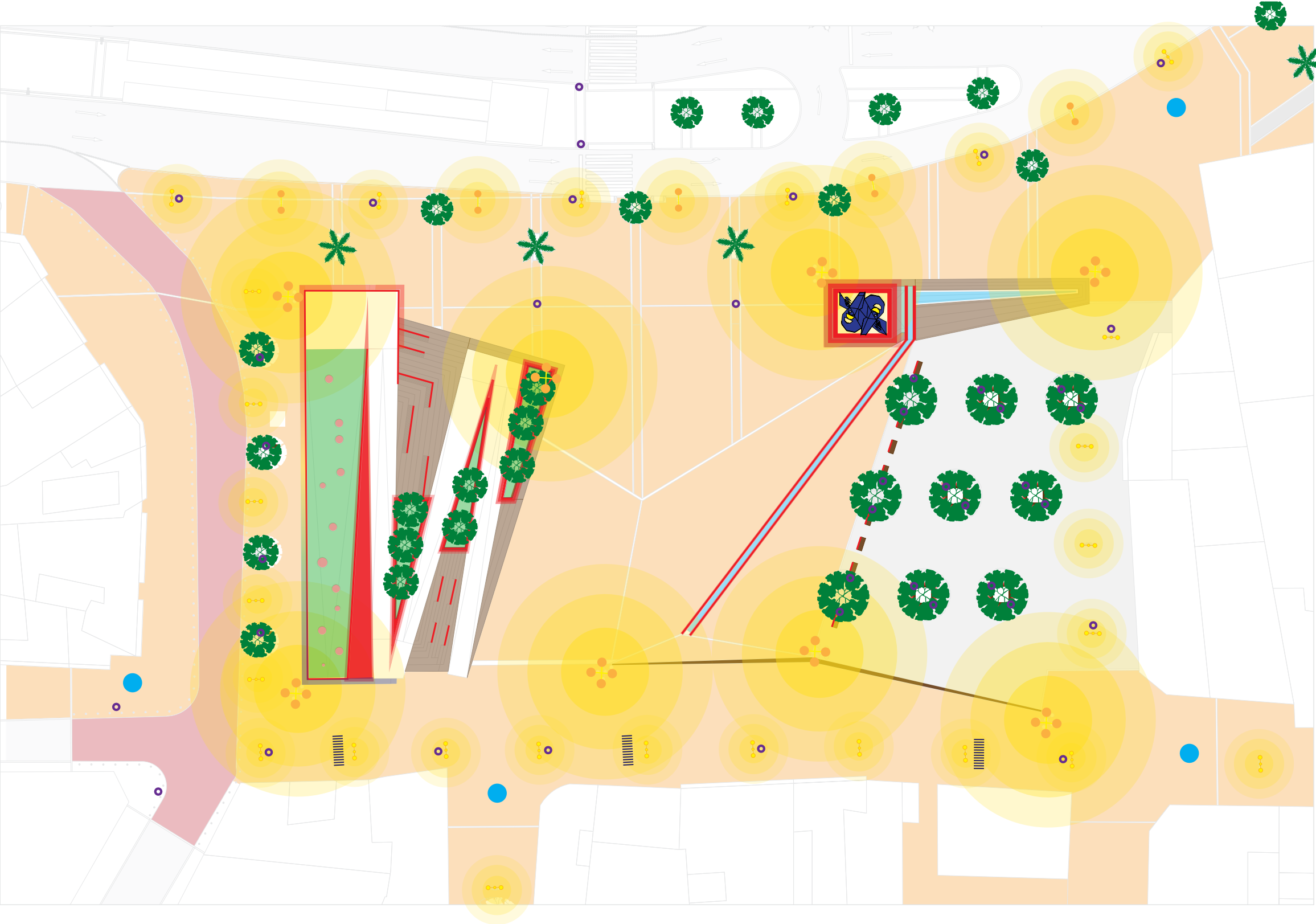


Paving materials

- Brick Paving
- Patterned Concrete Paving
- Concrete Brick Paving

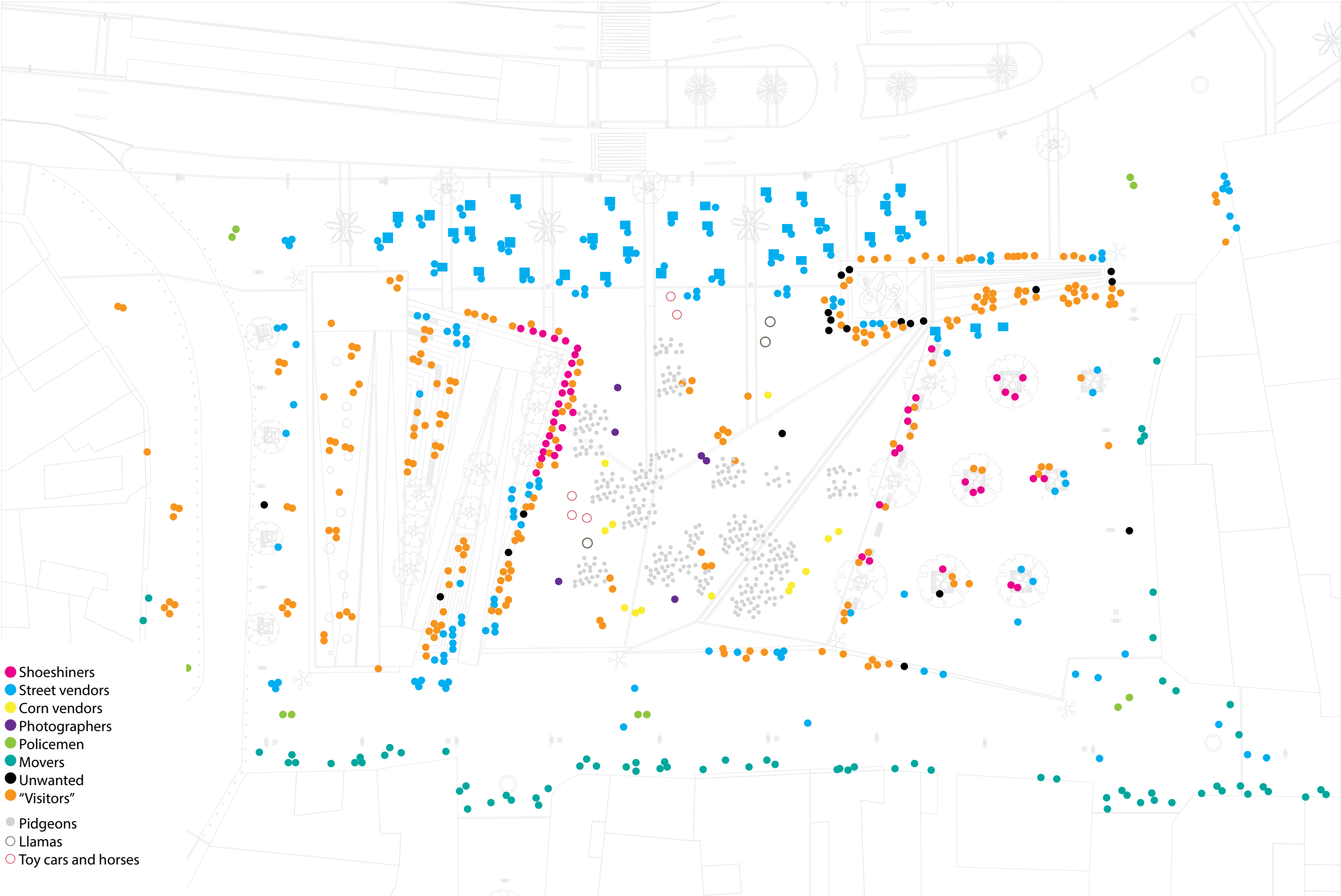
# 6. Design Proposal

## Spatial Analysis Synthesis



# 6. Design Proposal

## Expected user distribution and use





## 6. Design Proposal

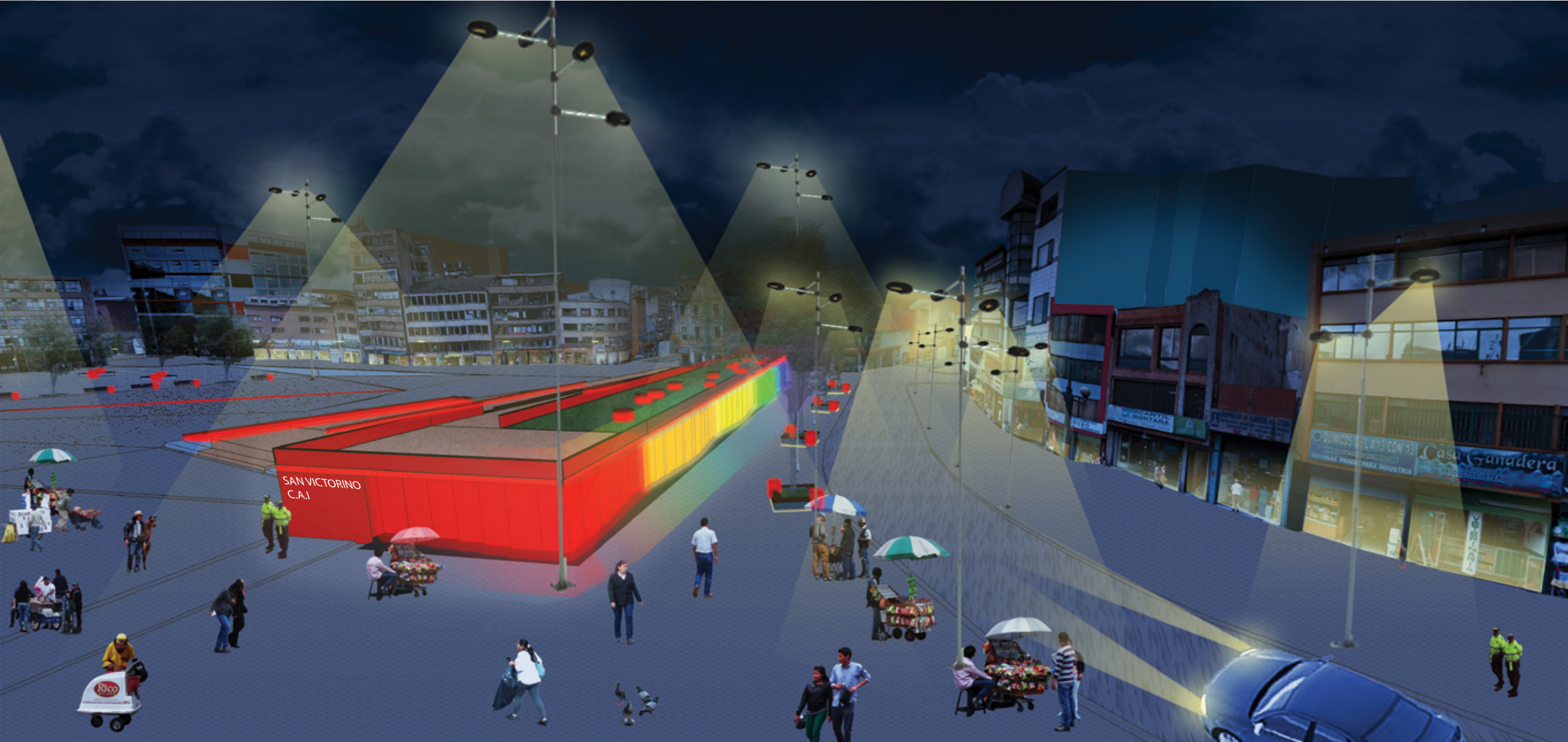
### The Plaza as an Urban Theater





# 6. Design Proposal

New Service Pavilion / Police Station Lights





# 6. Design Proposal

## New Gathering Spaces and Butterfly Display







## 7. Appendix - Interview Information

### Interview Questions

Location \_\_\_\_\_

Date \_\_\_\_\_

Survey # \_\_\_\_\_

#### a) Demographic information

1. What is your age?
2. What is your Sex?
3. What do you do for a living?
4. In which Localidad do you live? \*\*
5. In which Neighborhood do you live?

#### b) Comfort and image

1. What do you think about this place?
2. How would you describe this place to someone who has never been here?
3. How do you think this space is contributing to your wellbeing?
4. What would you change of this place?
5. What makes you feel unsafe of this place?
6. What makes you feel comfortable about this place?
7. What elements or situations make you enjoy coming here?
8. How would you describe your experience of this place?
9. What do you like most and the least of this place and why?
10. Do you think this place is in good condition? Why?

#### c) Sociability

11. Are you alone or in company of somebody when you come here?
12. Do you usually meet your friends or other people in this place?
13. Why do you think this place is good (or not good) for meeting people?
14. Do you like coming here? Why?
15. How often do you talk to other people when you come here?
16. How many other users of this space do you know?
17. How do you make contact with other people in the space? (E.g. Do you make eye contact? Do you say hi? Do you talk to them?)

#### d) Uses and activities

18. How long have you been a user of this place?
19. How often do you visit this place? (name times a day, a week, a month or a year)
20. What do you do when you visit it?
21. How long do you stay when you visit it? Why?
22. Where do you usually stay when you come here? Why?
23. What would you like to see in this place that is not present now?
24. What would you like to do in this place that is not available right now?

#### e) Access and linkage

25. How do you usually come here? (E.g. Bus, bike, car, walking)
26. How long does it take you to come here?
27. What is the main reason for you to come here?
28. Do you think is easy to move around this place?
29. Do you think it's easy to come to this place from where you live?

#### f) Other perceptions

30. How do you contribute to keep this space in good conditions?
31. Do you feel any responsibility to keep this space in good conditions? Why?
32. Did you know this place before it was refurbished?
33. In which ways do you think it improved after the refurbishment?
34. How would you improve this space?

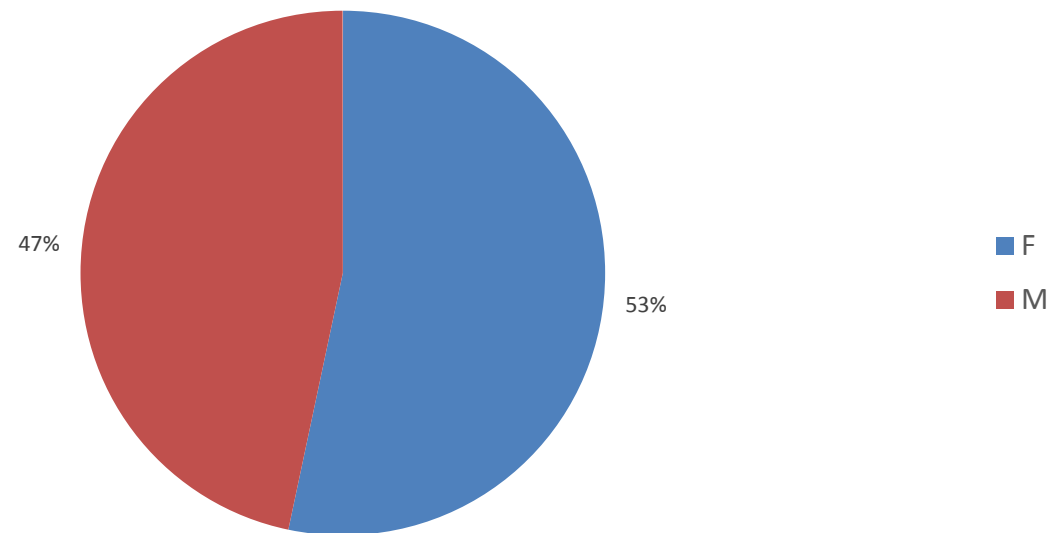
#### g) Cognitive mapping

1. Could you draw a plan of the space in a white sheet of paper?
2. Could identify in this map the main elements that influence your experience while being in the space, and write why? – Ex. Places you like, places you don't like, places that smell, places that are representative, places where you usually stay, places where you walk by frequently, etc.)

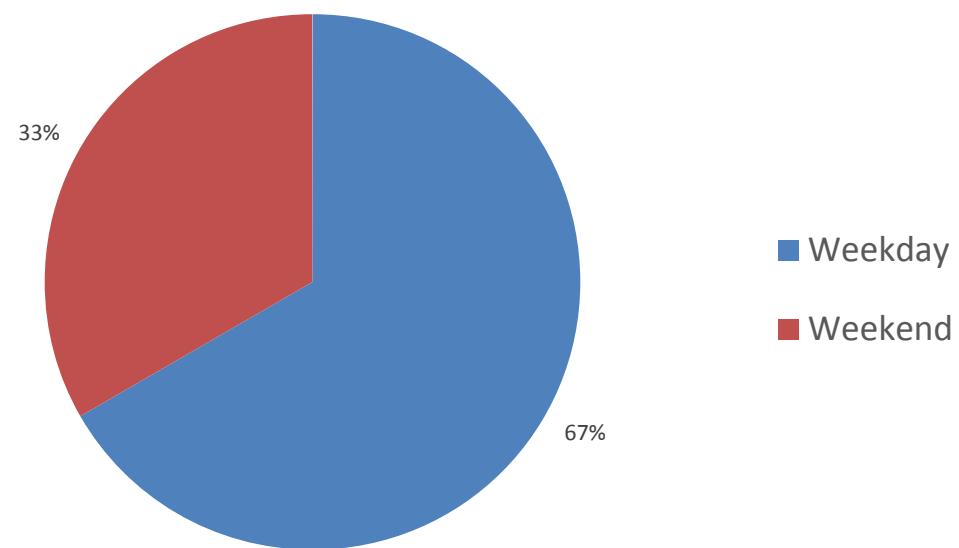
## 7. Appendix - Interview Information

### Demographic information

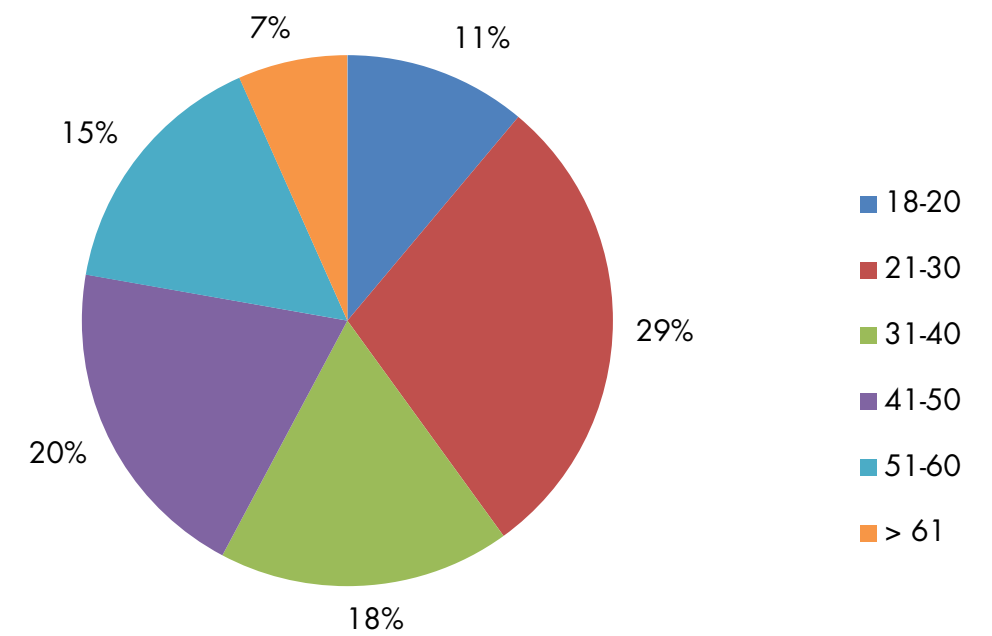
Sex of respondents



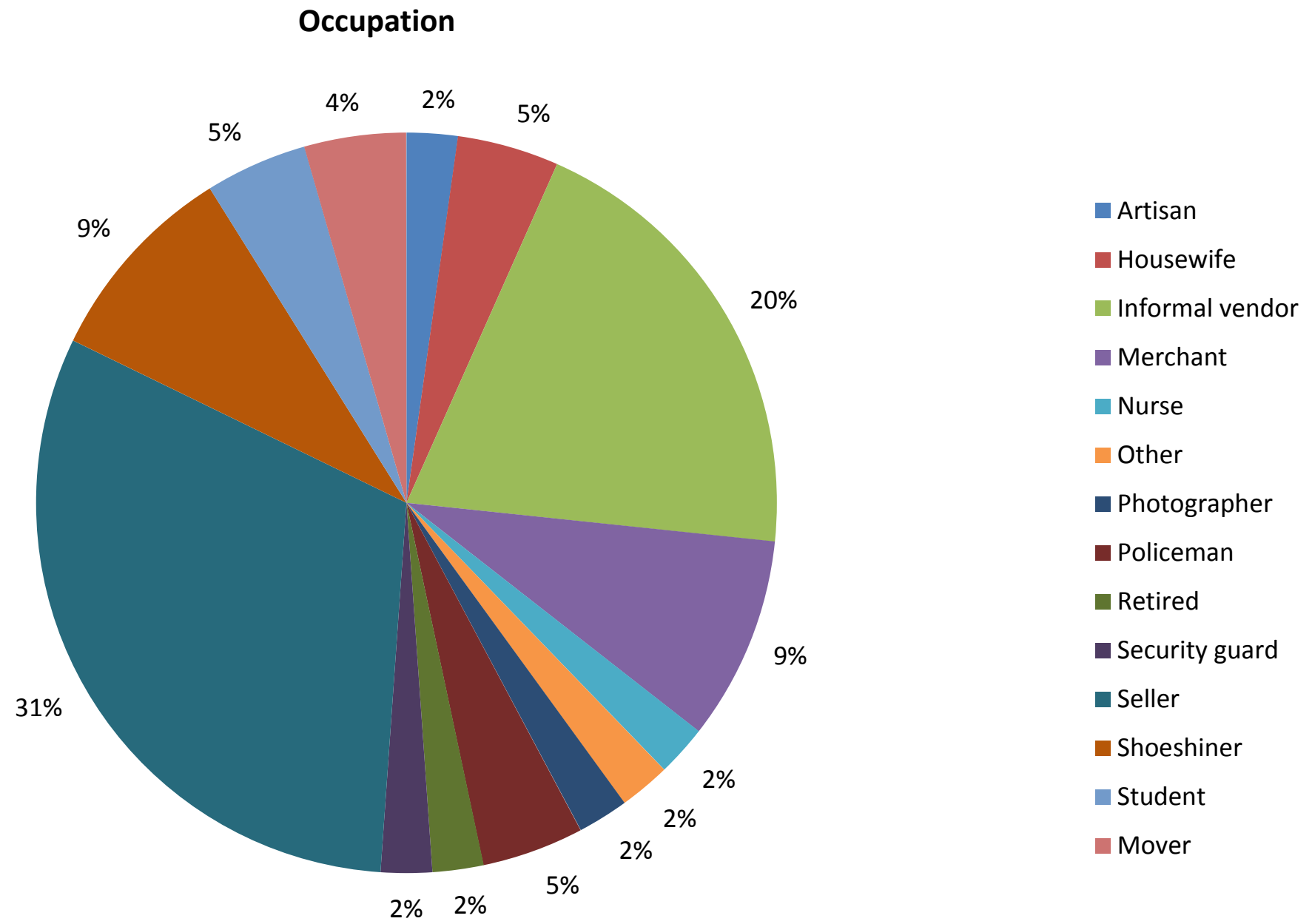
Moment of interview



Age interval of respondents



## Demographic information

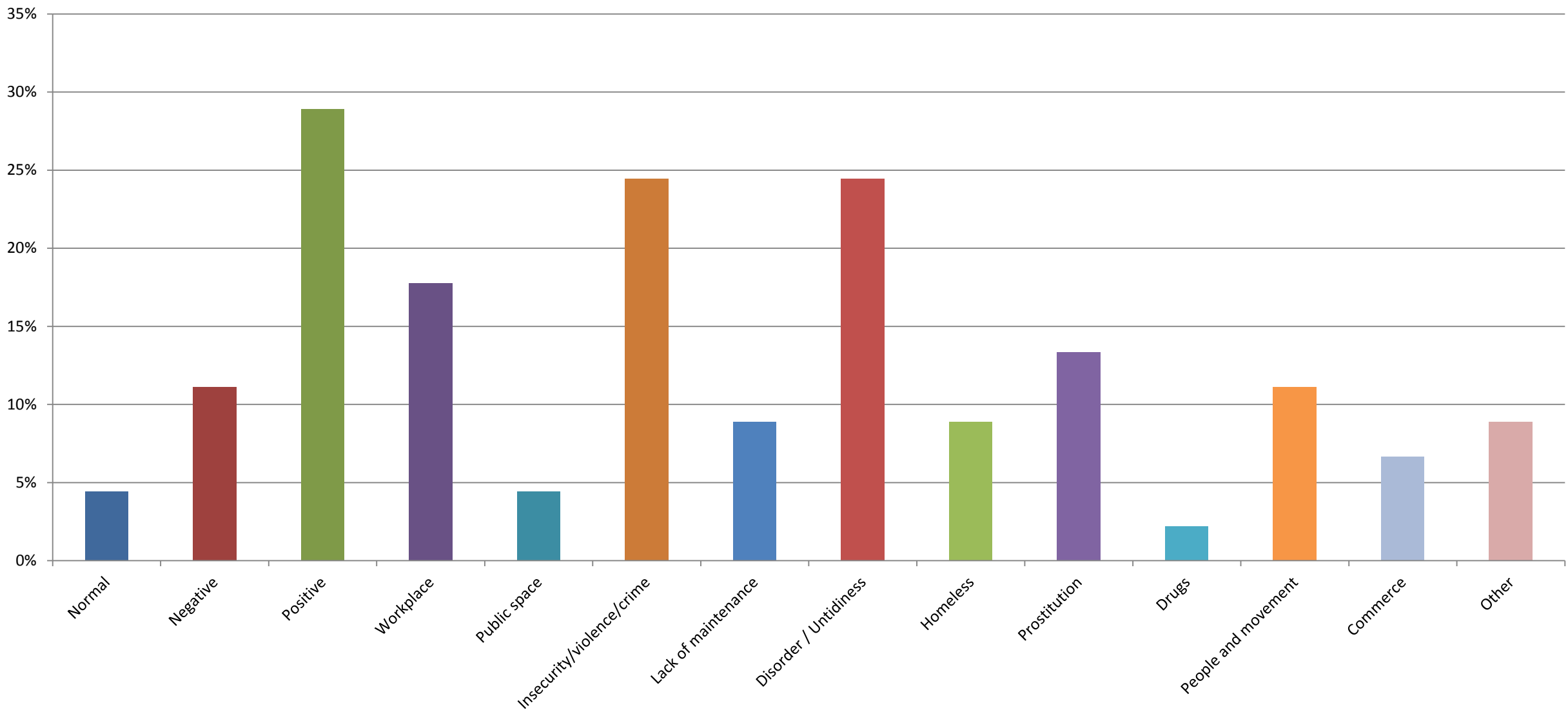




## Comfort and Image

Q1: What do you think about this place?

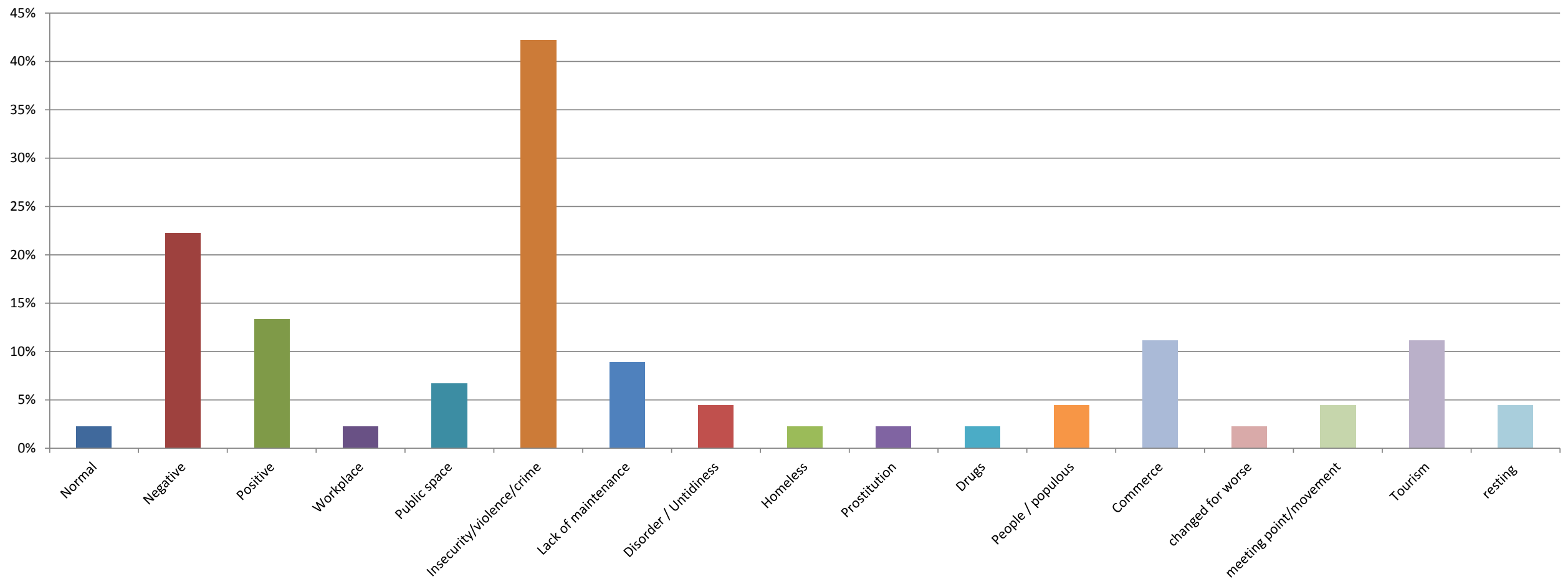
Normal	2	4%
Negative	5	11%
Positive	13	29%
Workplace	8	18%
Public space	2	4%
Insecurity/violence/crime	11	24%
Lack of maintenance	4	9%
Disorder / Untidiness	11	24%
Homeless	4	9%
Prostitution	6	13%
Drugs	1	2%
People and movement	5	11%
Commerce	3	7%
Other	4	9%



## Comfort and Image

Q2: How would you describe this place to someone who has never been here?

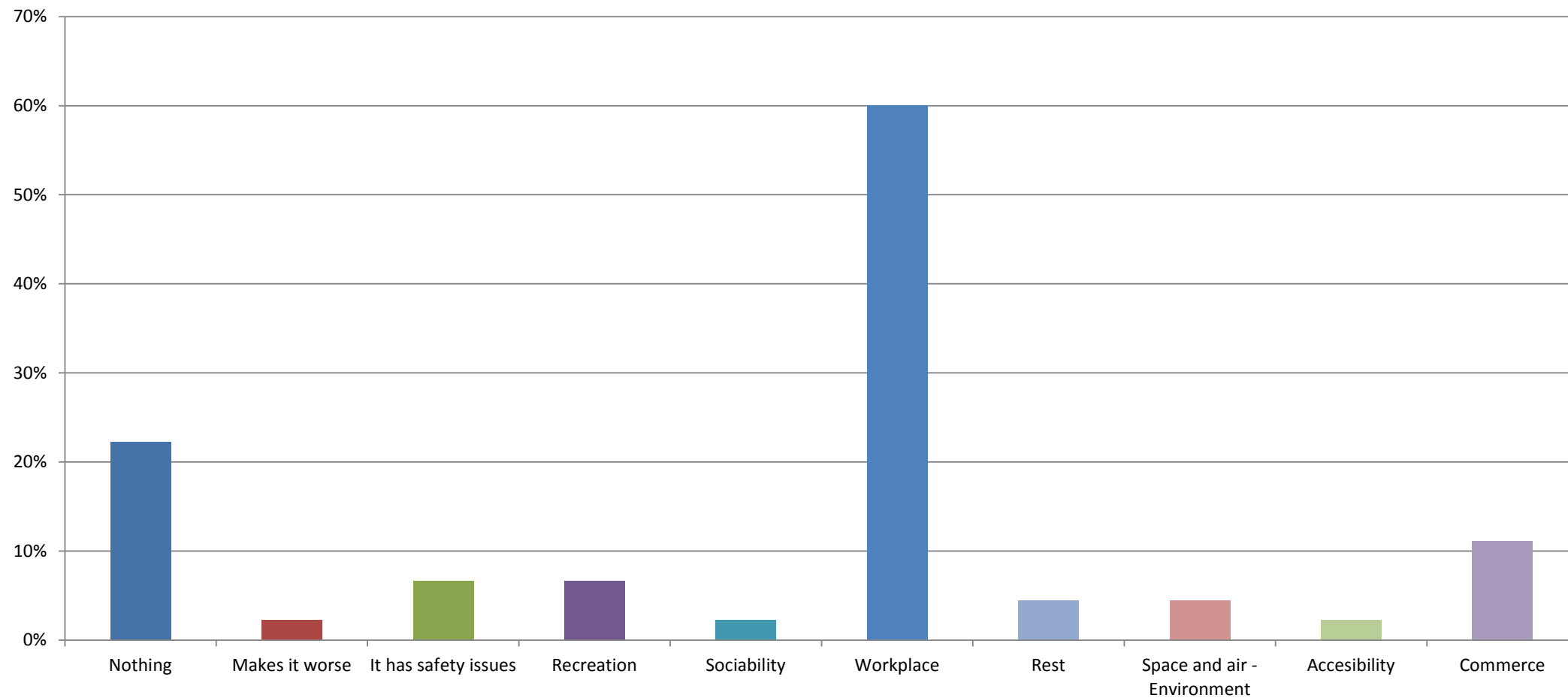
Normal	1	2%
Negative	10	22%
Positive	6	13%
Workplace	1	2%
Public space	3	7%
Insecurity/violence/crime	19	42%
Lack of maintenance	4	9%
Disorder / Untidiness	2	4%
Homeless	1	2%
Prostitution	1	2%
Drugs	1	2%
People / populous	2	4%
Commerce	5	11%
changed for worse	1	2%
meeting point/movement	2	4%
Tourism	5	11%
Rest	2	4%



## Comfort and Image

Q3: How do you think this space is contributing to your wellbeing?

Nothing	10	22%
Makes it worse	1	2%
It has safety issues	3	7%
Recreation	3	7%
Sociability	1	2%
Workplace	27	60%
Rest	2	4%
Space and air - Environment	2	4%
Accesibility	1	2%
Commerce	5	11%

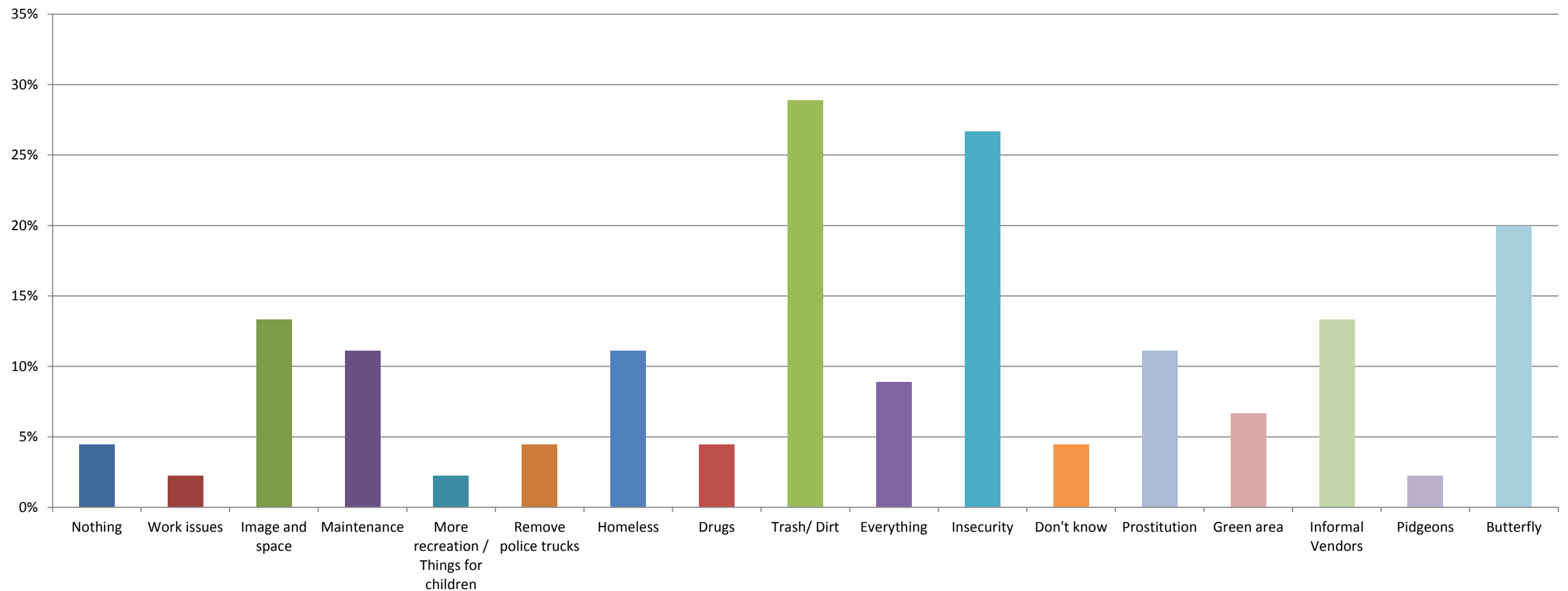




## Comfort and Image

Q4: What would you change of this place?

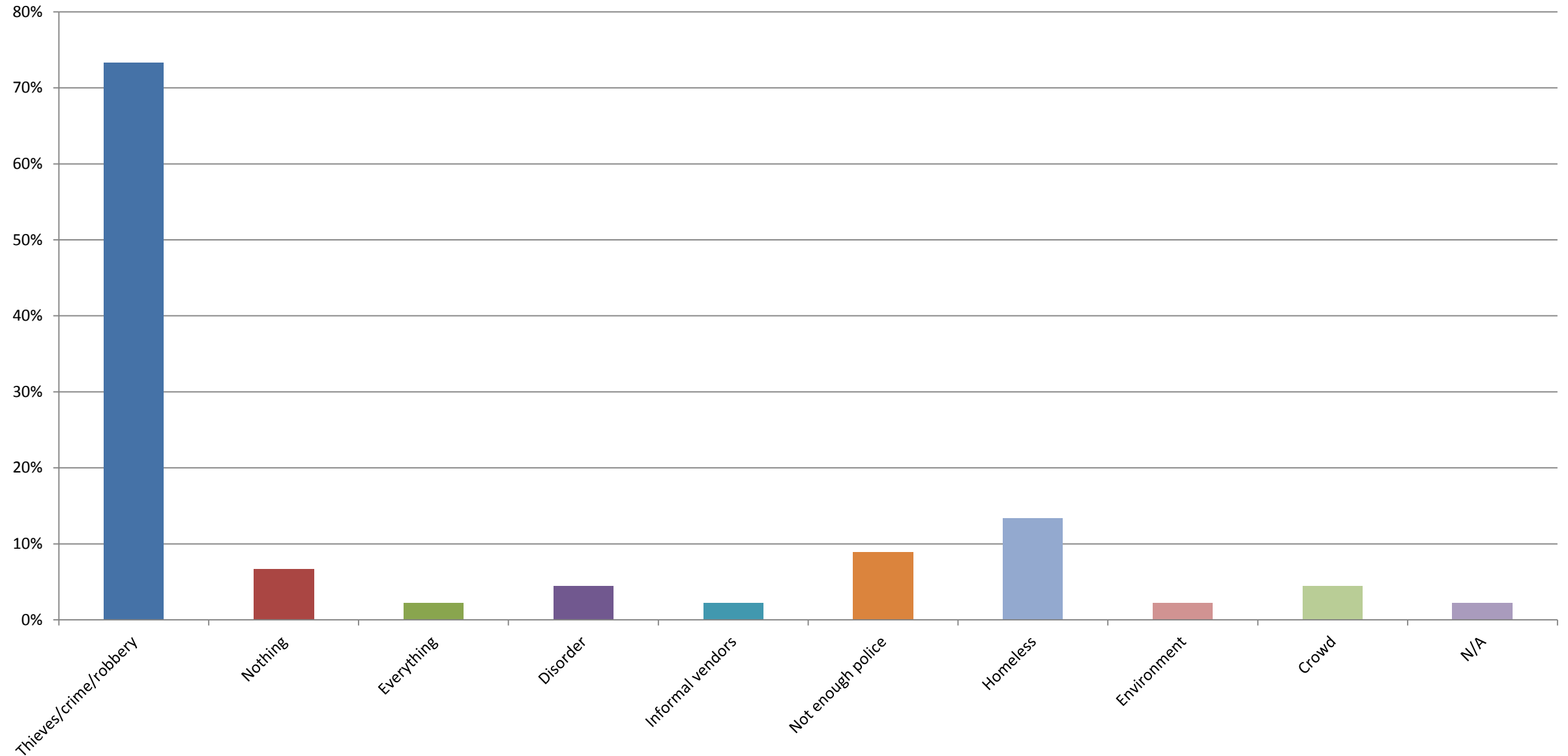
Nothing	2	4%
Work issues	1	2%
Image and space	6	13%
Maintenance	5	11%
More recreation / Things for children	1	2%
Remove police trucks	2	4%
Homeless	5	11%
Drugs	2	4%
Trash/ Dirt	13	29%
Everything	4	9%
Insecurity	12	27%
Don't know	2	4%
Prostitution	5	11%
Green area	3	7%
Informal Vendors	6	13%
Pidgeons	1	2%
Butterfly	9	20%



## Comfort and Image

Q5: What makes you feel unsafe of this place?

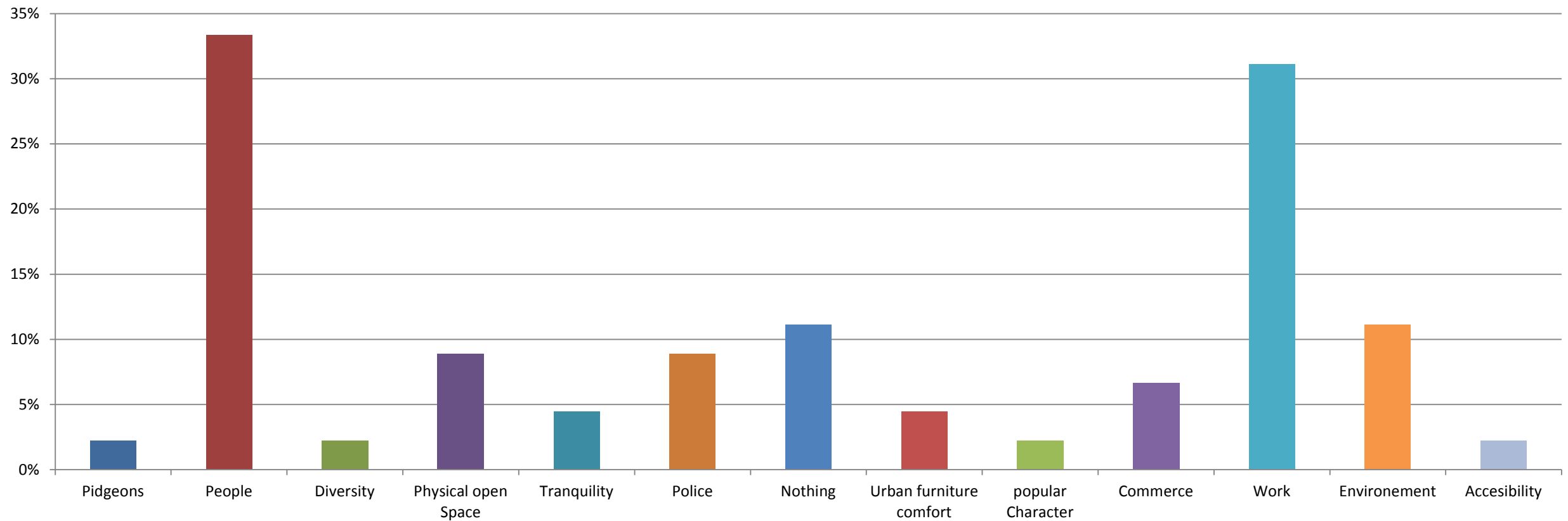
Thieves/crime/robbery	33	73%
Nothing	3	7%
Everything	1	2%
Disorder	2	4%
Informal vendors	1	2%
Not enough police	4	9%
Homeless	6	13%
Environment	1	2%
Crowd	2	4%
N/A	1	2%



## Comfort and Image

Q6: What makes you feel comfortable about this place?

Pidgeons	1	2%
People	15	33%
Diversity	1	2%
Physical open Space	4	9%
Tranquility	2	4%
Police	4	9%
Nothing	5	11%
Urban furniture comfort	2	4%
popular Character	1	2%
Commerce	3	7%
Work	14	31%
Environement	5	11%
Accesibility	1	2%

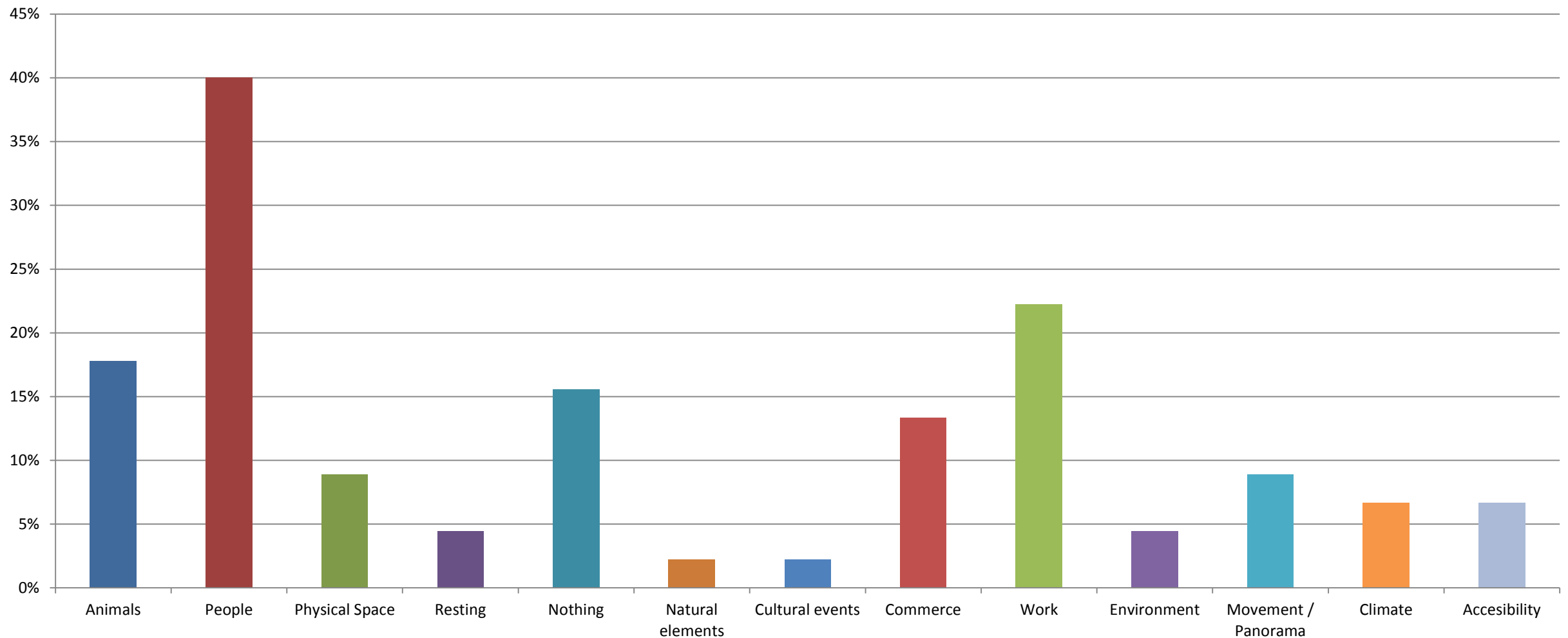




## Comfort and Image

Q7: What elements or situations make you enjoy coming here?

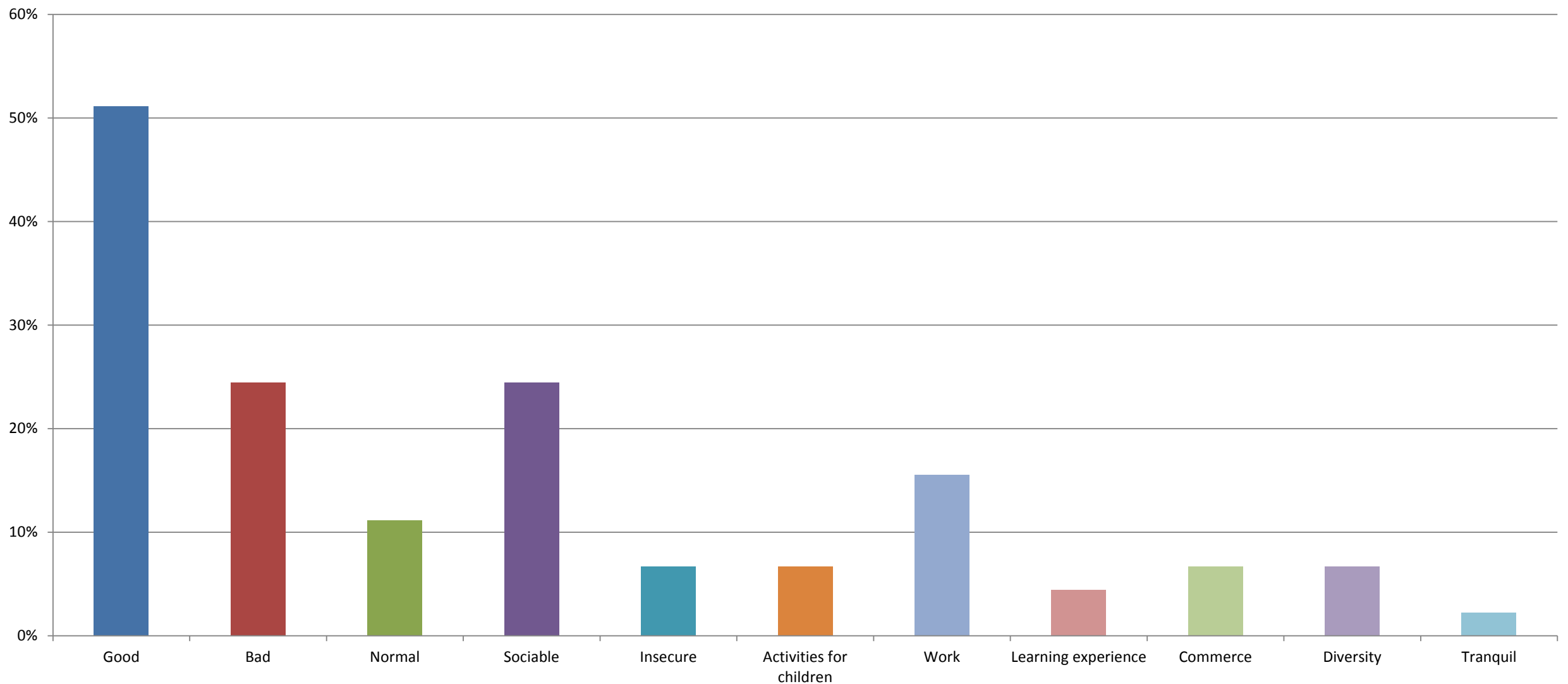
Animals	8	18%
People	18	40%
Physical Space	4	9%
Resting	2	4%
Nothing	7	16%
Natural elements	1	2%
Cultural events	1	2%
Commerce	6	13%
Work	10	22%
Environment	2	4%
Movement / Panorama	4	9%
Climate	3	7%
Accesibility	3	7%



## Comfort and Image

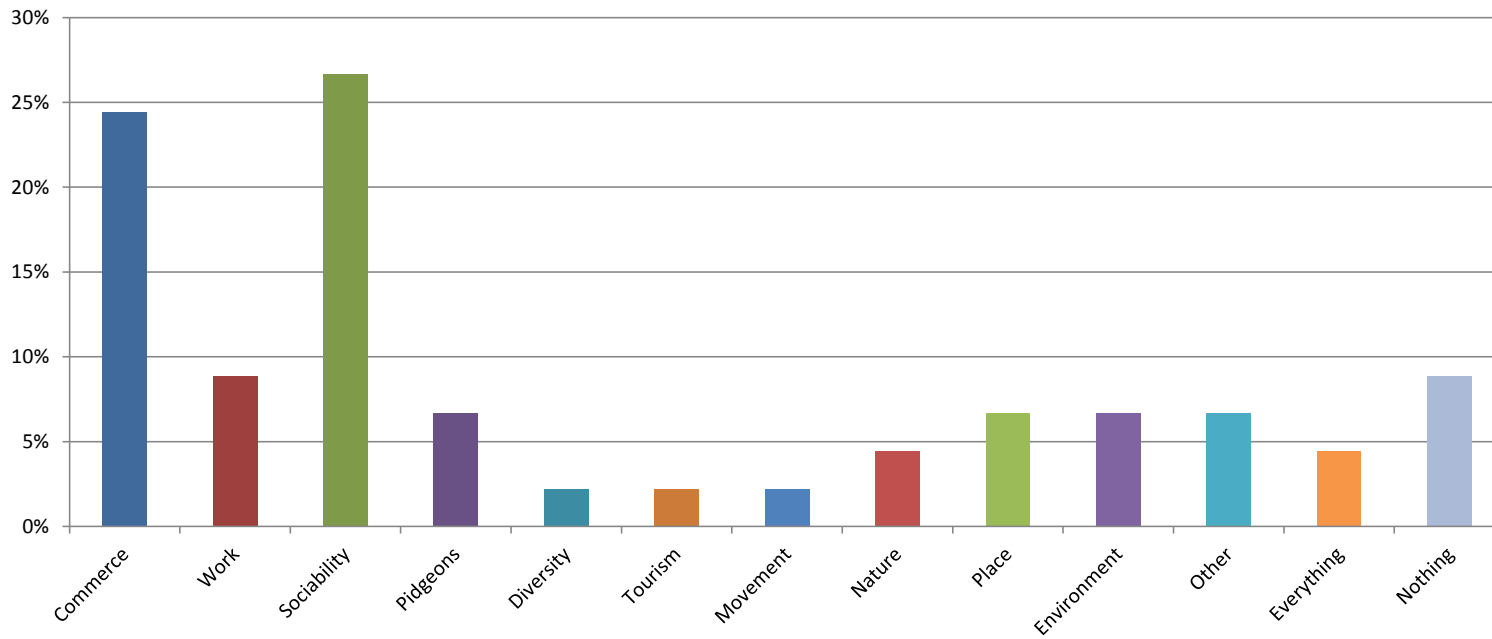
Q8: How would you describe your experience of this place?

Good	23	51%
Bad	11	24%
Normal	5	11%
Sociable	11	24%
Insecure	3	7%
Activities for children	3	7%
Work	7	16%
Learning experience	2	4%
Commerce	3	7%
Diversity	3	7%
Tranquil	1	2%



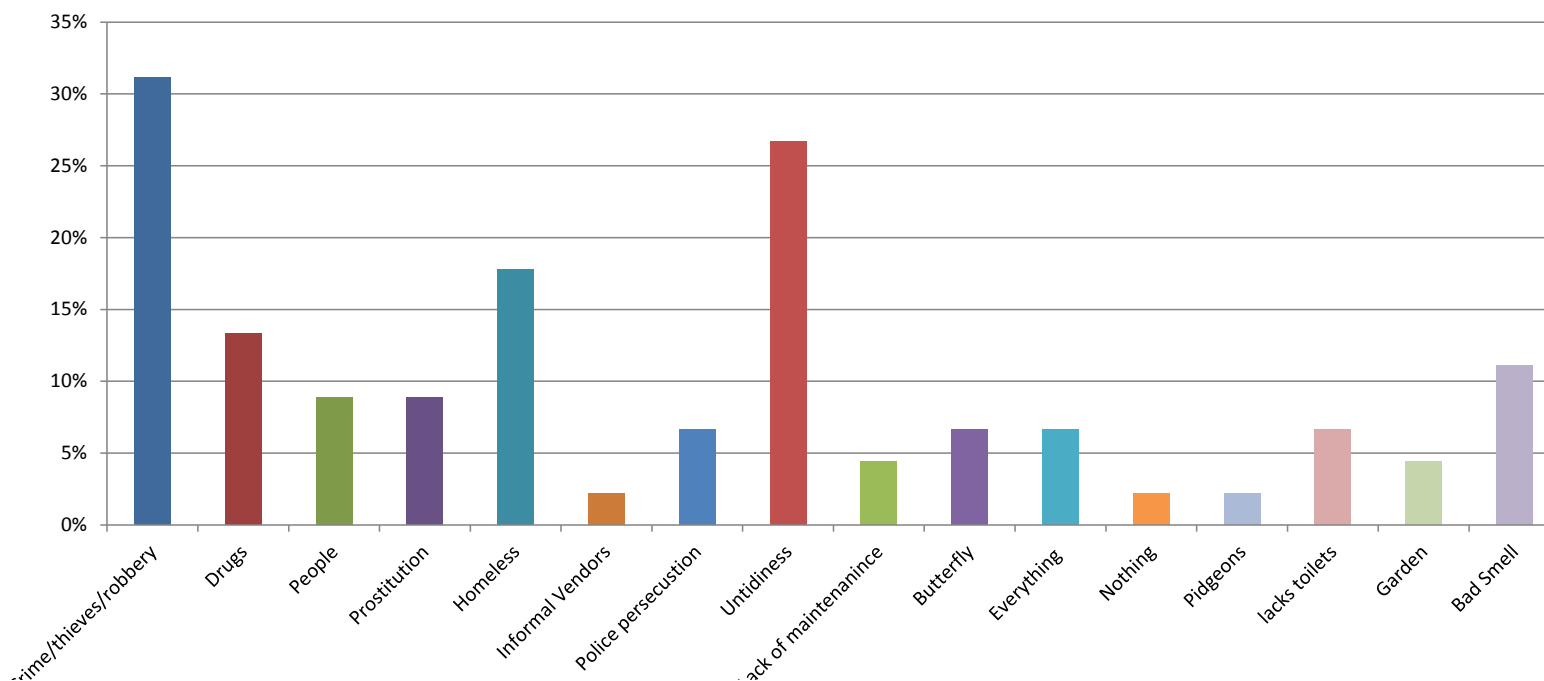
## Comfort and Image

Q9 A: What do you like MOST of this place and why?



Commerce	11	24%
Work	4	9%
Sociability	12	27%
Pidgeons	3	7%
Diversity	1	2%
Tourism	1	2%
Movement	1	2%
Nature	2	4%
Place	3	7%
Environment	3	7%
Other	3	7%
Everything	2	4%
Nothing	4	9%

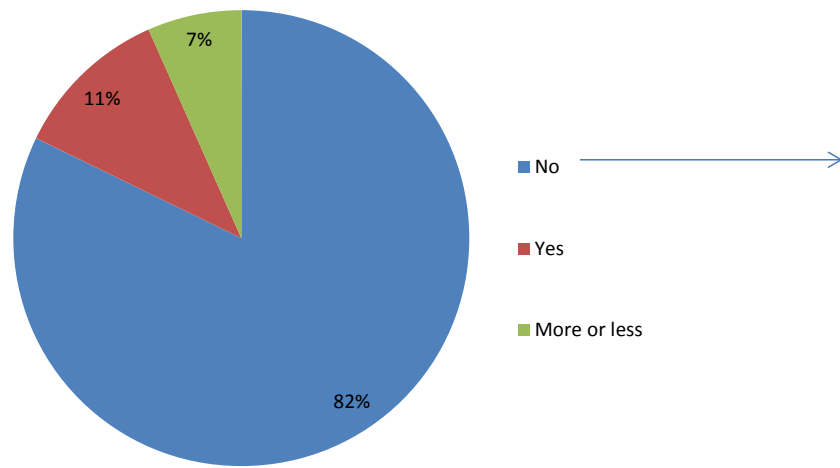
Q9 B: What do you like LEAST of this place and why?



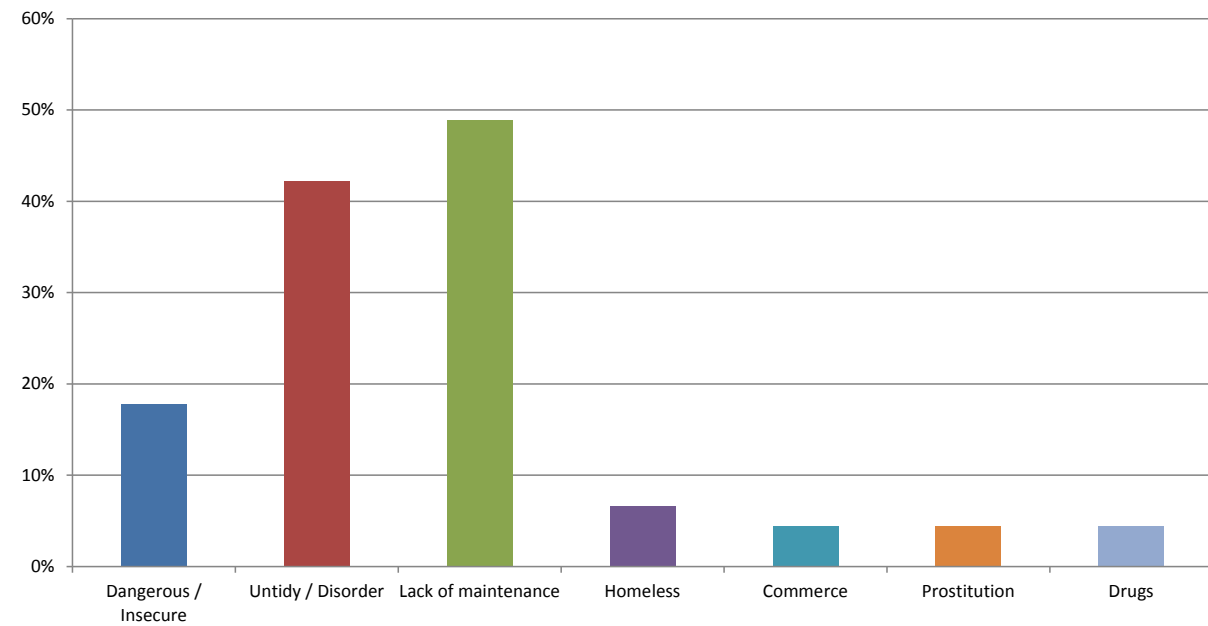
Crime/thieves/robbery	14	31%
Drugs	6	13%
People	4	9%
Prostitution	4	9%
Homeless	8	18%
Informal Vendors	1	2%
Police persecution	3	7%
Untidiness	12	27%
Lack of maintenaince	2	4%
Butterfly	3	7%
Everything	3	7%
Nothing	1	2%
Pidgeons	1	2%
lacks toilets	3	7%
Garden	2	4%
Bad Smell	5	11%

## Comfort and Image

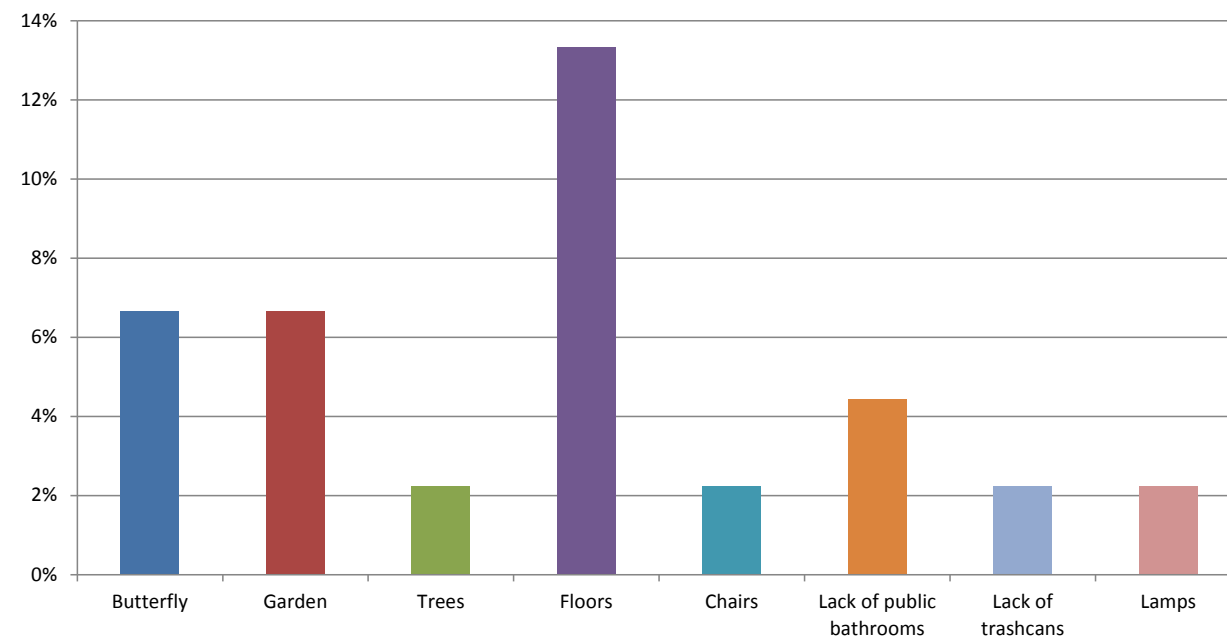
Q10: Do you think this place is in good condition? Why?



### Problematic



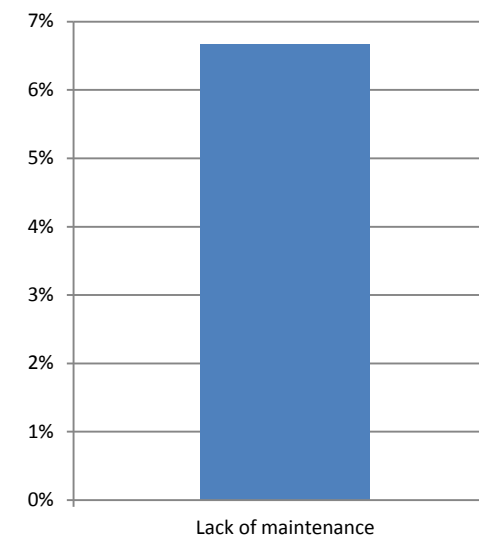
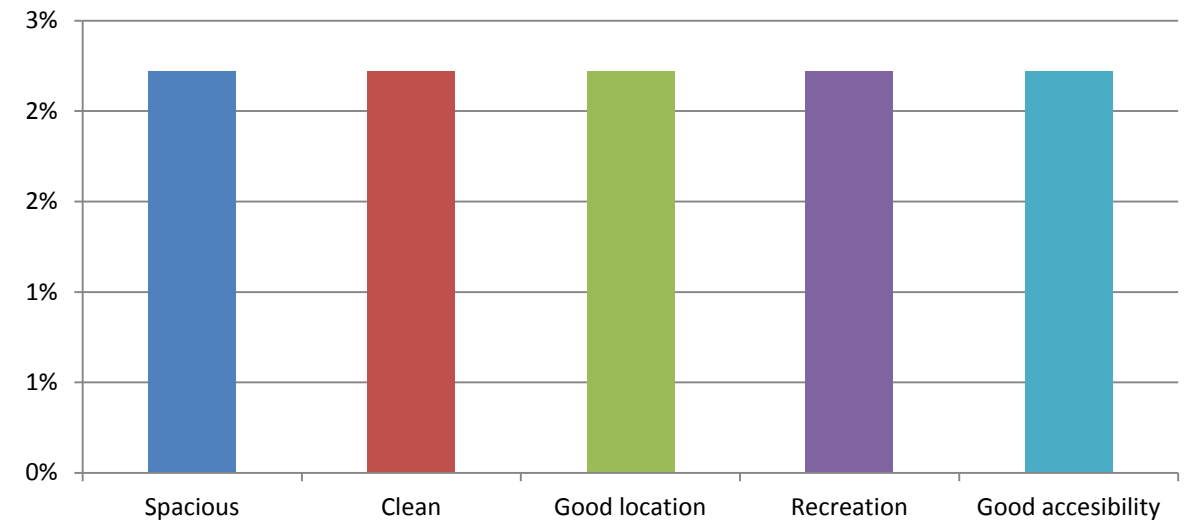
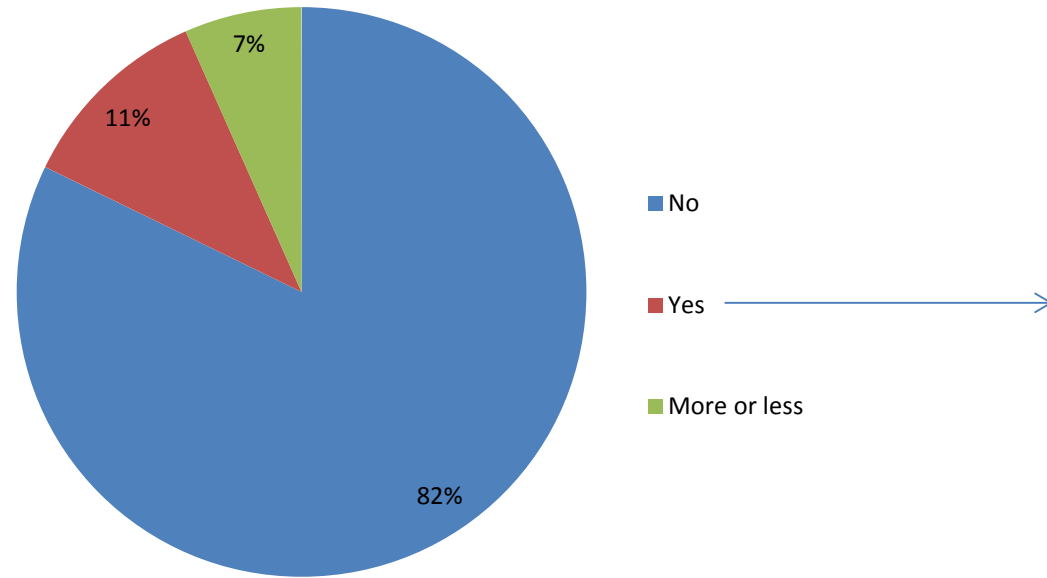
### Element





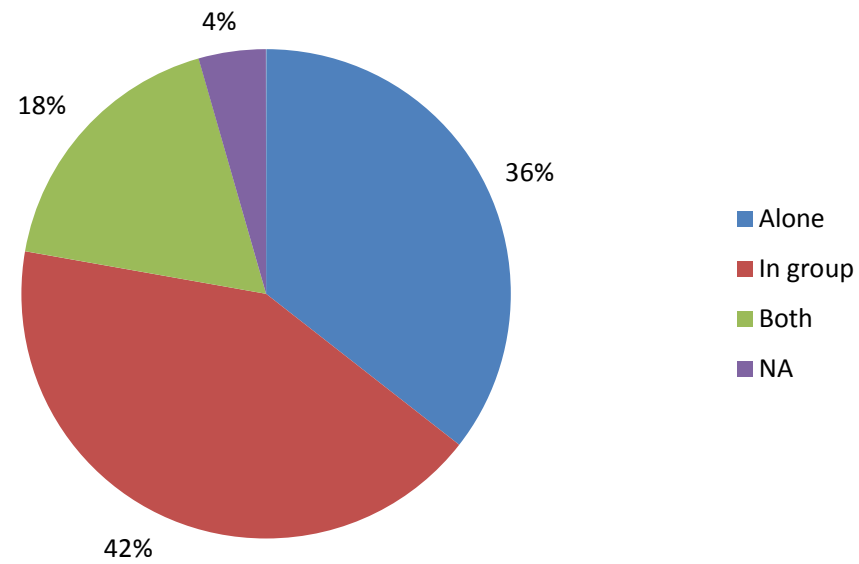
## Comfort and Image

Q10: Do you think this place is in good condition? Why?

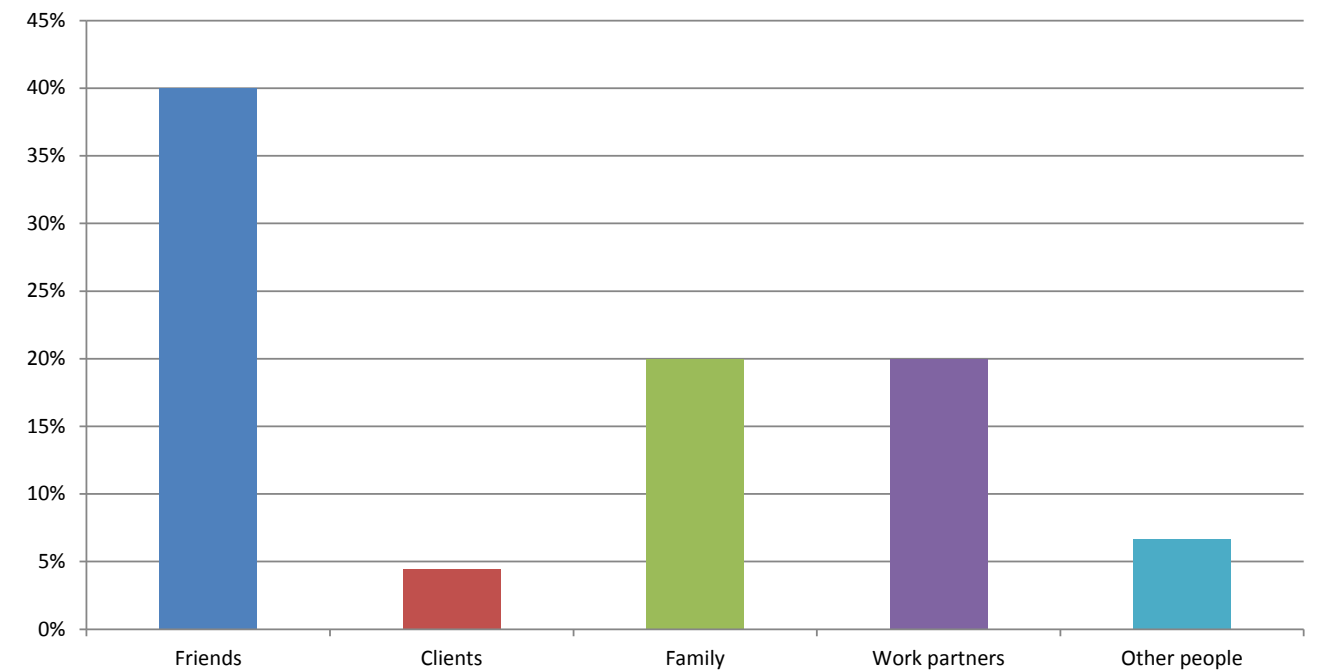
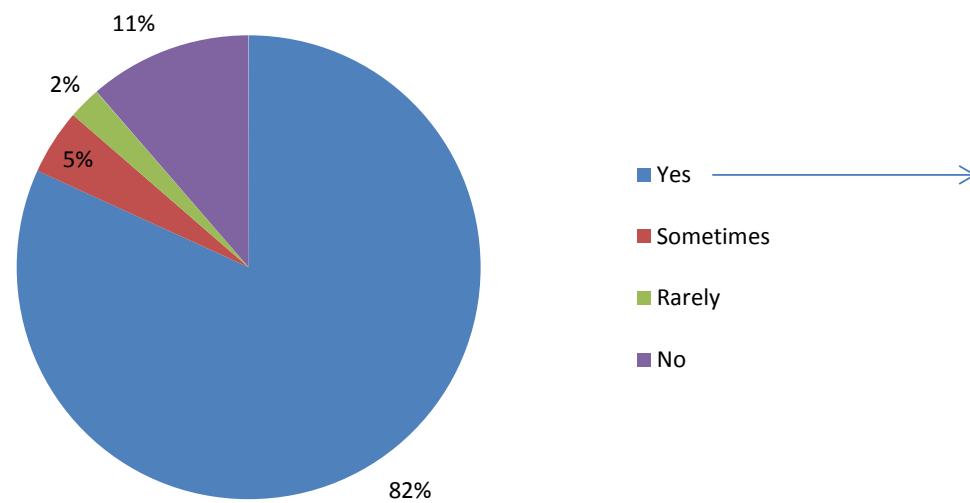


## Sociability

Q11: Are you alone or in company of somebody when you come here?

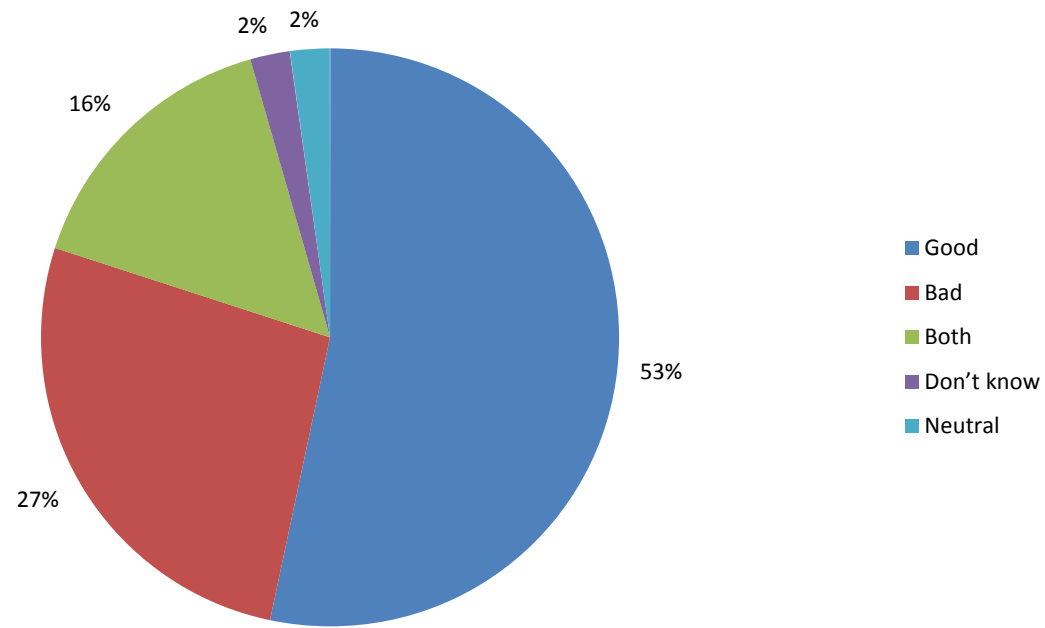


Q12: Do you usually meet your friends or other people in this place?

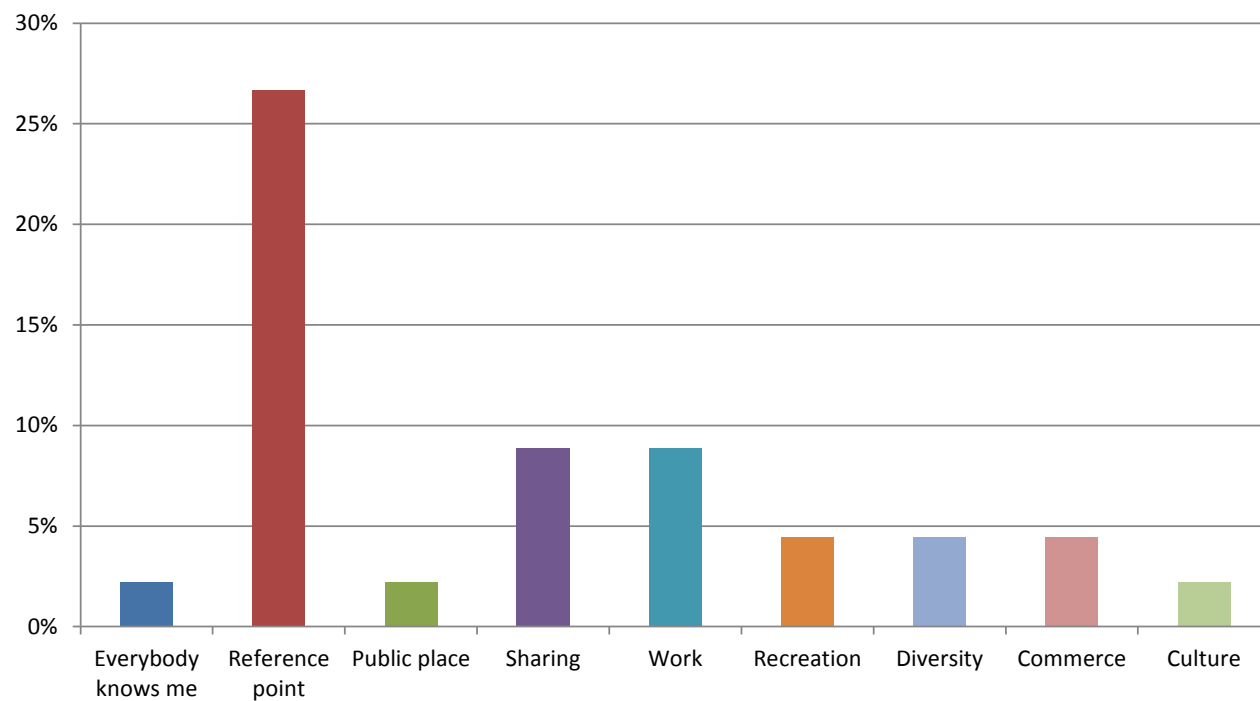


# Sociability

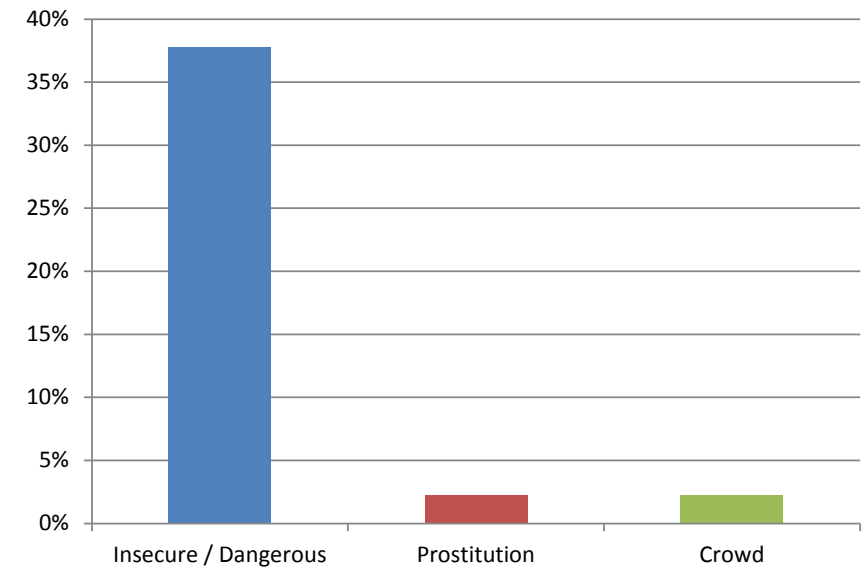
Q13: Why do you think this place is good (or not good) for meeting people?



## Good

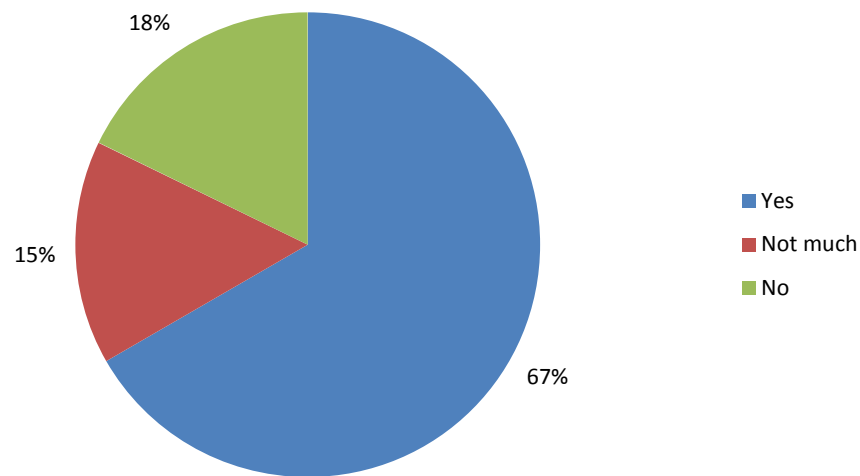


## Bad

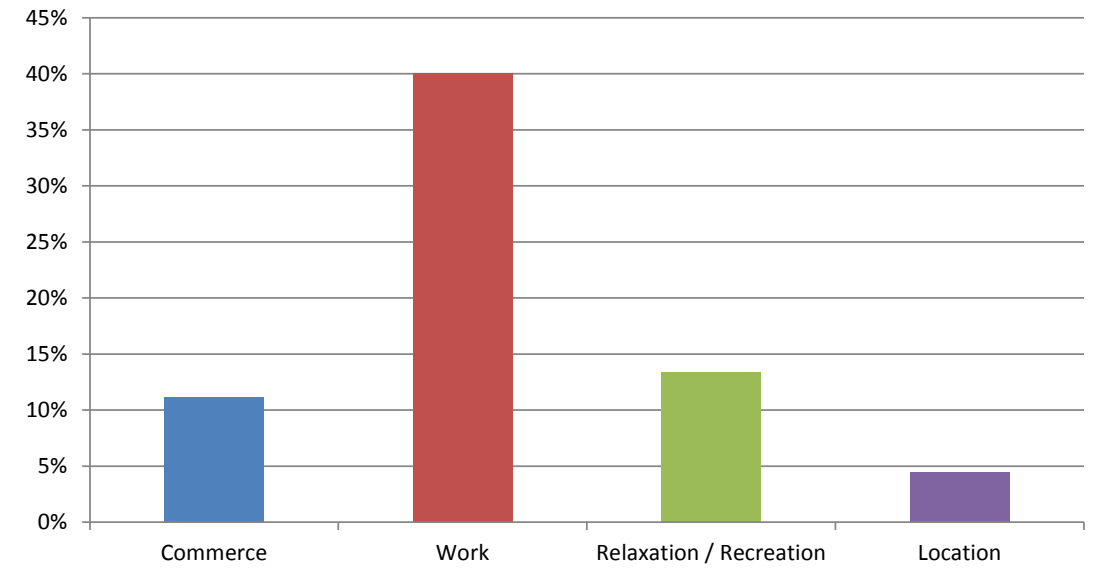


# Sociability

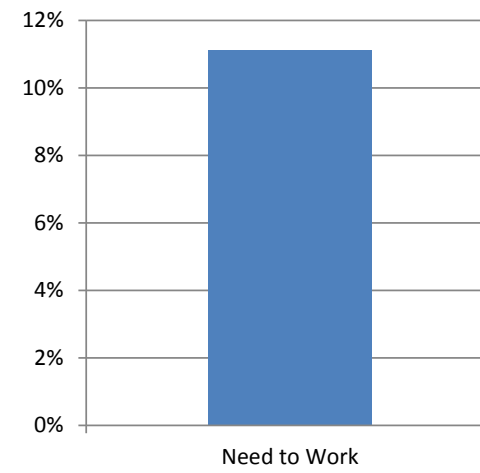
Q14: Do you like coming here? Why?



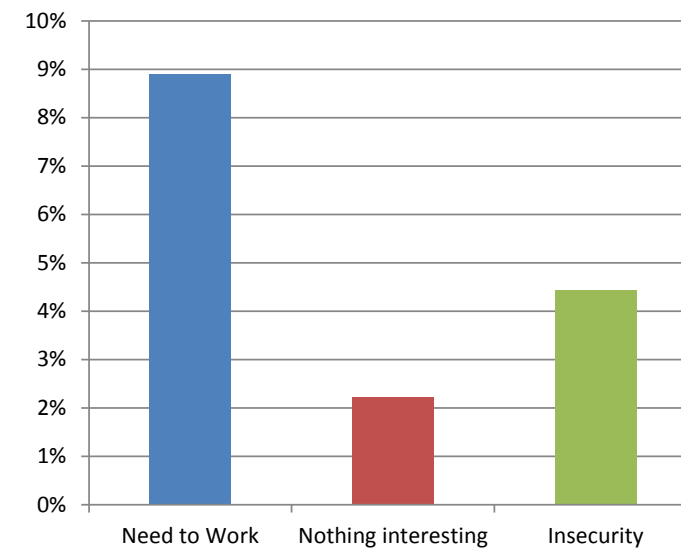
Yes



Not much



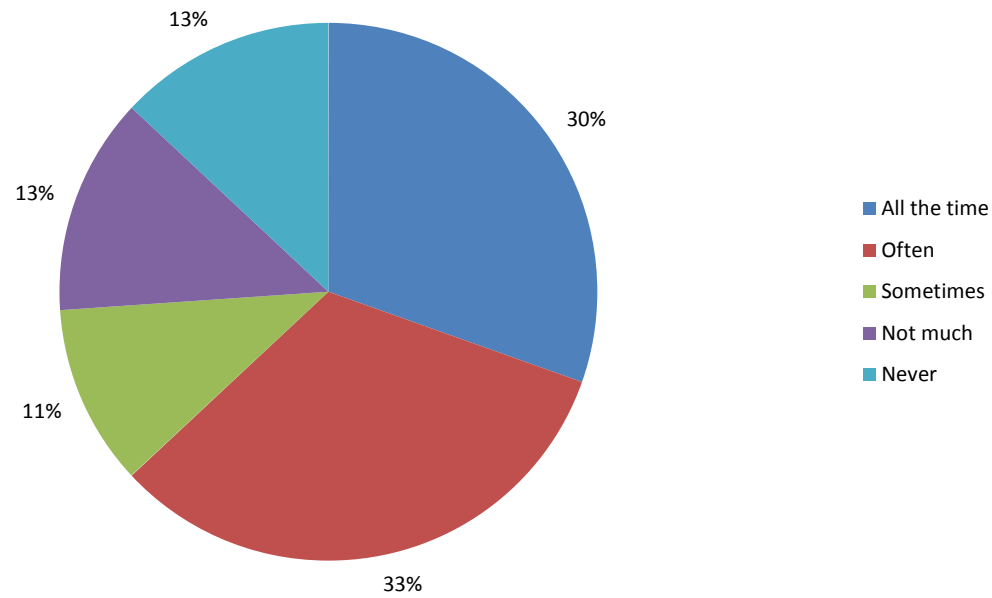
No





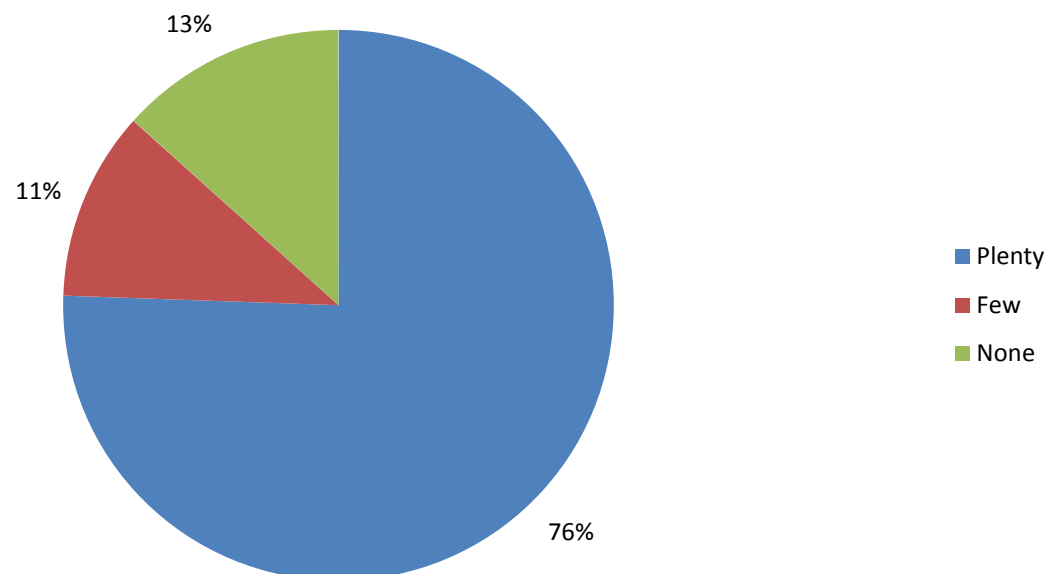
## Sociability

Q15: How often do you talk to other people when you come here?



All the time	14	31%
Often	15	33%
Sometimes	5	11%
Not much	6	13%
Almost never	6	13%

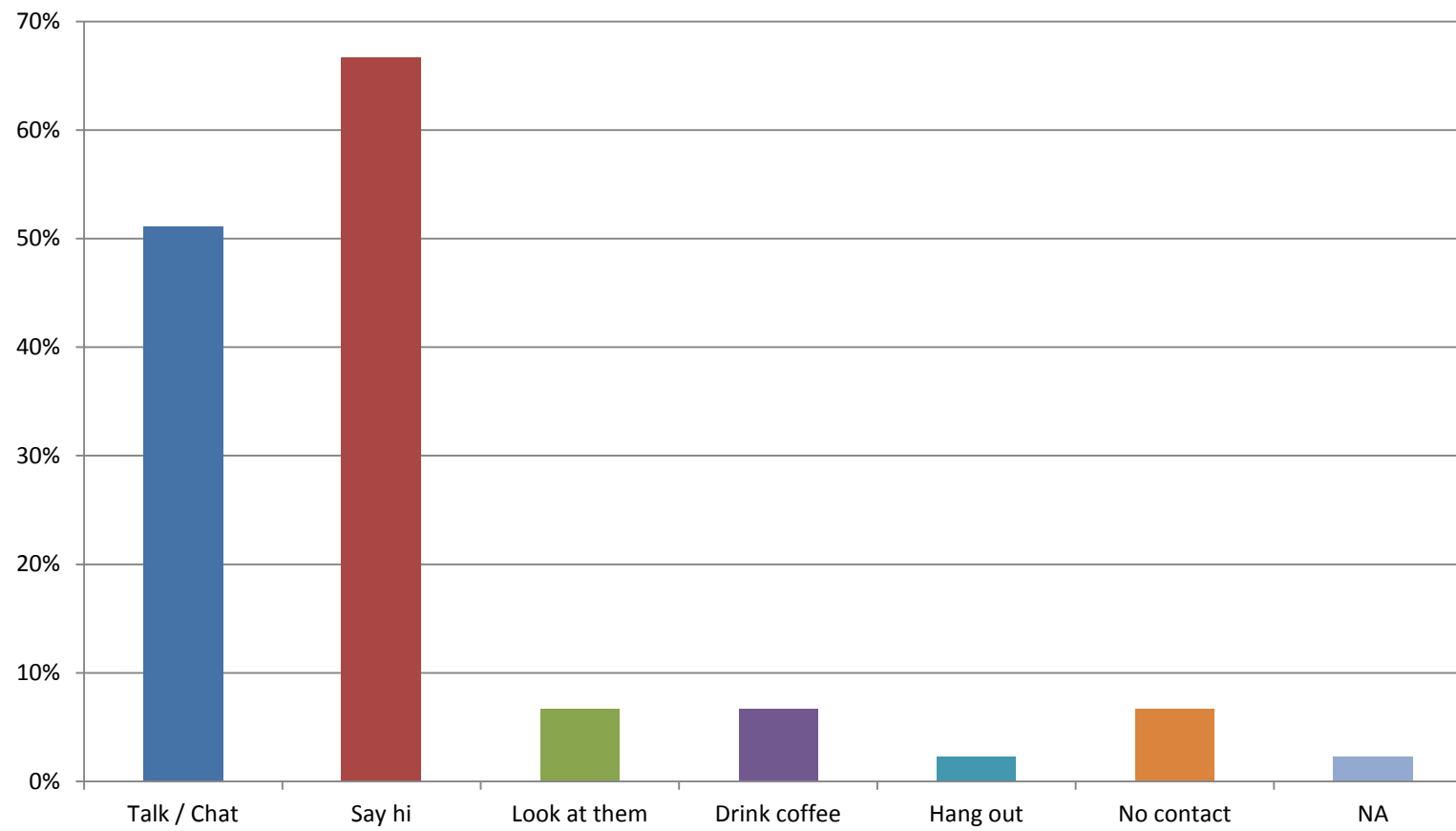
Q16: How many other users of this space do you know?



Plenty	34	76%
Few	5	11%
None	6	13%

## Sociability

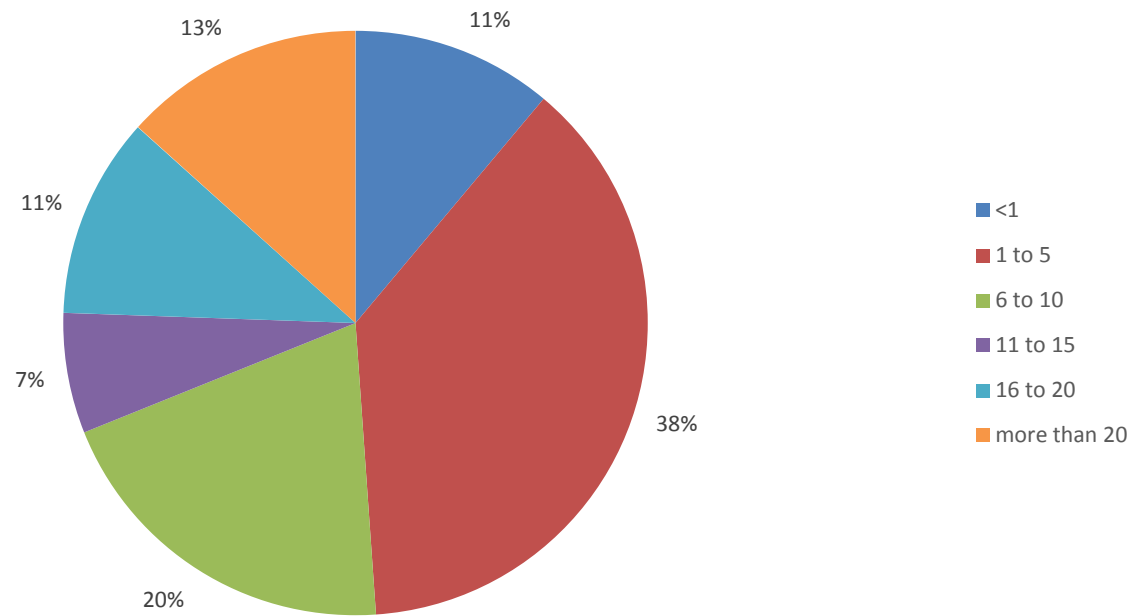
Q17: How do you make contact with other people in the space?



Talk / Chat	23	51%
Say hi	30	67%
Look at them	3	7%
Drink coffee	3	7%
Hang out	1	2%
No contact	3	7%
NA	1	2%

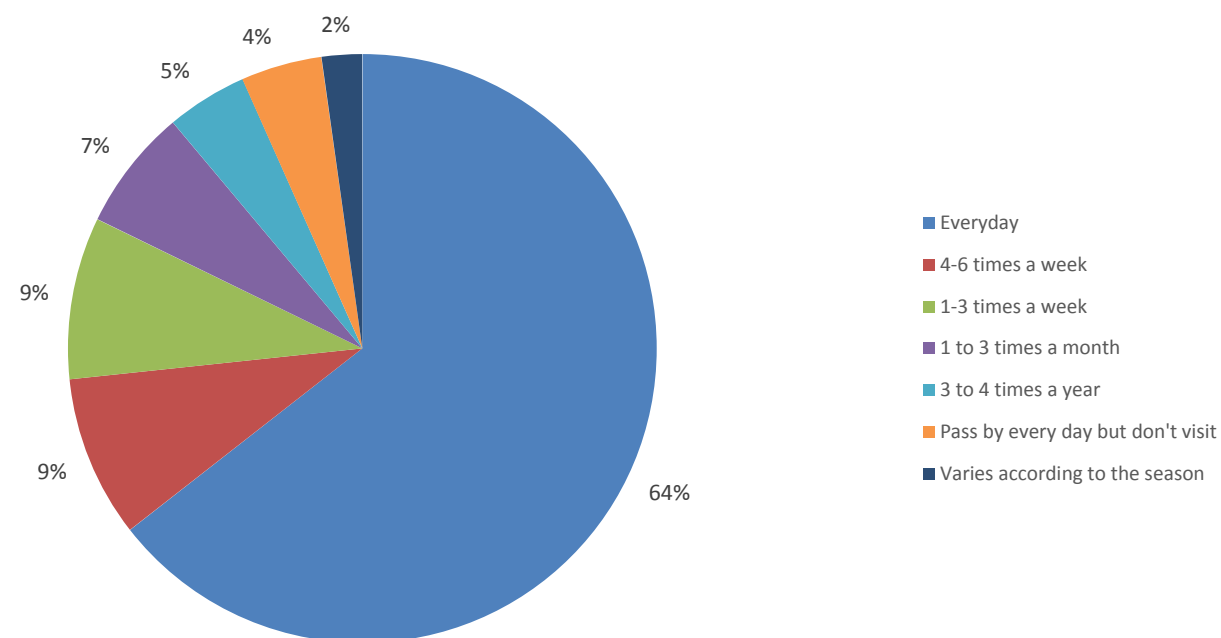
## Uses and Activities

Q18: How long have you been a user of this place?



Usage in years	
<1	5
1 to 5	17
6 to 10	9
11 to 15	3
16 to 20	5
more than 20	6
<b>Total</b>	<b>45</b>

Q19: How often do you visit this place?

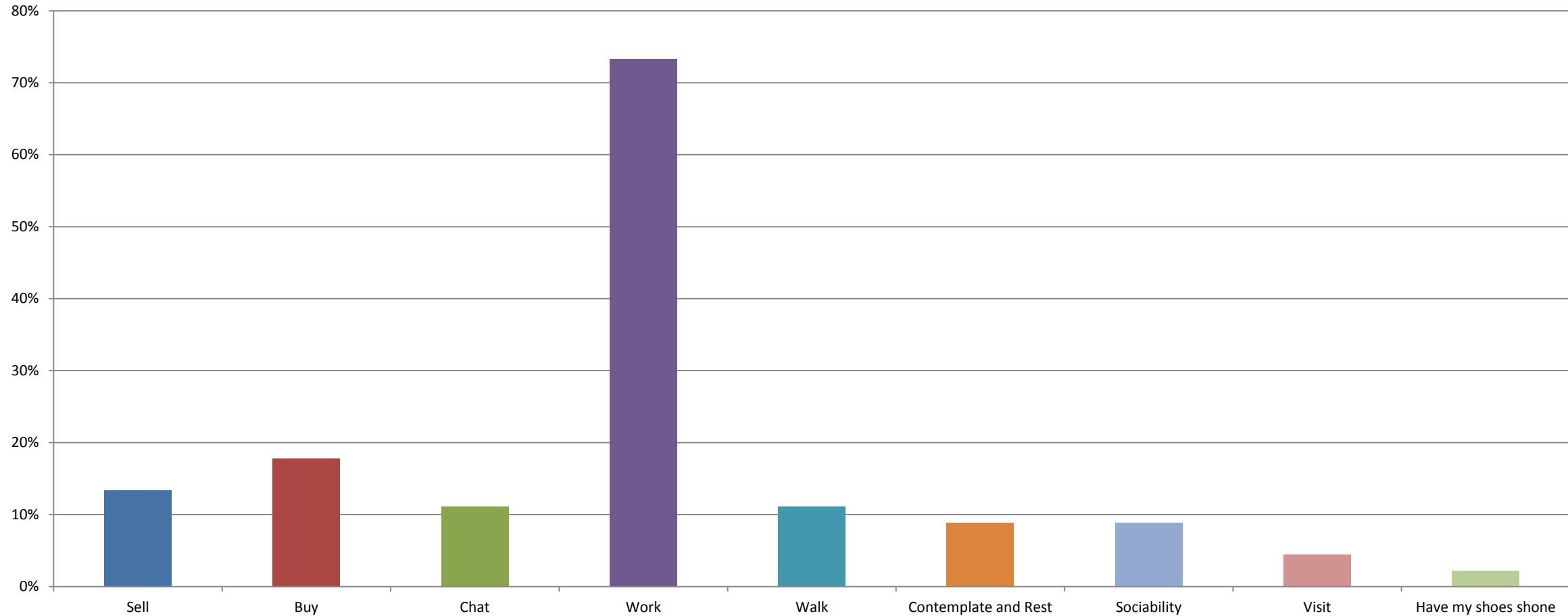


Usage frequency	
Everyday	29
4-6 times a week	4
1-3 times a week	4
1 to 3 times a month	3
3 to 4 times a year	2
Pass by every day but don't visit	2
Varies according to the season	1
<b>Total</b>	<b>45</b>

## Uses and Activities

Q20: What do you do when you visit it?

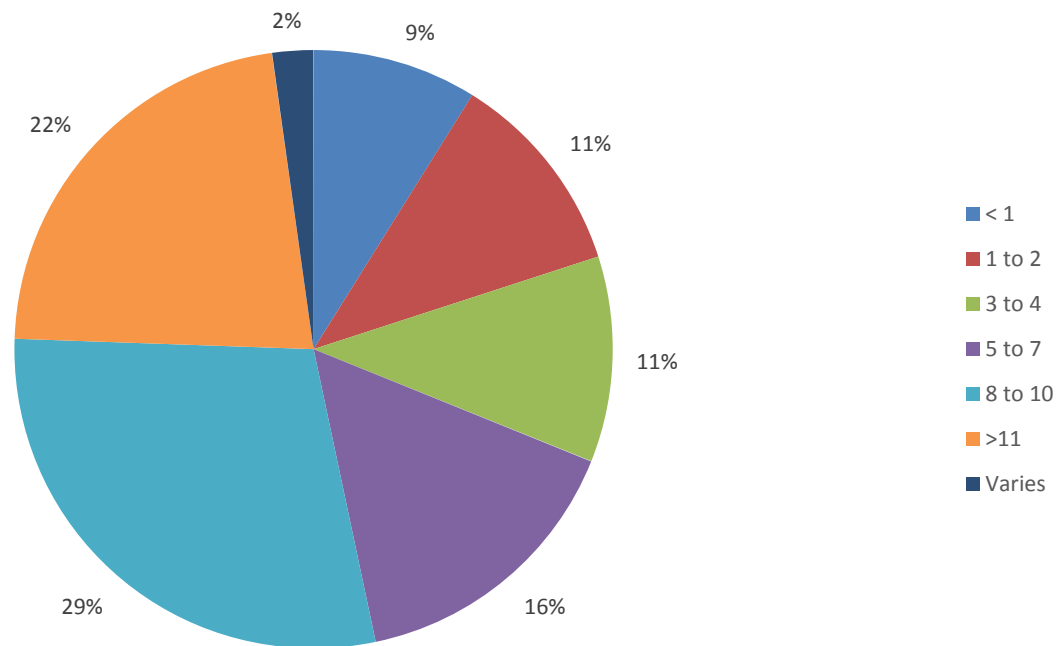
Sell	6	13%
Buy	8	18%
Chat	5	11%
Work	33	73%
Walk	5	11%
Contemplate and Rest	4	9%
Sociability	4	9%
Visit	2	4%
Have my shoes shone	1	2%





## Uses and Activities

Q21:How long do you stay when you visit it?

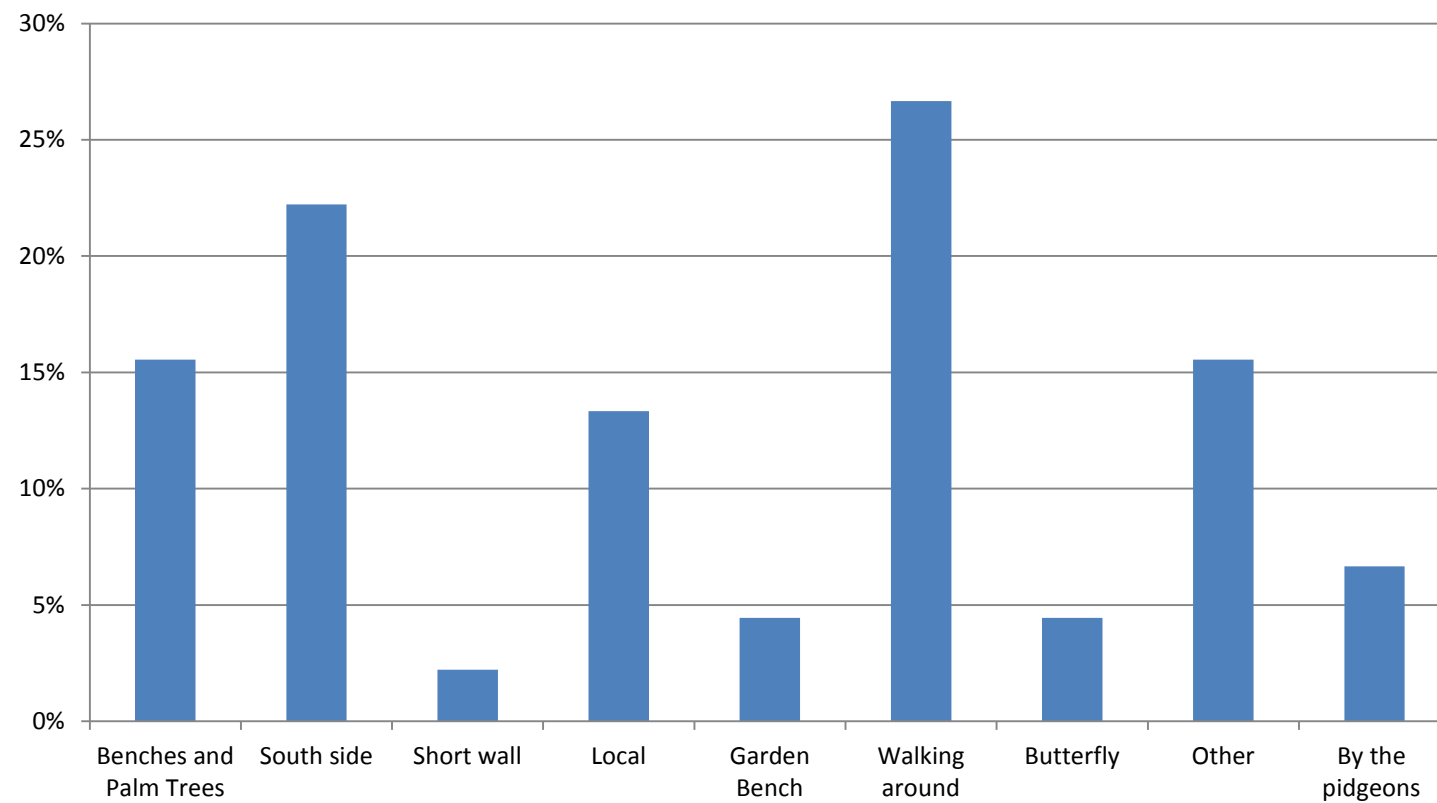


### Time of stay

< 1	4
1 to 2	5
3 to 4	5
5 to 7	7
8 to 10	13
>11	10
Varies	1
<b>Grand Total</b>	<b>45</b>

## Uses and Activities

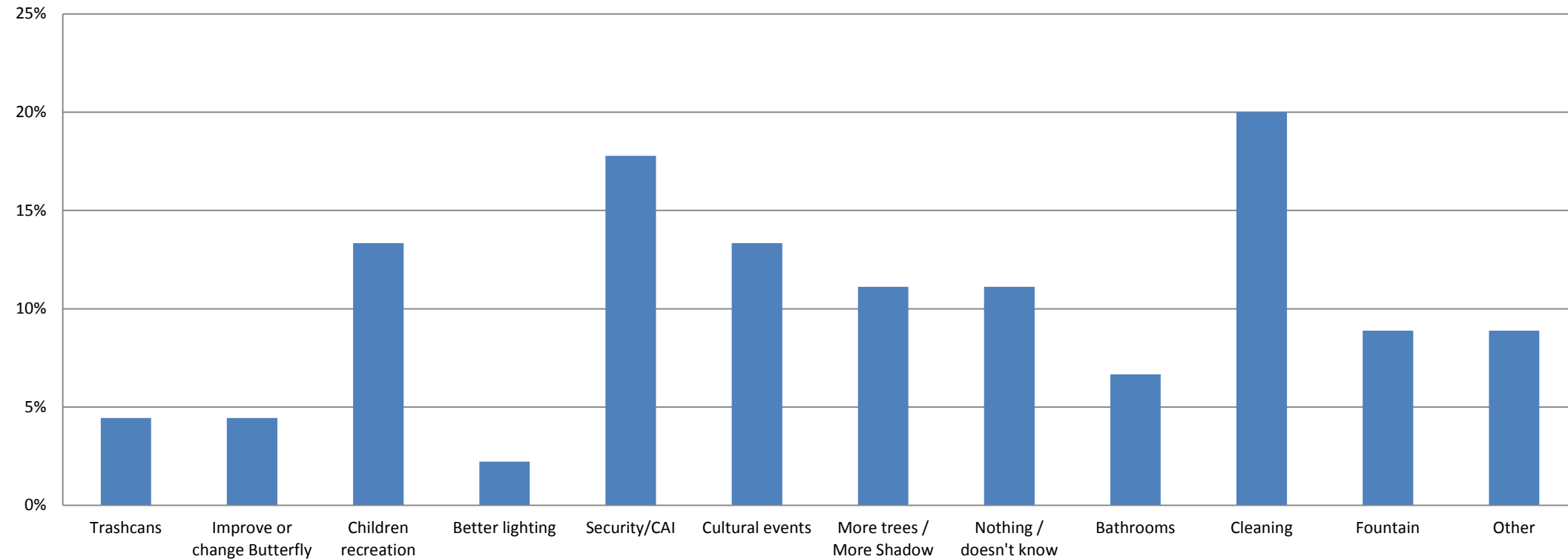
Q22: Where do you usually stay when you come here?



Benches and Palm Trees	7	16%
South side	10	22%
Short wall	1	2%
Local	6	13%
Garden Bench	2	4%
Walking around	12	27%
Butterfly	2	4%
Other	7	16%
By the pigeons	3	7%

## Uses and Activities

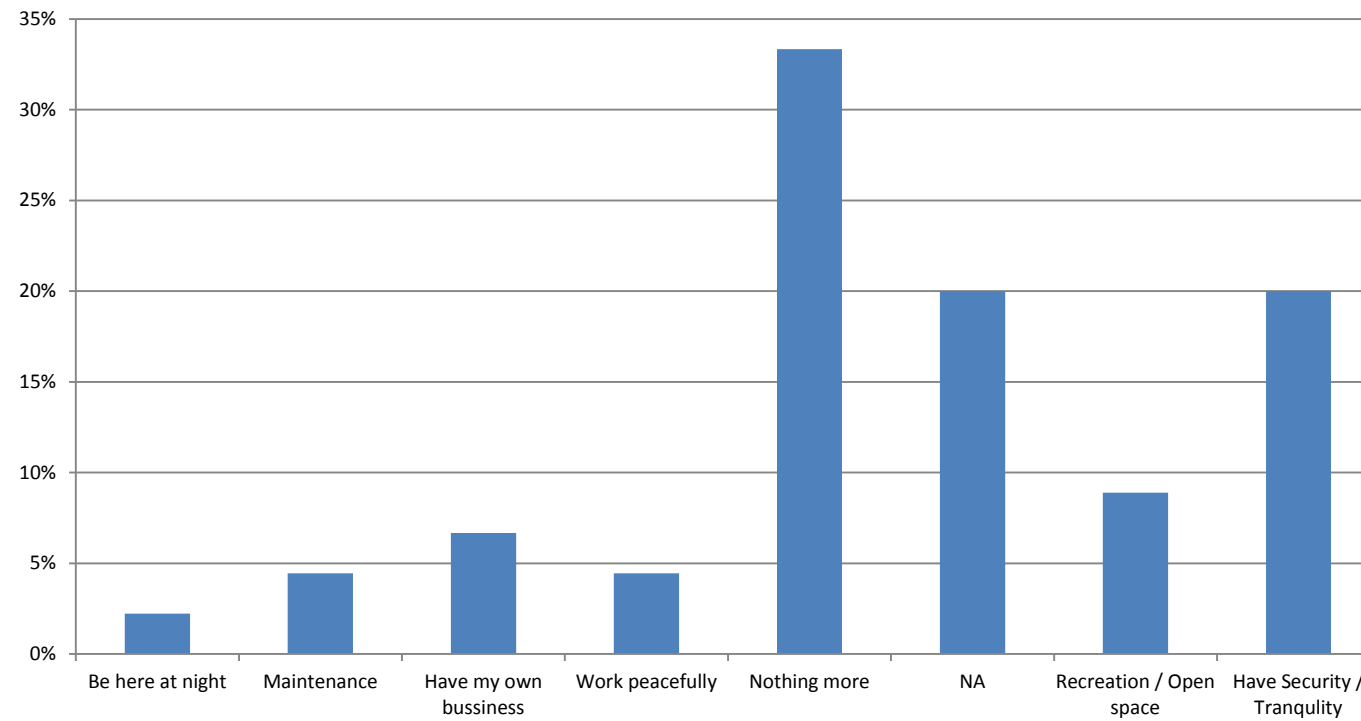
Q23: What would you like to see in this place that is not present now?



Trashcans	2	4%
Improve or change Butterfly	2	4%
Children recreation	6	13%
Better lighting	1	2%
Security/CAI	8	18%
Cultural events	6	13%
More trees / More Shadow	5	11%
Nothing / doesn't know	5	11%
Bathrooms	3	7%
Cleaning	9	20%
Fountain	4	9%
Other	4	9%

## Uses and Activities

Q24: What would you like to do in this place that is not available right now?

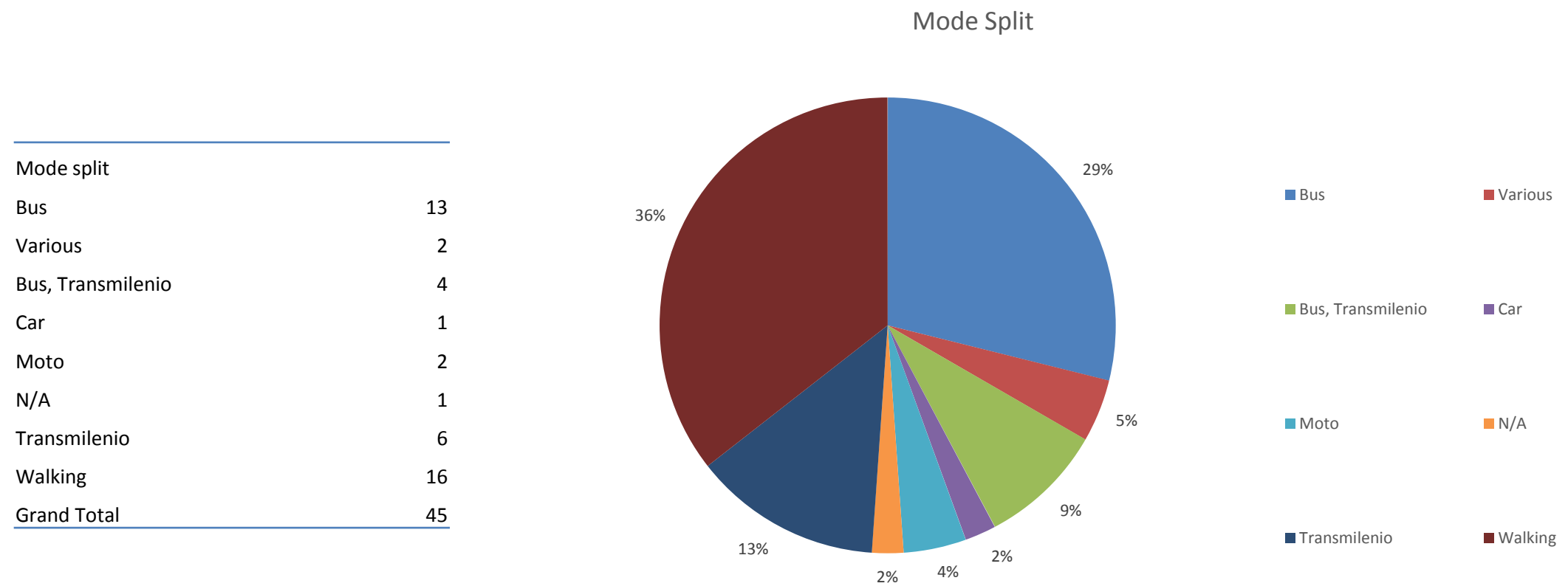


Be here at night	1	2%
Maintenance	2	4%
Have my own bussiness	3	7%
Work peacefully	2	4%
Nothing more	15	33%
NA	9	20%
Recreation / Open space	4	9%
Have Security / Tranquility	9	20%



## Access and Linkage

Q25: How do you usually come here? (E.g. Bus, bike, car, walking)



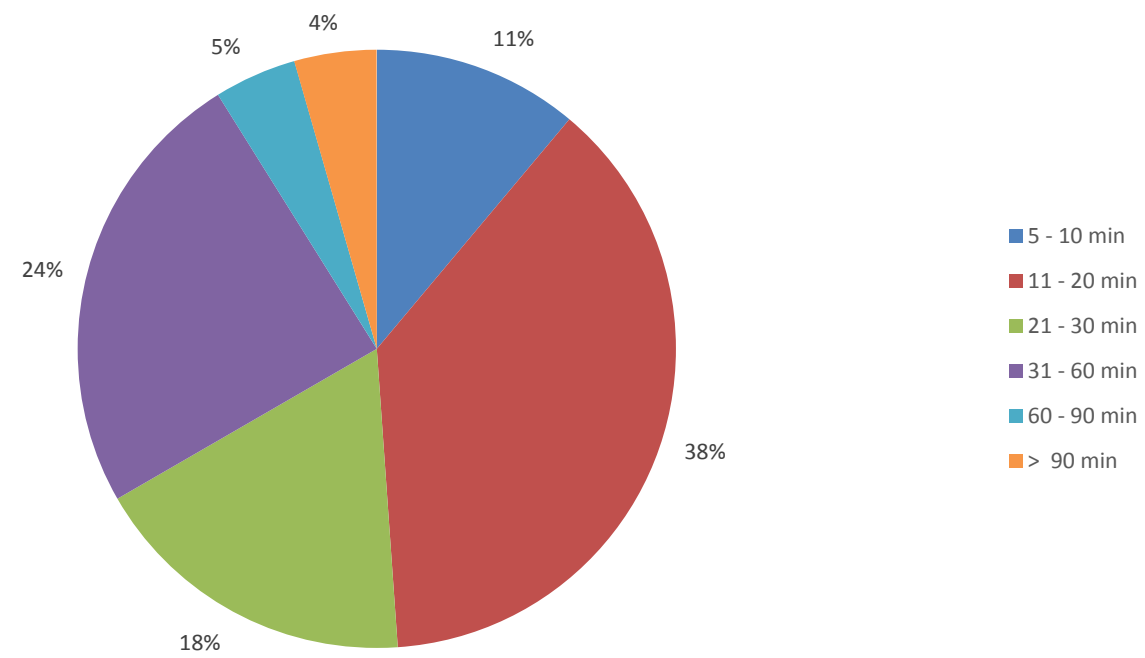
## Access and Linkage

Q26: How long does it take you to come here?

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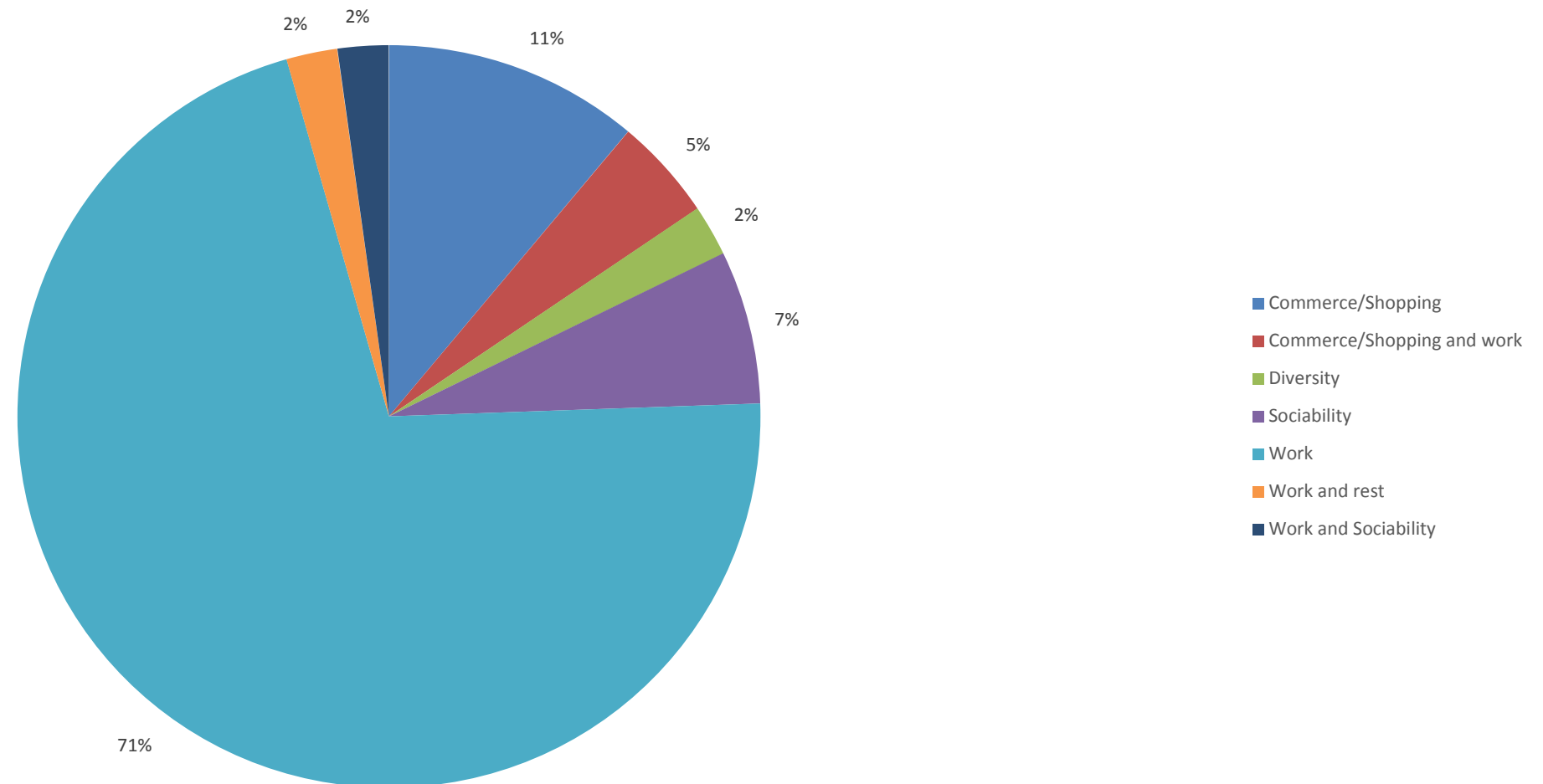
Time in minutes	
5 - 10 min	5
11 - 20 min	17
21 - 30 min	8
31 - 60 min	11
60 - 90 min	2
> 90 min	2

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## Access and Linkage

Q27: What is the main reason for you to come here?

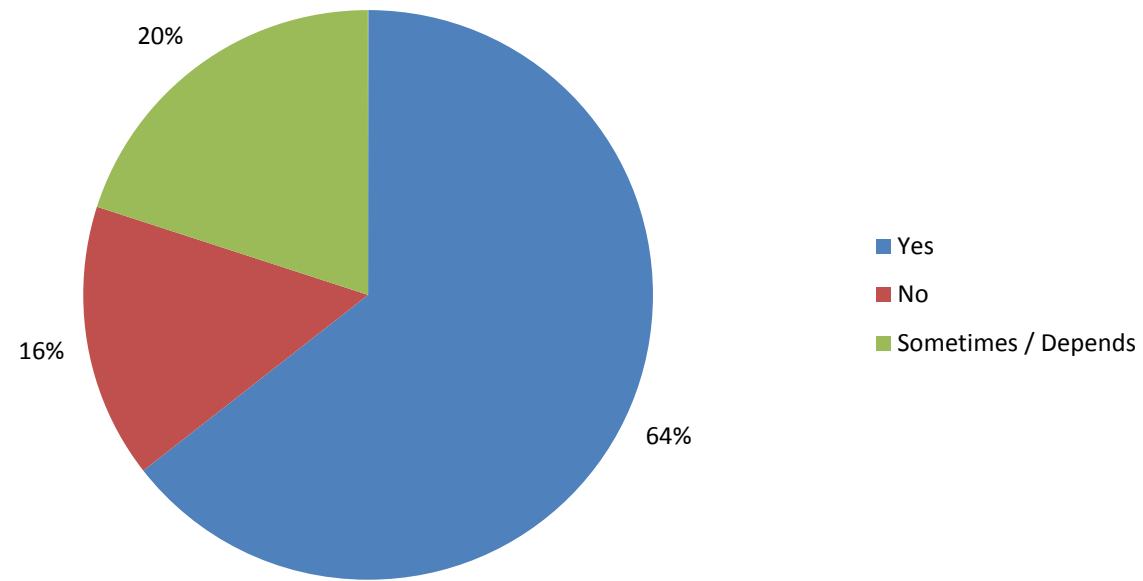


Main reason to use the Plaza

Commerce/Shopping	5
Commerce/Shopping and work	2
Diversity	1
Sociability	3
Work	32
Work and rest	1
Work and Sociability	1
Grand Total	45

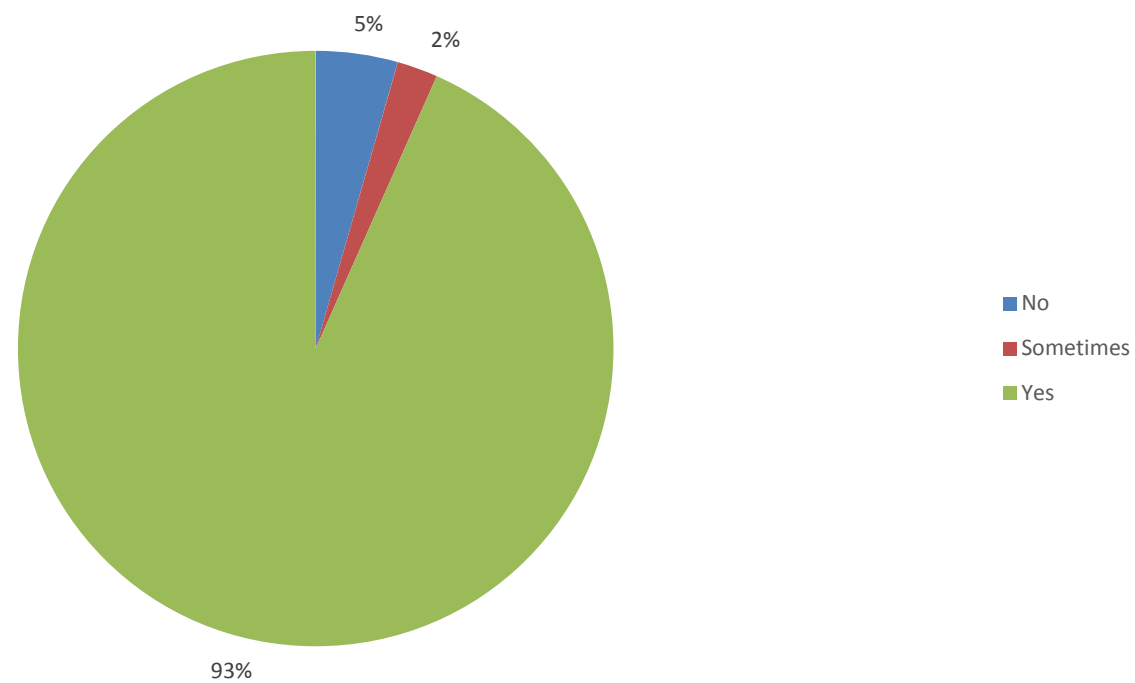
## Access and Linkage

Q28: Do you think is easy to move around this place?



Yes	29	64%
No	7	16%
Sometimes / Depends	9	20%

Q29: Do you think it's easy to come to this place from where you live?

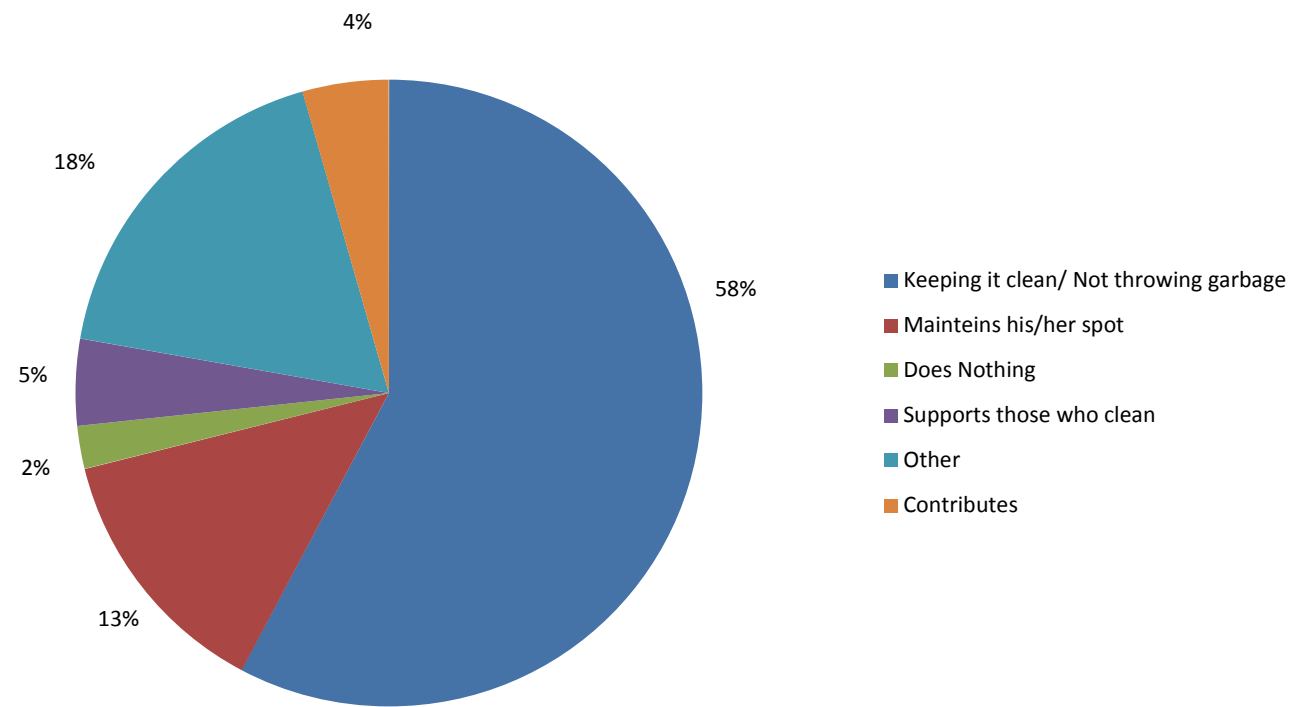


Ease of accesibility	
No	2
Sometimes	1
Yes	42
<b>Grand Total</b>	<b>45</b>



## Other Perceptions

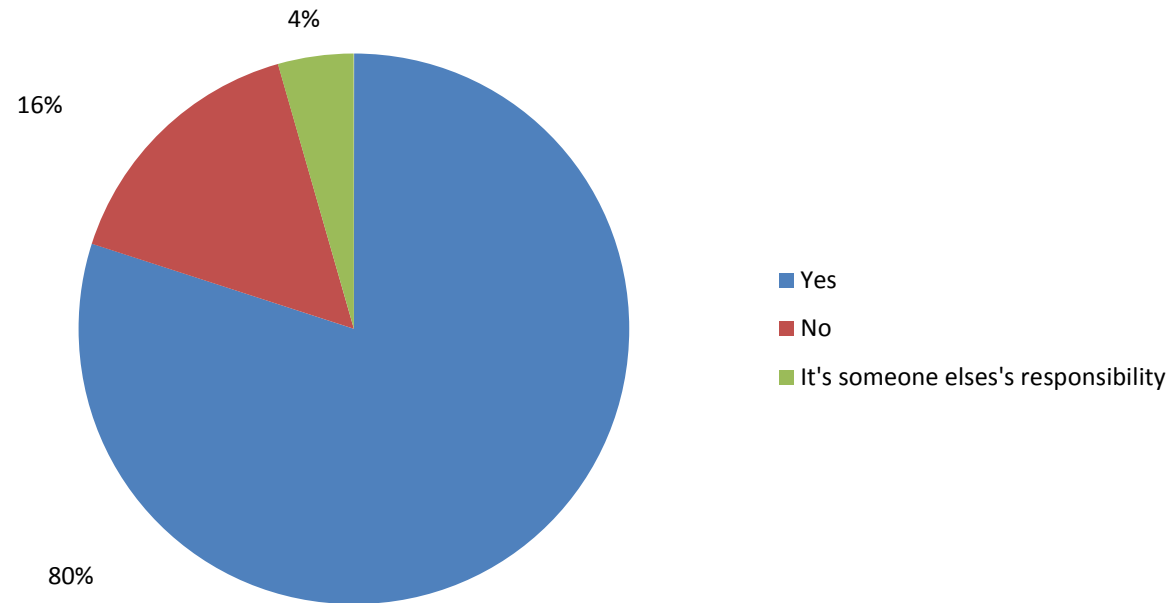
Q30: How do you contribute to keep this space in good conditions?



Keeping it clean/ Not throwing garbage	26	58%
Maintains his/her spot	6	13%
Does Nothing	1	2%
Supports those who clean	2	4%
Other	8	18%
Contributes	2	4%

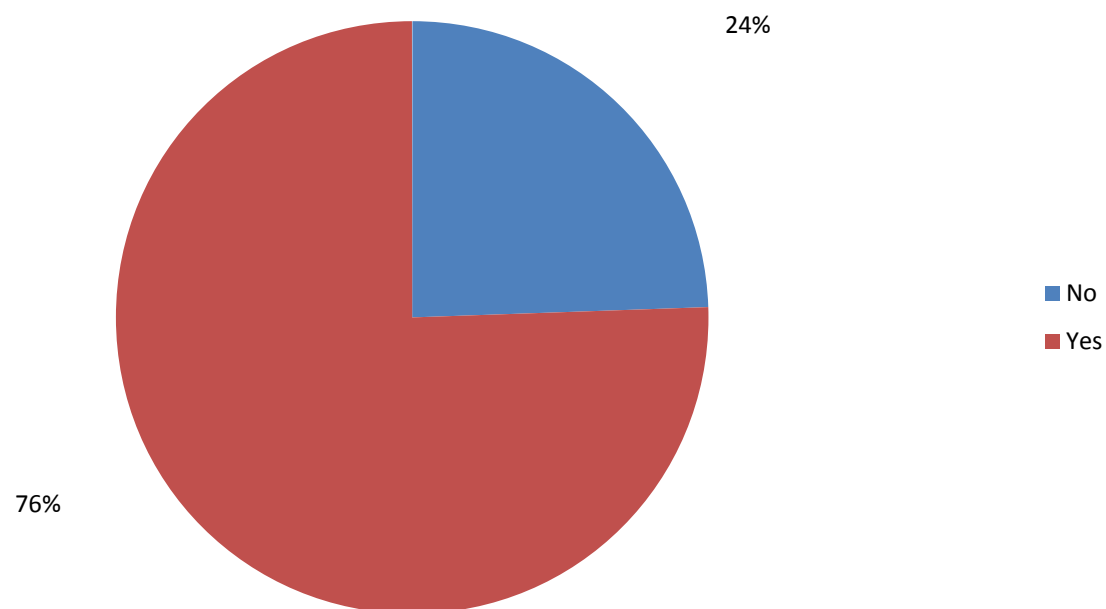
## Other Perceptions

Q31: Do you feel any responsibility to keep this space in good conditions?



Yes	36	80%
No	7	16%
It's someone else's responsibility	2	4%

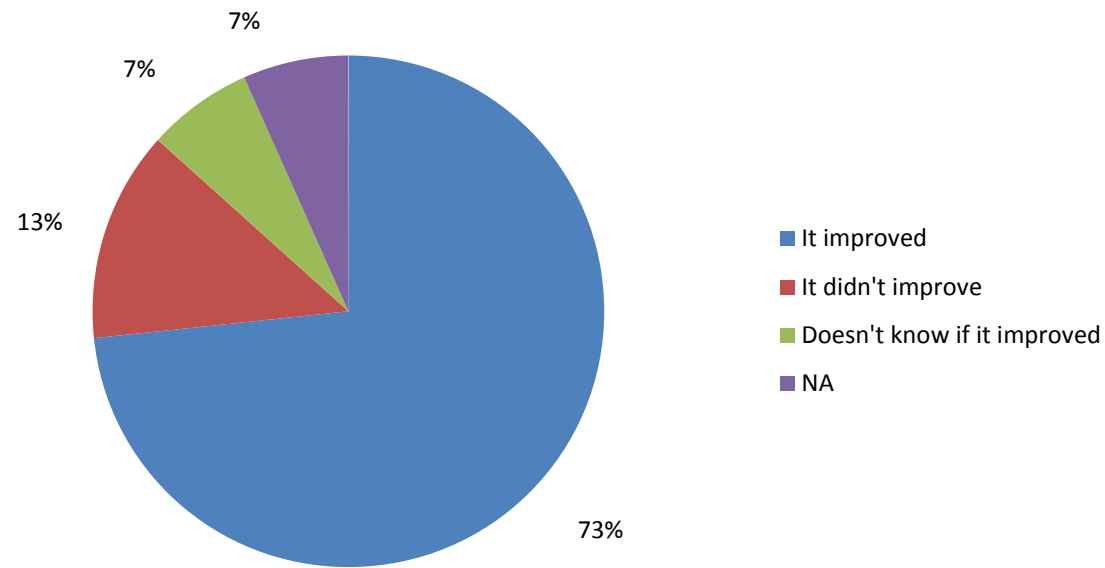
Q32: Did you know this place before it was refurbished?



No	11	24%
Yes	34	76%

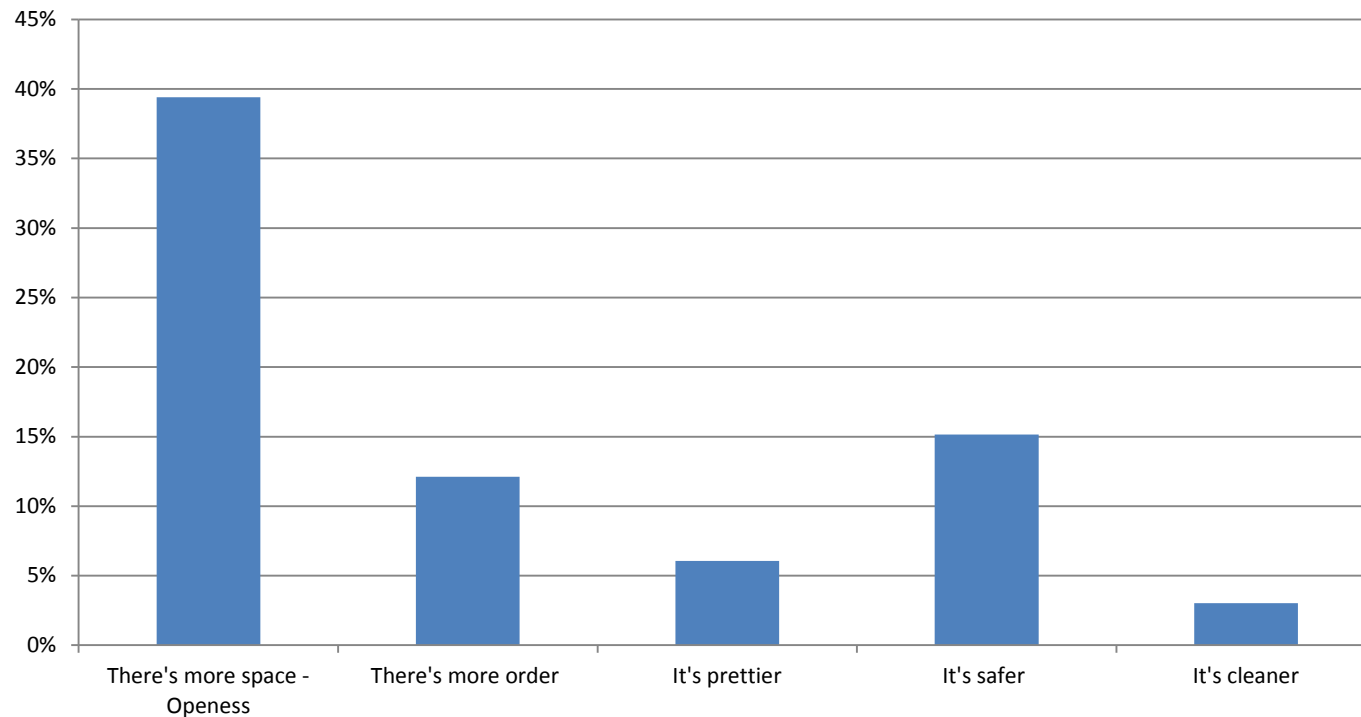
## Other Perceptions

Q33: In which ways do you think it improved after the refurbishment?



It improved	33	73%
It didn't improve	6	13%
Doesn't know if it improved	3	7%
NA	3	7%

## Main Improvements

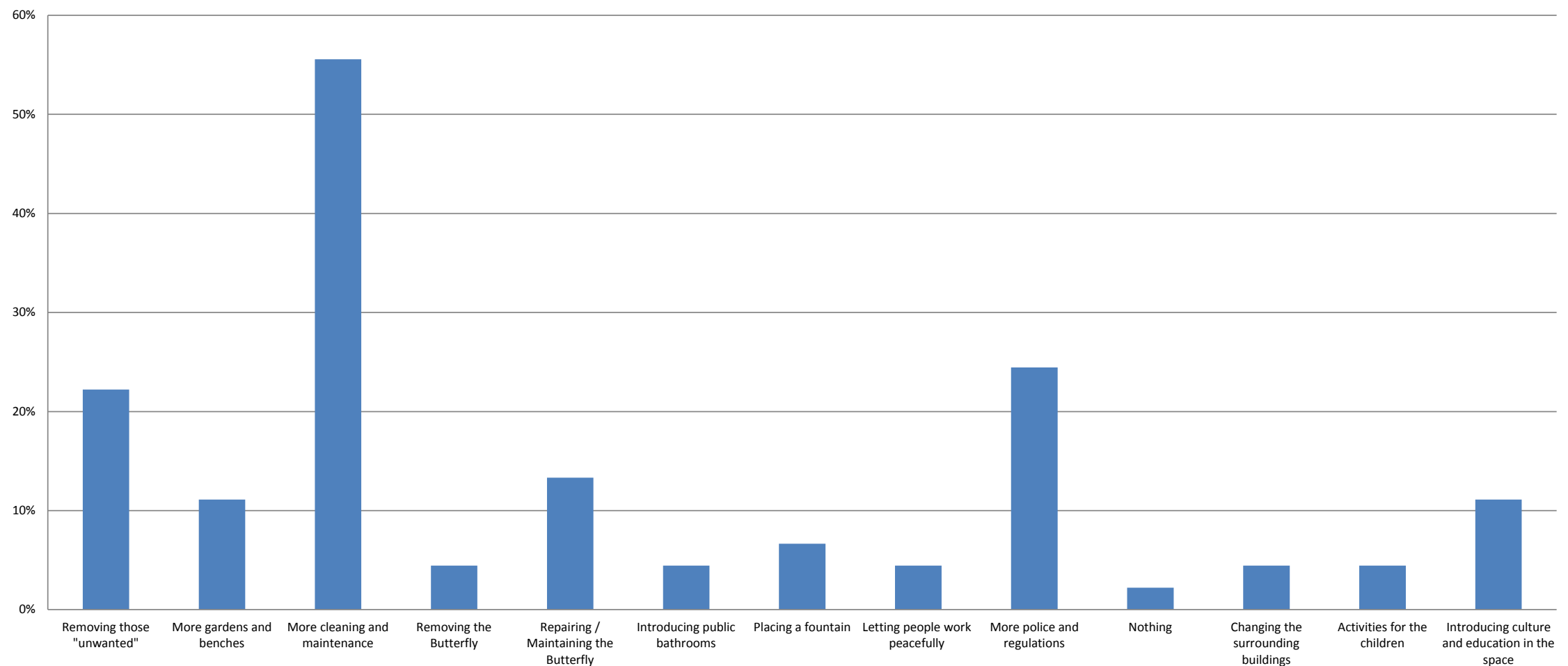


There's more space - Openess	13	39%
There's more order	4	12%
It's prettier	2	6%
It's safer	5	15%
It's cleaner	1	3%

## Other Perceptions

Q34: How would you improve this space?

Removing those "unwanted"	10	22%
More gardens and benches	5	11%
More cleaning and maintenance	25	56%
Removing the Butterfly	2	4%
Repairing / Maintaining the Butterfly	6	13%
Introducing public bathrooms	2	4%
Placing a fountain	3	7%
Letting people work peacefully	2	4%
More police and regulations	11	24%
Nothing	1	2%
Changing the surrounding buildings	2	4%
Activities for the children	2	4%
Introducing culture and education in the space	5	11%



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