Cover Letter

Please read the cover letter and choose if you would like to participate in the study.

You are invited to participate in a study entitled "Validating an Abstraction Hierarchy for City Scale Resilience". The study is being conducted by Kerri McClymont (PhD Researcher) from Heriot Watt University as part of the EPSRC EP.NE30419/1 project 'Water Resilient Cities: Climate Uncertainty & Urban Vulnerability to Hydro-hazards'.

The purpose of this study is to seek subject matter expert knowledge and insights to inform the development of an abstraction hierarchy applied to a city. The abstraction hierarchy aims to explore the complex web of social and technical interactions and how they combine to affect critical system functionalities. Abstraction in this context means that qualities of objects which are considered separate from the objects themselves.

[Placement for figure to explain abstraction hierarchy]

Participants will be asked to review the draft list of abstraction hierarchy nodes and give their feedback. Please note there is a short follow up questionnaire which provides participants with the opportunity to review the feedback in order to reach consensus on the inclusion of these nodes. The average time required to complete this study in the pilot round was around an hour.

This survey does not ask you to reveal any personally identifying information. A limited number of research team members will have access to the data during data collection. Identification numbers will be kept during the data collection phase for tracking purposes only. This information will be stripped from the final dataset.

Your participating in this study is voluntary and you may withdraw your consent at any time. This study has been approved by the Ethics Committee at Heriot Watt University. If you have any questions please contact Kerri McClymont at km39@hw.ac.uk.

Instructions

The abstraction hierarchy will be used to assess the impact of a hydro-hazard on critical system functionalities with the aim of improving city resilience. The abstraction hierarchy focuses on the city limits, and therefore processes in the hinterland which contribute to city functioning are out with the scope of this study. The aim of this survey is to determine consensus on the nodes which should be included in each layer of the abstraction hierarchy in order to model a city. In other words: **what does a city include?** And is anything missing from this list?

This survey includes five sections. Please note the format of this questionnaire goes from **Tier 5-4-1-2-3** for ease of completion. Tier 5 and 4 are concerned with physical resources in a city. Tier 5 and 4 are concerned with the purposes of a city and how their success can be measured. Tier 3 connects the bottom and top sections of the hierarchy by identifying the tasks which can be accomplished by the Object-related Processes in order to contribute to the Values and Priority Measures.

Please tick whether you agree or disagree with the inclusion of each node across the five sections. Space has been given at the end of each section to add in anything you feel has been missed. Also, please add any comments regarding the placement of the nodes if you feel they would be better suited elsewhere in the hierarchy. Responses from this questionnaire will be collated to create a new list of nodes for each layer.

Thank you for taking the time to participate in this study.

| TIER OF HIERARCHY | EXPLANATION | EXAMPLE |
|---|---|---|
| FUNCTIONAL PURPOSE (TIER 1) | Why the city system exists | Shared community resources |
| VALUES AND PRIORITY MEASURES (TIER 2) | Criteria to measure whether a city is meeting its Functional Purpose | Effective safeguards to human health and life |
| GENERALISED FUNCTIONS (TIER 3) | What can be accomplished by using the Object-related Processes in order to contribute to the Values and Priority Measures | Provide emergency services |
| OBJECT-RELATED PROCESSES (TIER 4) | Explains what each component can afford | Enable transport |
| PHYSICAL OBJECTS (TIER 5) | Physical description of the city system | Roads |
| | | |

| Please state vour | profession and sector: | | | |
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| | Section One: Physical Objects (Tier | - | | |
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| tvne ot intrastriict | | - 1 | | _ |
| • • | ture, people, buildings, facilities etc. Items have | | | |
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| Public | People | | |
|---------------|--|--|--|
| Accommodation | Assisted Living | | |
| | Estate Agents | | |
| | Hotels (with Restaurant/Meals) | | |
| | Hotels (Self-Catering) | | |
| | Private Accommodation | | |
| Education & | Creches | | |
| Professional | Job Centres | | |
| Services | Driving Schools | | |
| | Music Services | | |
| | Schools | | |
| | Training Providers | | |
| | Further Education (University, Colleges) | | |
| Finance | Accountancy Firms | | |
| | ATMs | | |
| | Banks | | |
| | Credit Unions | | |
| | Currency Exchanges | | |
| | Debt Collection Companies | | |
| | Insurance Providers | | |
| | Investment/Financial Advisors | | |
| | Money Transfer Services | | |
| | Pawn Shops | | |
| Food & Drink | Bars/Nightclubs | | |
| | Eateries | | |
| | Food Markets | | |

| Government | Armed Forces | | | |
|--------------------|--|----------|--------------|----------|
| | Council Offices | | | |
| | Courthouses | | | |
| | Fire Departments | | | |
| | Libraries/Archives | | <u>=</u> | |
| | Parliamentary Buildings | | <u>=</u> | |
| | Police Departments | | <u>=</u> | |
| | Politician Offices | <u> </u> | <u>=</u> | |
| | Procurator Fiscal | <u> </u> | <u>=</u> | |
| | Registrar Service Offices | <u> </u> | | <u> </u> |
| | Social Work Offices | <u> </u> | | <u> </u> |
| Healthcare | Doctors' Offices | <u> </u> | | |
| | Hospitals | <u> </u> | <u>=</u> | |
| | Healthcare (Other) | <u> </u> | <u>=</u> | |
| | Pharmacies | | <u>=</u> | |
| Industry | Construction & Heavy Industry | | | |
| , , , | Farms | | | |
| | Tradesmen Businesses | | | |
| | Lawyers/Solicitors | | | |
| | Media Outlets | | | |
| | Security Services | | | |
| | Industry (Other) | | | |
| | Telephone Exchanges | | | |
| | Network Access Points | | | |
| | Derelict Land | | <u>=</u> | |
| Infrastructure | Broadband Providers | | <u>=</u> | |
| , | Electricity Providers | | <u>=</u> | |
| | Gas Providers | | <u>=</u> | |
| | Waste Collection | | <u>=</u> | |
| | Wastewater Treatment Works | <u> </u> | | <u> </u> |
| | Water Pumping Stations | <u> </u> | | <u> </u> |
| | Reservoirs | | | |
| | Dykes (or other structural defence) | | <u>=</u> | |
| | Water Tanks | | | |
| | Water Distribution Network | | <u>=</u> | |
| Cultural, Leisure, | Community Centres | | | |
| Recreation and | Gyms | | | |
| Tourism | Attractions (Includes museums, concert halls, cinemas) | | | |
| | Pet Goods & Services | | | |
| | Shops (Clothing) | <u> </u> | _ | |
| | Shops (Home & Garden) | <u> </u> | | <u> </u> |
| | Shops (Non-Essential) | | <u>=</u> | |
| | Is - 1 | | <u> </u> | |

| Religion & Major Life Events Funeral Directors Religious Buildings Social Support Business Advice/Support Organisations Citizens Advice Bureau Day Centres Employment Services Food Banks Homeless Shelters Transport & Airports Bus Stations Couriers Bicycle Parking Points Distribution Centres Petrol Stations Rail Stations Railway Lines Post Offices Roads Vehicle Dealerships Vehicle Repair Services Cycle/pedestrian paths Ecosystems Rivers/Canals/Streams Storm Water Retention Ponds Lease provide any additional comments/reason for disagreement: | | Sports Grounds & Facilities | | | |
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| Day Centres | | | | <u></u> | |
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Section Two: Object-Related Processes (Tier 4)

The Object-Related Processes capture the affordance of the Physical Objects within a city system. These processes should be independent of the purpose of the system. Think about the Physical Objects listed previously, what functions do they do or afford? Please tick whether you agree that the processes listed below are appropriate based on the physical objects listed previously. If you disagree, please give reasons why in the space provided. If you think any Object-Related Processes have been missed, please list them in the space provided.

*Note the Object-Related Processes have been grouped into the same categories as above for ease of completion, but some may have more than one function that is listed under another category.

| Category | Object-Related Process | Agree | Disagree | Unsure |
|---------------|---|----------|----------|----------|
| Accommodation | Act as main base of living | | | |
| | Provide temporary or permanent | | | |
| | shelter/protection from weather/events | | | |
| | Provide assisted living (for elderly, disabled) | | | |
| Education & | Provide education services | | | |
| Professional | Provide professional/other qualification services | | | |
| Services | Provide employment | | | |
| | Provide youth/older childcare | | | |
| | Undertake research | | | |
| Finance | Provide access to cash | | | |
| | Make loans | | | |
| | Provide other financial services/advice (e.g. | | | |
| | mortgages, business) | | | |
| | Make payments/wire money | | | |
| | Provide access to consumer advice | | | |
| Food & Drink | Provide food | | | |
| | Provide drink | | | |
| Government | Investigate crimes | | | |
| | Undertake legal action and proceedings | | | |
| | Provide information on crime prevention | | | |
| | Facilitate and increase employment | | | |
| | Provide general legal advice | | | |
| | Facilitate and process subsidence grants and/or | | | |
| | benefits | | | |
| | Facilitate & process taxes | | | |
| | (Council/income/business) | | | |
| | Manage council-let housing | <u> </u> | <u> </u> | <u> </u> |
| | Facilitate traveller sites | Ш | Ш | |
| | Facilitate and process early childcare | | | |
| | Facilitate & process community project grants | | | |
| | Improve road conditions and safety | | | |
| | Provide information on local resources (library | | | |
| | services, archives, family history resources) | | 1 | |

| Provide information on local conservation areas Facilitate waste collection and recycling Provide access to planning resources (guidance on process, existing local development plans, past building warrants/completion certificates/plans/specifications, current regulations) Provide street care (lighting, cleaning, dog fouling, stray dogs) Provide information on local road issues Provide information on listed building and applications for consent Enforce building standards Enforce building standards Enforce building standards Enforce food standards (cleanliness, food labelling, food hygiene etc) Healthcare Respond to medical emergencies Provide healthcare services Provide rehabilitation centres Provide rehabilitation centres Provide medicines Industry Maintain/repair homes/shelter Keep roads in adequate condition (roadworks/gritting/tec.) Produce goods Environmental protection Environmental monitoring Infrastructure Transmit & receive communications Store & distribute fuel & energy Provide delan water Manage & dispose of sewage/wastewater Provide drainage Culturol, Leisure, Recreation & Transmit & receive communications Store & distribute fuel & energy Provide drainage Culturol, Leisure, Recreation & Sopport health/fitness Provide/maintain clothing Act as facility for leisure/recreation Religion & Major Life Events Facilitate use of/provide information on cemeteries, crematoriums, & memorial options Provide death-related services Facilitate registrar services Provide death-related services Facilitate registrar services Provide people Advise & support carers | | | | | |
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| Provide medicines | | Provide healthcare services | | | |
| Maintain/repair homes/shelter | | Provide rehabilitation centres | | | |
| Keep roads in adequate condition (roadworks/gritting/etc.) Produce goods Environmental protection Environmental monitoring Infrastructure Transmit & receive communications Store & distribute fuel & energy Provide clean water Manage & dispose of sewage/wastewater Provide drainage Cultural, Leisure, Recreation & Tourism Act as facility for leisure/recreation Provide luxury/recreational/non-essential goods/services Act as community/meeting space Support health/fitness Provide/maintain clothing Act as place of historical/cultural importance Religion & Provide place of worship Facilitate use of/provide information on cemeteries, crematoriums, & memorial options Provide death-related services Facilitate registrar services Social Support Provide help/support for vulnerable people/groups Assess risk level/needs of vulnerable people | | Provide medicines | | | |
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| Provide drainage | | Provide clean water | | | |
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| Tourism Act as community/meeting space Support health/fitness Provide/maintain clothing Act as place of historical/cultural importance Religion & Provide place of worship Major Life Events Facilitate use of/provide information on cemeteries, crematoriums, & memorial options Provide death-related services Facilitate registrar services Social Support Provide help/support for vulnerable people/groups Assess risk level/needs of vulnerable people Act as community/meeting space | - | · · | | | |
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| Religion & Provide place of worship Major Life Facilitate use of/provide information on cemeteries, crematoriums, & memorial options Provide death-related services Facilitate registrar services Social Support Provide help/support for vulnerable people/groups Assess risk level/needs of vulnerable people ——————————————————————————————————— | | | | | |
| Major Life Facilitate use of/provide information on cemeteries, crematoriums, & memorial options | | | | | |
| Cemeteries, crematoriums, & memorial options Cemeteries, crematoriums, crematoriums | _ | · | | | |
| Provide death-related services Facilitate registrar services Description: Social Support Provide help/support for vulnerable people/groups Assess risk level/needs of vulnerable people Description: | | · · | | | |
| Facilitate registrar services | Events | · | | | |
| Social Support Provide help/support for vulnerable people/groups Assess risk level/needs of vulnerable people D D | | | <u> </u> | <u> </u> | <u> </u> |
| Assess risk level/needs of vulnerable people | | - | | <u> </u> | |
| | Social Support | | <u> </u> | <u> </u> | |
| Advise & support carers | | | | | |
| | | Advise & support carers | | | |

| | Advise on relevant community activities | | |
|-------------|--|--|--|
| | Provide domestic violence advice/support | | |
| Transport & | Enable transport | | |
| Logistics | Maintain/repair vehicles | | |
| Ecosystems | Provide microclimate regulation (reduce urban heat effect) | | |
| | Provide air filtration | | |
| | Provide natural hazard regulation | | |
| | Provide water purification | | |
| | Manage pest control | | |
| | Provide nutrient cycles | | |
| | Provide sources of energy | | |
| | Fertilise soil | | |
| | Provide aesthetic value | | |
| | Provides species habitat | | |
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Section Three: Functional Purpose (Tier 1)

Functional Purposes capture the overall purpose of the system and should be independent of any particular activity. What reasons do cities exist? What is their ultimate purpose? Please tick whether you agree that the purposes listed below are appropriate for a city. If you disagree, please state why in the space provided. If you think any purposes are missing, please comment in the space provided.

| Functional | Definition | Agree | Disagree | Unsure |
|---------------------|--|-------|----------|--------|
| Purpose | | | | |
| Economic | This includes economic security and diversity | | | |
| Opportunity | of jobs as well as trade, investment, job | _ | | _ |
| | creation and economic growth. | | | |
| Cultural Heritage & | Cities should provide a 'sense of place' which | | | |
| Sense of Place | is defined as the degree of meaning people | | | |
| | ascribe to a particular location. Cities strive to | | | |
| | have a strong identity which is deeply felt by | | | |
| | its inhabitants and visitors. | | | |
| Urban Ecosystem | Direct and indirect contributions of | | | |
| Services | ecosystems to human well-being. It includes | _ | <u> </u> | _ |
| | all green and blue spaces within an urban | | | |
| | area which generate a habitat that deliver | | | |
| | services to city inhabitants. These services | | | |
| | include climate change mitigation and | | | |
| | adaptation, improved air quality, aesthetic | | | |
| | values, reduced stress and improved social | | | |
| | cohesion. | | | |
| Shared Community | These are collectively built at a lower cost to | | П | |
| Resources | the individual (economies of scale). Includes | _ | <u> </u> | _ |
| | payment of public services, emergency | | | |
| | response, rule of law etc. | | | |
| Freedom of | This includes ideas, communications, people | | | |
| Movement & | and goods, as well as the degree of | _ | | _ |
| Expression | anonymity which enables people to freely | | | |
| · | choose who to associate with and express | | | |
| | themselves. | | | |
| Social Opportunity | Cities provide higher quantities and diversity | | | |
| | of people, which drives knowledge, | _ | | _ |
| | innovation and social relations. | | | |
| Globalised | This includes global connectivity with travel | | | |
| Connectivity | and trade. It includes a city becoming an | | | |
| · | international player, but also building social | | | |
| | relations on a larger scale and give a voice to | | | |
| | local interest. | | | |
| Physical Settlement | Cities should provide adequate housing and | | | |
| | accommodation which provides homes for | | | _ |
| | people as well as driving tourism. | | | |

Section Four: Values & Priority Measures (Tier 2)

Values and Priority Measures consist of criteria that can measure the extent to which a city is meeting its Functional Purpose. The criteria should be defined in terms that can be measured. What are the measures of a successful city? These are based on the 12 goals of the 100 resilient cities framework. Please state whether you think the goals listed below are appropriate for a city. If you disagree, please give your reasons in the space provided.

| Value and | Definition ¹ | Agree | Disagree | Unsure |
|----------------------|---|-------|----------|--------|
| Priority Measure | | | | |
| Minimal human | The extent to which everyone's basic needs | | | |
| vulnerability | are met | | | |
| Diverse livelihoods | This is facilitated by access to finance, | | | |
| and employment | ability to accrue savings, skills training, | | | |
| | business support, and social welfare | | | |
| Effective | This relies on integrated health facilities and | | | |
| safeguards to | services, and responsive emergency services | | | |
| human health and | | | | |
| life | | | | |
| Collective identity | This is observed as active community | | | |
| and community | engagement, strong social networks and | | | |
| support | social integration | | | |
| Comprehensive | This includes law enforcement, crime | | | |
| security & rule of | prevention, justice, and emergency | | | |
| law | management | | | |
| Sustainable | This is observed in sound management of | | | |
| economy | city finances, diverse revenue streams, and | | | |
| | the ability to attract business investment, | | | |
| | allocate capital, and build emergency funds | | | |
| Reduced exposure | This relies on environmental stewardship, | | | |
| and fragility | appropriate infrastructure, effective use | | | |
| | planning and enforcement of planning | | | |
| | regulations | | | |
| Effective provision | This results from diversity of provision, | | | |
| of critical services | redundancy, active management and | | | |
| | maintenance of ecosystem services and | | | |
| | infrastructure, and contingency planning | | | |
| Reliable | This is enabled by diverse and affordable | | | |
| communications | multi-modal transport systems and | | | |
| and mobility | information and communications | | | |
| | technology networks, and contingency | | | |
| | planning | | | |
| Effective leadership | This relates to government, business and | | | |
| and management | civil society and is recognisable in trusted | | | |
| | individuals, multi-stakeholder consultation, | | | |
| | and evidence-based decision-making. | | | |
| Empowered | This is underpinned by education for all, and | | | |
| stakeholders | relies on access to up-to-date information | | | |

 $^{^{1}}$ Arup (2015) 'City Resilience Framework'. Available at: https://www.rockefellerfoundation.org/report/city-resilience-framework/.

| | and knowledge to enable people and | | |
|---------------------|--|--|--|
| | organisations to take appropriate action | | |
| Integrated | This is indicated by the presence of a vision, | | |
| development & | an integrated development strategy, and | | |
| management | plans that are regularly reviewed and | | |
| | updated by cross-departmental groups. | | |
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| Do you have any add | litional comments? Please state below. | | |
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Section 5: Generalised Functions (Tier 3)

This layer links the physical description of system components at the bottom of the hierarchy to the more abstract functional description of what the system should do at the top of the hierarchy. Desirable outcomes of dynamic interactions should be listed here, not material objects. Think about how the object-related processes can be used to have an effect on the identified Values and Priority Measures. What should be the key functions of a city? What functions coordinate the use of physical resources? What tasks are required or expected? Please tick whether you agree that the listed functions below are appropriate for a city. If you disagree, please state why in the space provided. If you feel any functions have been missed, please comment in the space provided.

| Generalised Function | Agree | Disagree | Unsure |
|--|-------|----------|--------|
| Maintain public health | | | |
| Maintain law & order | | | |
| Support community activities & engagement | | | |
| Ensure provision of food | | | |
| Ensure provision of housing | | | |
| Ensure provision of clothing | | | |
| Provide financial services | | | |
| Generate tourism | | | |
| Perform planning activities | | | |
| Support travel (people, not goods) | | | |
| Enable people to work | | | |
| Provide emergency services | | | |
| Regulate government activities | | | |
| Provide communications systems | | | |
| Support observance of religion | | | |
| Support distribution of goods (logistics) | | | |
| Manage & dispose of waste | | | |
| Supply energy | | | |
| Supply of/access to clean water | | | |
| Provision of sanitation | | | |
| Generate economic output | | | |
| Preserve & protect historical/cultural features | | | |
| Preserve & protect natural features | | | |
| Promote learning & education | | | |
| Perform/support ceremonies, services, etc. for major life events | | | |
| Conservation of environmental assets | | | |
| Access to clean air | | | |
| Provide physical security (personnel and property) | | | |
| Enable social interaction | | | |

| you for taking t | he time to con | nplete this st | tudy | |
|------------------|----------------|----------------|------|--|