



IMPACTS: Creating Safer PT in Europe

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IMPACTS

Inclusive **M**obility: **P**ublic **A**nd **C**ollaborative **T**rusted **S**paces

- **One-year project** funded by EIT Urban Mobility
- **8 partners** from **5 European countries**
- Aims to **create collaborative trusted spaces** within PT in Europe, making it safer
- **Pilots:** Istanbul, Turkey, & Dugopolje, Croatia



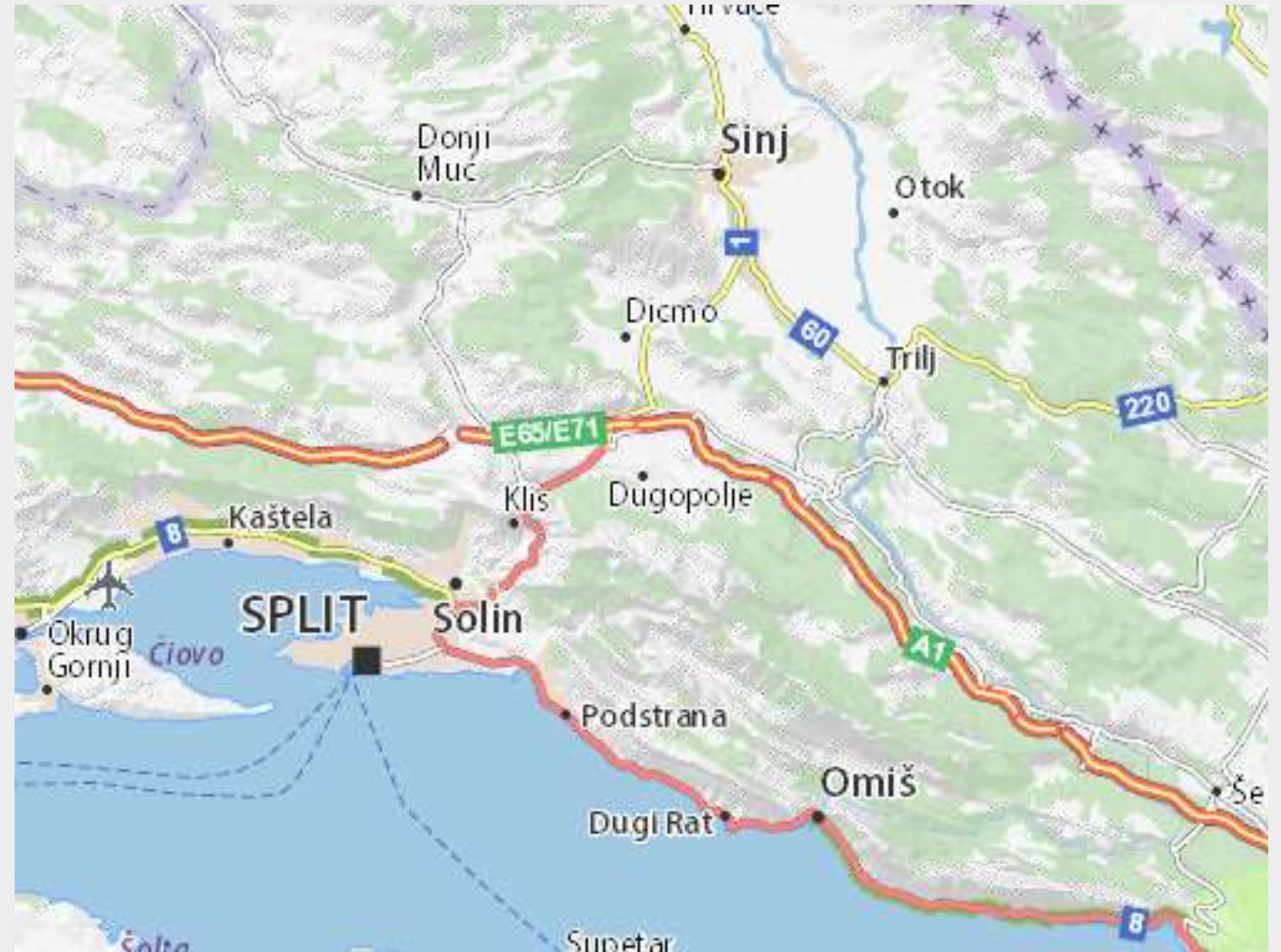
Objectives

- Connect passengers in ad-hoc communities to:
 - Create supportive spaces
 - Enable passengers to report issues
 - Create trust using rating mechanisms
 - Encourage behaviour change through stimulating analytics
- Enable cities and providers to receive real-time insights regarding passenger perception
- Deliver a new approach to PT and enhance the attractiveness and effectiveness (foster the use of PT)



Dugopolje, Croatia

- Population of approx. 4000 and 15km from Split
- Demonstration will focus on the cities of Split, Klis, Solin & Dugopolje
- **Target users:** employees and students (70% of commuters to and from)
- **“CONNECT”** feature: connect while waiting at the bus stops – increase the feeling of security



Istanbul, Turkey

- 15.4 million people, 14 million tourists/year
- PT network growing rapidly
- However, measures to increase wellbeing remain vague
- **Target users:** tourists and locals
- **"CONNECT"** feature: goal of increasing safety within the tram line (T1) that serves the historic peninsula
- **"REPORT"** feature: give feedback about the urban transport and surrounding environmental area – local authorities will be able to address and improve the service delivery



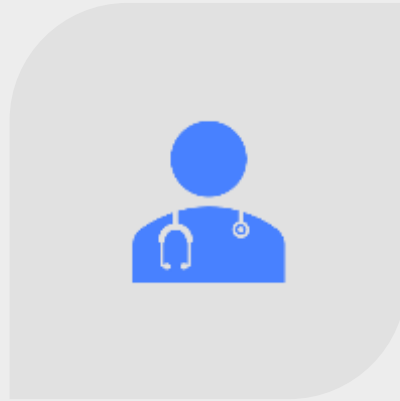


How can we build a strong community in public spaces?

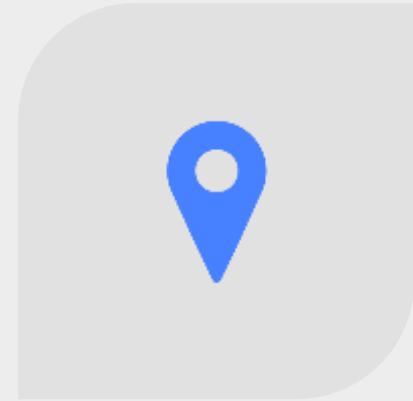
WizGo app: CONNECT Feature



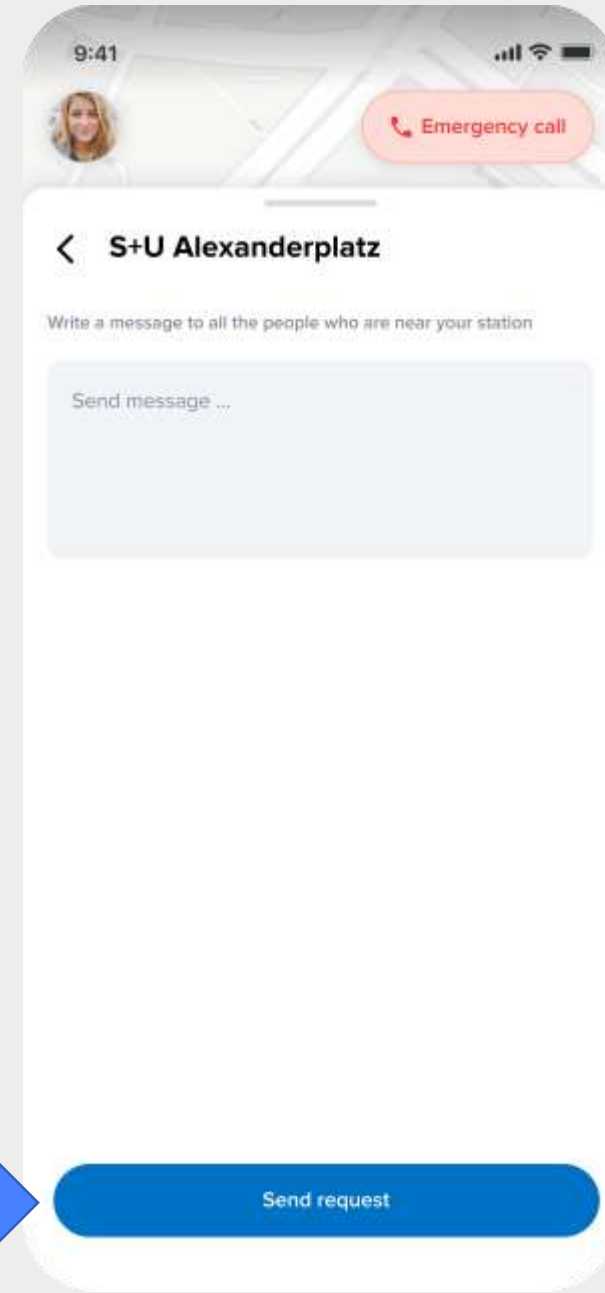
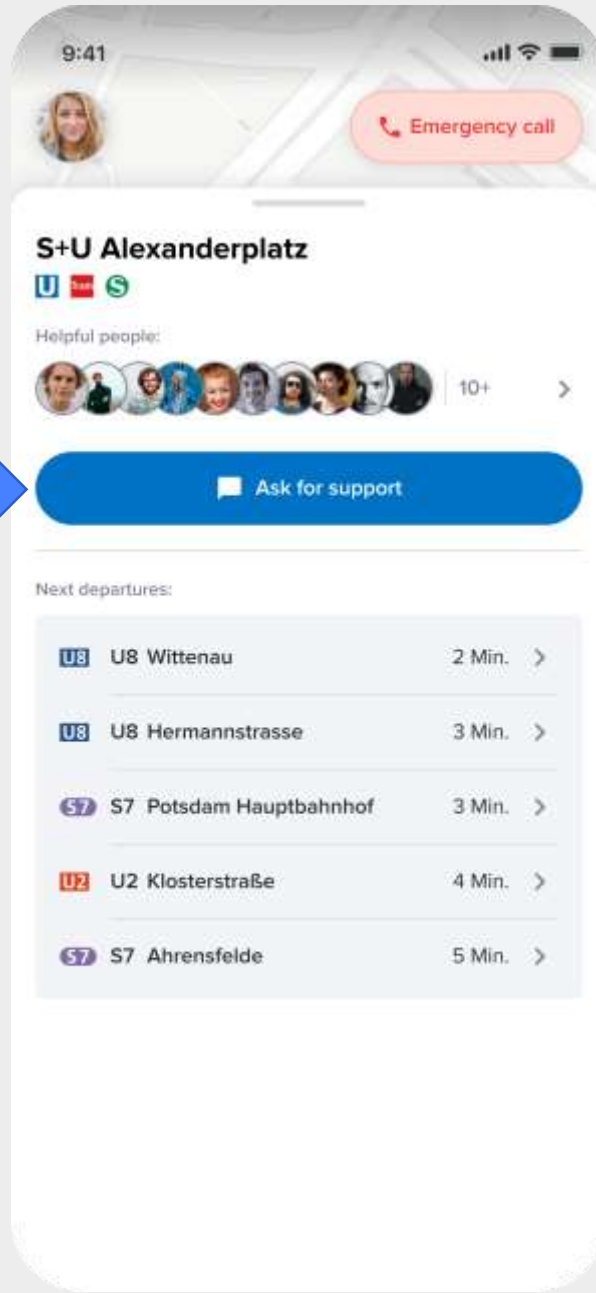
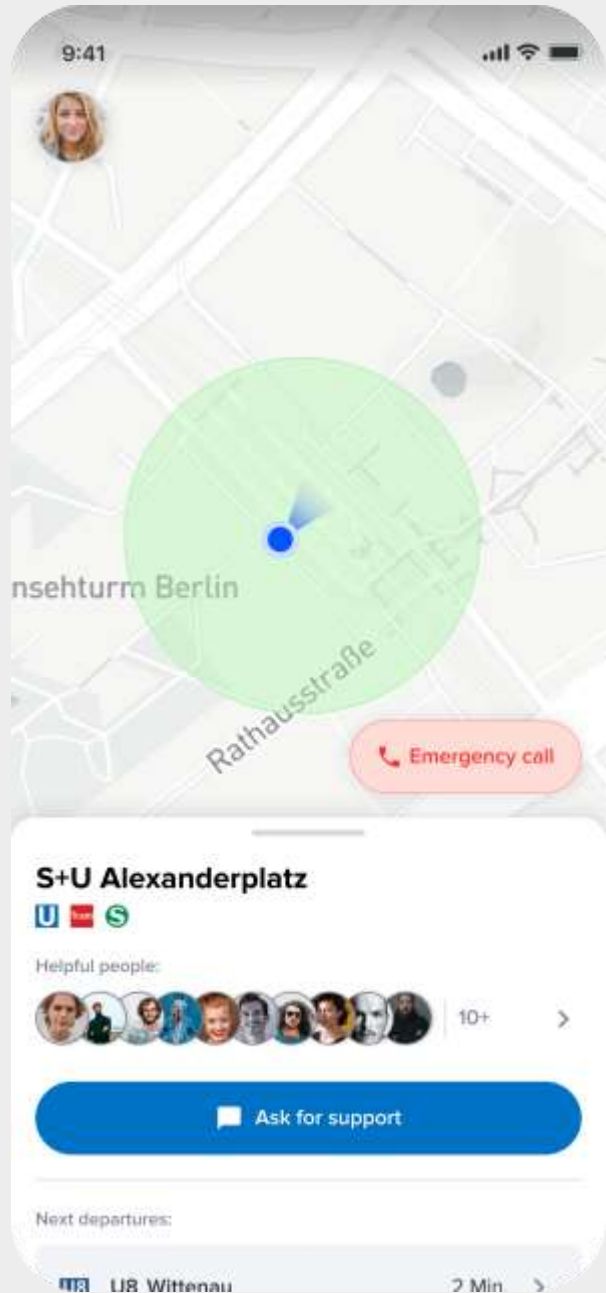
IMPACTS is investigating a socio-technical tool that connects passengers and encourages them to support each other



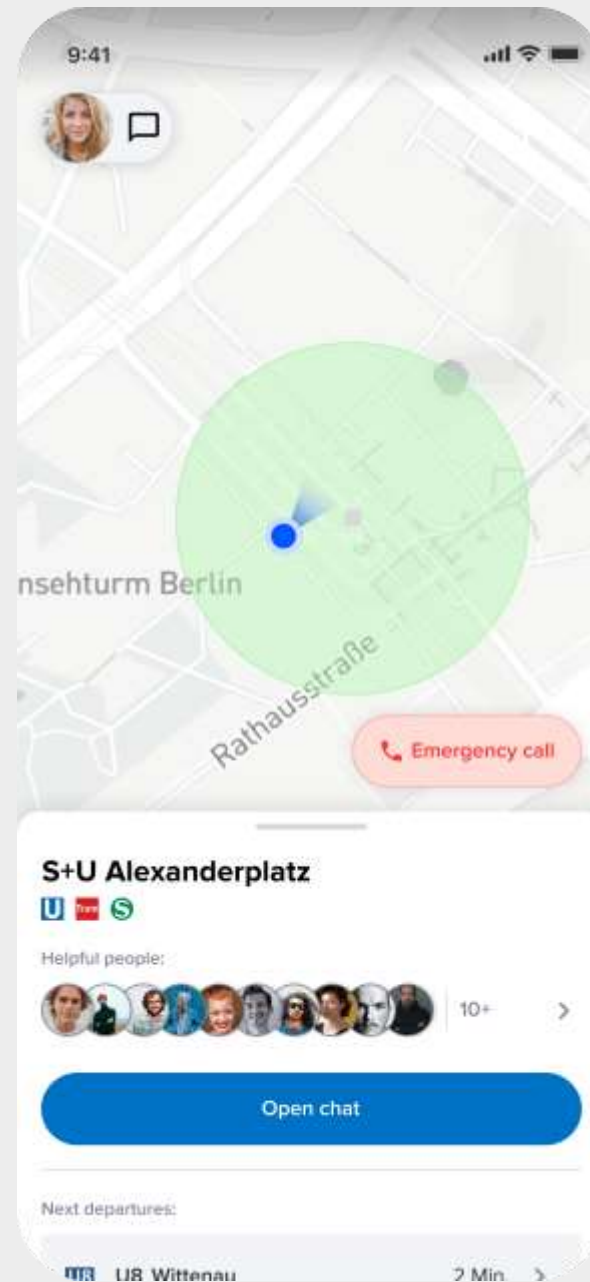
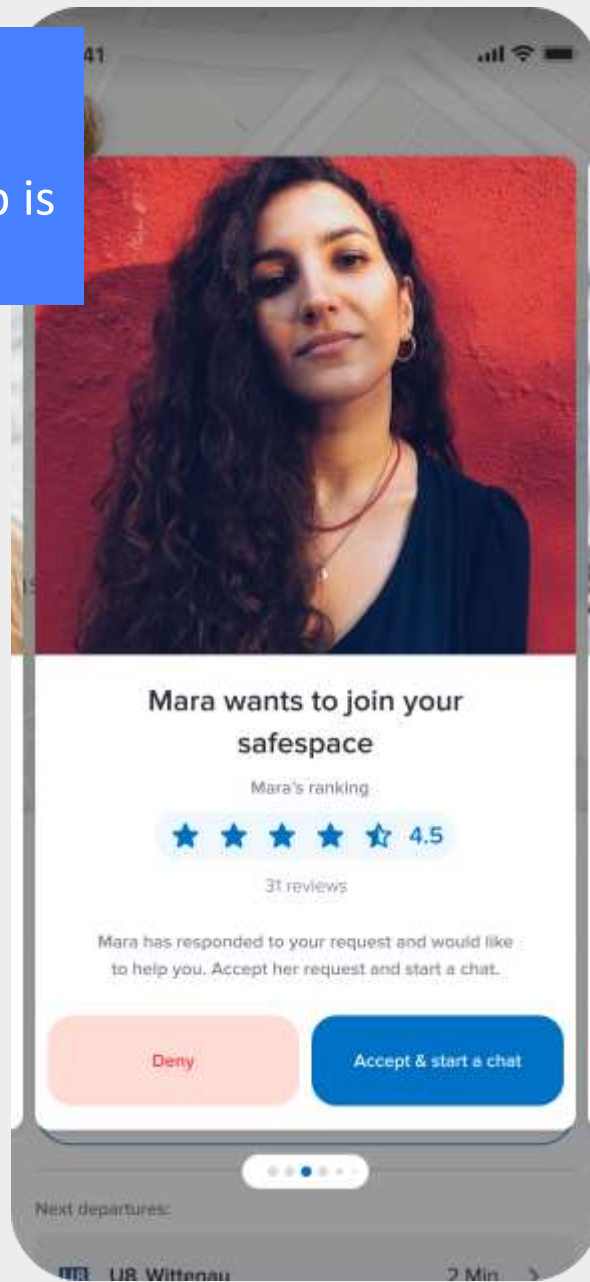
WizGo- provides a low-threshold feature to **CONNECT** with other passengers and **REPORT ISSUES** to PT providers



To be tested in **Istanbul** & **Dugopolje**



Pop-up message when help is offered



Part 1: 15 minutes

1. What makes you feel safe in public spaces especially in PT? What makes you feel unsafe?
2. In which scenarios would you use such an app? (why or why not)

Part 2: 15 minutes

1. What would you expect from an app like WizGo?

- How can it be improved?
- Which features are needed to support feeling safe in public transport?



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