IMPACTS

Inclusive Mobility: Public And **Collaborative Trusted Spaces**

ABOUT

IMPACTS aims towards a human-centric public transport system that prioritises passenger safety, encourages mutual support as well as enhances mobility services and urban environment through feedback mechanisms. The project focuses on the development, implementation, testing and commercialisation of connecting and reporting innovations in public transportation.

In order to obtain relevant feedback from stakeholders on these innovations, EPF organised an onsite workshop on Saturday, 3rd of June 2023, as part of its annual conference (agenda) in Barcelona. Prior to the workshop, EPF distributed a pre-workshop survey.

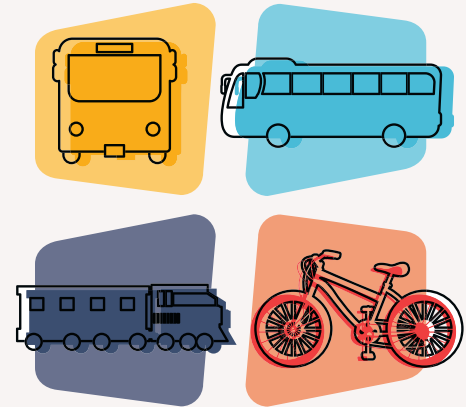The following document presents the key outcomes obtained from these engagement activities.

PARTICIPANTS

- **36 workshop participants**
- **23 survey participants**
- **10 different countries**
- A majority were **passenger representatives**, followed by **public transport professionals**.

METHODOLOGY

The workshop began with a presentation about the IMPACTS project, its objectives, pilots, and an explanation of the "Connect feature" of the WizGo application, a socio-technological tool being developed which hopes to facilitate the connection among passengers using public transport.

Workshop participants were then divided into three smaller groups of about 12 people each. Each group engaged in discussions surrounding **two core questions related to the IMPACTS project**:

- **What makes you feel (un)safe in public transport, and in which scenarios would you use an application like WizGo?**

- **What would you expect from an application like WizGo?**

KEY FINDINGS

The following section summarises the workshop's findings, highlighting the participants' perspectives on feeling safe in public transport and their expectations for the WizGo application.

Factors affecting passenger safety
Participants highlighted concerns about crowdedness, fear of harassment, feeling alone, and darkness as significant contributors to passenger unease in public transport;
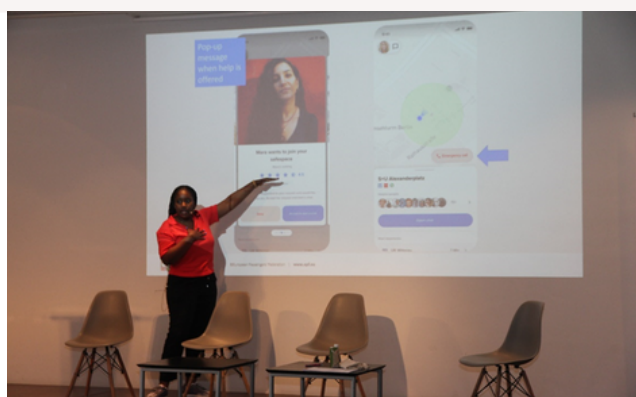
Valuable measures to improve safety
Participants emphasised the importance of measures such as encouraging passenger assistance, better lighting, and increased security personnel to enhance safety and safety perception;

Digital application potential
Opinions on the potential of a digital application to enhance safety were mixed. Some participants saw value in sharing information, asking for help, and offering assistance, while others expressed concerns about digital inclusivity and the effectiveness of personal interactions;

Desired features for an application like WizGo
Participants raised questions and concerns about the target users, reliability of information, assistance with directions, trustworthiness of users, discrimination and potential misuse or criminal behaviour within the app.

CONCLUSIONS & RECOMMENDATIONS (1)

The workshop and survey provided valuable insights into the factors influencing passengers' sense of safety in public transport and their expectations for the WizGo application. Common themes across the groups emerged, including the importance of well-lit areas and the presence of people as contributors to a feeling of safety. On the other hand, there was skepticism about how to trust other users in the WizGo app, despite the rating system.

Several additional recommendations can be made to enhance the project and improve the WizGo application.

Promote diversity and inclusion
Ensure gender balance and representation of diverse groups (based on race, religion, sexuality etc.) in future workshops and stakeholder engagement activities. Insights and experiences from a variety of user groups can provide valuable input for designing inclusive features and addressing specific challenges faced by different target users;

Reconsider the rating system
Re-evaluate the WizGo rating system to address potential biases and prejudice. Consider the intersectionality of vulnerable groups and ensure fair treatment and non-discrimination;

CONCLUSIONS & RECOMMENDATIONS (2)

User-testing and feedback
Conduct user testing sessions during upcoming workshops and other stakeholder engagement activities to allow participants to experience the WizGo application firsthand. Gathering feedback on usability, functionality, and safety features directly from users can provide valuable insights for refining the application and addressing most of the concerns that have been raised in the survey and workshop conducted in Barcelona;

Continuous improvement and iteration
Adopt an iterative development approach for the WizGo application. Regularly gather user feedback, conduct usability tests, and implement updates based on the evolving needs and preferences of the users. A continuous improvement process will ensure that the app remains relevant and attracts more users.

The findings from both the survey and workshop reveal the need to prioritise passenger input in the development of digital applications such as WizGO. We extend our gratitude to all participants for their valuable contributions, which will guide our efforts in creating safer and more inclusive public transport systems.

CONTACT

DISCLAIMER

About EIT Urban Mobility

IMPACTS is supported by EIT Urban Mobility, an initiative of the European Institute of Innovation & Technology (EIT), a body of the European Union.

EIT Urban Mobility, an initiative of the European Institute of Innovation and Technology (EIT), a body of the European Union, aims to accelerate solutions and the transition towards a user-centric, integrated and truly multimodal transport system. As the leading European innovation community for urban mobility, EIT Urban Mobility works to avoid fragmentation by facilitating collaboration between cities, industry, academia, research and innovation to solve the most pressing mobility challenges of cities. Using cities as living labs, its industry, research and university partners will demonstrate how new technologies can work to solve real problems in real cities by transporting people, goods and waste in smarter ways.

PARTNERS: