

# inclusion NEWSLETTER

# #03



## Editorial

Dear Reader,

Welcome to the third edition of the INCLUSION project newsletter.

INCLUSION is an EU-funded project focusing on improving transport accessibility for vulnerable user groups living in remote urban and rural areas across Europe. In this newsletter you will learn more about our mid-term dissemination event which will take place in Groningen (The Netherlands) back to back with the Sustainable Urban Mobility Plans (SUMP) conference. Join us on 18 June 2019 as of 16:00 and learn more on what the project has accomplished so far including real-life experiments in the project's Pilot Sites in Belgium, Germany, Hungary, Italy, Spain and the UK. The event will include poster sessions, allowing for bilateral discussion with the project partners and a drinks reception.

To stay in touch, you can visit the INCLUSION [website](#), follow INCLUSION on Twitter, Facebook and LinkedIn as well as subscribe to receive our newsletters.

We hope you enjoy this update and we wish you a pleasant read!

We encourage you to stay informed and sign up to receive our newsletters at [www.h2020-inclusion.eu](http://www.h2020-inclusion.eu).

Polis network on behalf of the INCLUSION consortium



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 770115

# INCLUSION at the 6th European Conference on Sustainable Urban Mobility Plans

Venue: De Oosterpoort, Groningen, The Netherlands  
Date: Monday 17 June 2019, 16:30-18:00

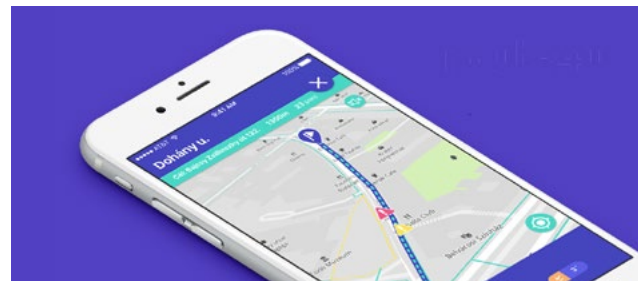


6th European Conference on Sustainable Urban Mobility Plans  
17-18 June 2019, Groningen



INCLUSION will be at the 6th European Conference on Sustainable Urban Mobility Plans in Groningen (The Netherlands) both with a project stand and presented in the session A3, 'Making cities more inclusive and accessible for all', on Monday 17 June 2019, 16:30-18:00.

## New release: 51 case studies reveal some of Europe's most innovative initiatives for inclusive mobility



In early May 2019, the INCLUSION project released the final compilation of 51 case study profiles on innovative collective mobility services that serve the needs of vulnerable user groups in a variety of spatial settings.

- additional features include accessible Points of Interest with details of facilities and city level analysis of 'inaccessible zones' for city authorities to address
- crowdsources live information of permanent and temporary obstructions

Each case addresses a particular combination of measure type(s) and vulnerable user(s) served, as outlined in the table below. Their impacts, mechanisms of success, and potential for EU-wide take-up are among several aspects that are examined.

The 51 cases in this report form the basis for a forthcoming INCLUSION report titled 'Typology and description of underlying principles and generalisable lessons', to be released in late 2019. The data collected through this case study research is now being systematically analysed to identify patterns and develop recommendations for their transferability to other areas in Europe. Download the catalogue from the website: <http://www.h2020-inclusion.eu/resources/publications/>

One such case is an impressive start-up route planning app called **ROUTE4U**:

- Where: operates in Dublin and Swords, Ireland; Budapest and Székesfehérvár, Hungary; Portsmouth, England; and Angers, France
- Who: targets wheelchair users and anyone who relies on accessible, unobstructed sidewalks
- What:
  - plans a route around these obstructions
  - built-in gamification with rewards to incentivise everyone in a city to participate

	Measure Type						
	Payment and ticketing	New collective transport routes	Sharing Schemes	Training & assistance	Information provision & route planning	Design	Planning
Vulnerable users served							
Children/youth/students	●●●●	●●●●	●●●●	●●●●	●●●●	●●●●	●●●●
Cognitive disability/mental health		●		●●	●●		
Elderly	●●●	●●●●	●●●	●	●●	●	●●
Job seekers	●●	●					
Low income	●●●●	●●●●	●●●●				
Migrants/refugees/ethnic minorities	●●	●			●●		
parents with small children	●	●	●		●●		●
People without a driver's license	●●	●●●	●●●				
Physically disabled	●●●●	●●●●	●●	●●●	●●●●	●●	●●
Poorly served areas (e.g. rural)	●●●●	●●●●	●●●●				●
Density disabled	●●●●	●●●●	●	●●●	●●●●	●	●
Women		●	●●		●●		●●

## What have the INCLUSION Pilot Labs achieved to date?

The six Pilot Sites ended the first phase of analysis of their local contexts and user requirements and, from January 2019, designed the measures to be implemented:

- in **Rhein-Sieg** - the extension of one of the most important bus lines of the area during off-peak hours, the reduction of the public transport fares and the realisation of new cycling paths and offer of e-bike rental;
- in **Florence** - a participatory co-design plan with migrants to identify critical issues of access and use of public transport and the reorganisation of an urban line (n° 30) to connect it to the new tramway;
- in **Barcelona** - a first identification through social

network analysis of the most suitable bus-stop locations for the revealed demand related to the participation in the 2019 Canet Rock Festival;

- in **Cairngorms National Park** - the installation of e-bike hubs, to assess the possible integration of e-bikes and car clubs with the current public transport offer;
- in **Budapest** - a re-education campaign for transport operators' staff and an awareness-raising campaign for improving public transport usability for people with reduced mobility;
- in **Flanders** - the testing of two apps in several cities of the region; one for jobseekers with a migrant background and the other targeted at people with reduced mobility and low income.

The demonstration phase has recently commenced and will end in October 2019. Along with the implementation, the measures' impacts will be evaluated through a set of defined qualitative and quantitative indicators. More information is provided in the Newsbites section of this issue.

## Pilot Site in the Spotlight

### Rhein-Sieg

**H**ennef Im Siegbogen is a newly-built district of the municipality of Hennef with 567 residential units that is characterised by a high proportion of families with children. It benefits from the spillover effects of the cities of Cologne and Bonn, with many families coming from the cities finding affordable housing in the Rhein-Sieg district. There are good commuter train connections, but public transport and bicycles are used much less in everyday (family) mobility.

“Why do so many parents drop-off and pick-up their children at a variety of destinations in their everyday lives by car, even though there are many other ways to travel?”

In order to answer this question, an extensive survey was first conducted in Hennef Im Siegbogen. The main results of the survey were that many people who do not use public transport would like to see a stronger offer (more frequent services, more routes etc.) for public transport, in addition to cheaper tickets, especially in the late afternoon. In addition, a need for more and safer routes for cycling was identified.

Based on these

results, the Rhein-Sieg district, the City of Hennef and the Verkehrsverbund Rhein-Sieg (VRS) derived four measures which are in the final stages of preparation for implementation:

- In public transport, the number of bus trips from Hennef Im Siegbogen to Hennef City will be doubled between 16:00 and 19:00;
- In addition, the new short-haul bus service will be offered at a lower price, which means that a trip will cost only € 2.00 instead of € 2.50 in future;
- Local residents will have the opportunity to borrow e-bikes in order to test their ability to cope with cycling for daily trips;
- A new map has been developed that, in addition to the various mobility offers, shows little-known routes (forgotten paths), which can be used with bicycles safely and comfortably.

The aim of the measures is to ensure that children and young people will be able to cover more of their daily trips themselves in the future, by public transport or bicycle, and that adults will be able to replace car journeys with journeys made by public transport or bicycle; in particular for pick-up and drop-off trips. The success of the measures will be indicated in a further survey to be conducted in February 2020.



## “Making transport more accessible and inclusive for all: new approaches and solutions”

Venue: De Oosterpoort, Groningen, The Netherlands  
Date: Tuesday 18 June 2019, 16:00-18:00  
Room: Benedenzaal

INCLUSION invites you to Groningen for our mid-term dissemination event titled “Making transport more accessible and inclusive for all: new approaches and solutions”.

The 2-hour interactive and lively event will take place on 18 June 2019 at 16:00 immediately after the European Conference on Sustainable Urban Mobility Plans. Transport planners, representatives from local authorities, user associations or advocacy groups are all welcome to share their take on how transport can become more inclusive and accessible for vulnerable users in remote urban and rural areas. The event foresees a poster session to highlight the project’s real-life experiments in its Pilot Sites. The second hour will allow for one-to-one discussion, networking with the practitioners delivering the solutions presented in the Pilot Sites, and a drinks reception.

You are welcome to join us!  
For more information, visit this [page](#).

## News-bites from INCLUSION Pilots

### The Florence Pilot Lab in Italy

During March 2019, Busitalia/ATAF have activated a co-design process with the users of the urban lines n° 30 and n° 35. Two migrants with different life experiences and from different countries were selected and directly involved in a ‘participatory’ activity. Although not being really familiar with these lines, they were both asked to use them to reach a given destination:

their behaviour before, during and after the journey and interaction with the different information devices was ‘observed’ in order to identify any difficulties or problems they had while using the service. A focus group with the participation of 15 identified stakeholders from voluntary and social-care associations, non-governmental organisations, information points, and

representatives of foreign communities was organised on the 3rd April to discuss the outcomes of the observation activity and establish the subsequent co-design phase. On the basis of the first results, the line 30 characteristics were reorganised and two new bus stops were added along the line to connect it to the new tramway T2.



## Budapest Pilot Lab - Sensitisation training of public transport employees in Budapest



The direct goal of the Pilot action is to provide overall knowledge to public transport employees who are in daily direct contact with the clients. In particular, they will learn about the transport-related needs of people with reduced mobility. For this reason, sixty employees working within different areas of PT will be trained in May and June 2019 in four groups. One training day will comprise three theoretical and five practical lectures, which will be built on each other. For example, the participants will be required to try to travel by tram in wheelchairs; in addition, they will have exercises in which they are blindfolded. Experts with specific knowledge and proficiency will work in constant co-operation with BKK and will be required to involve stakeholders (the Pilot's target groups) in the process of development and implementation of the training programme.

This knowledge qualifies the employees to adequately help and assist the public transport usage of people who are hampered in their mobility. The Pilot goals are to improve the public transport usability for people with reduced mobility with a more competent and appropriate behaviour from public transport staff towards our target groups. The indirect goal of the Pilot action is to make public transport services in Budapest more attractive, more competitive and improve its usability. It is expected that the measure will improve the level of satisfaction with public transport services for each target group.

## Flanders Pilot Site - Taxistop x INCLUSION x Green Deal



Taxistop is currently focusing on gaining more insight in to the needs and wishes of their target groups by creating surveys and attending several events to discuss mobility challenges with people from different organisations, such as students, politicians and experts. Green Deal, a statement of commitment between different organisations in Flanders and the Flemish government, gave Taxistop the opportunity to map the goals of INCLUSION and think about the next steps to create a more inclusive, efficient and innovative mobility in Flanders.

### Save the date: Shared Mobility Rocks 2019



### International symposium on shared mobility (NL/FR/EN)

Don't forget to mark the 8th of October 2019 on your calendar, because that's when the second edition of Shared Mobility Rocks takes place! Shared Mobility Rocks is an international symposium on shared mobility, organised by Inclusion partner Taxistop and Autodelen.net.

One of the jam session's themes is about making shared mobility more inclusive.

Curious to find out more? Check out last year's edition via the link!

[www.shared-mobility.rocks](http://www.shared-mobility.rocks)

## Partner in the Spotlight



<http://www.memexitaly.it/>

### MemEx

Established in 1994, MemEx is an **independent engineering consultancy company specialised in Intelligent Transport Systems (ITS), Public Transport (PT) and shared mobility, Sustainable Urban Mobility Services and MaaS (Mobility as a Service), Urban freight transport and Smart Cities.**

measures, and the implementation and operation of supporting IT technologies. In the first phase of the project, MemEx, assisted the Pilot Labs in the identification of vulnerable user groups and needs and in the design of inclusive measures, services and tools. MemEx is currently supporting the

**S**tarting from the analysis of the client needs, in the past 5 years, MemEx has begun the design and development of Knowledge Based Tools for the assessment of bus service performance and an innovative data mining tool to certify PT services. Within INCLUSION, MemEx is coordinating and monitoring the progress of the six Pilot Labs' implementation, providing support to the sites in carrying out the operational and organisational development of their



Pilot Labs in the preparatory and implementation activities for the demonstration operation and in the data collection for evaluation of the measures. For more information visit.

## Project in the Spotlight



[www.stars-h2020.eu](http://www.stars-h2020.eu)

### Stars

STARS explores the diffusion of car sharing in Europe

**A**s a 'sister project' of INCLUSION, STARS is a 30-month H2020 project launched in October 2017. Standing for 'Shared mobility opportunities And challenges for car sharing European cities', STARS aims to explore and boost the diffusion of car sharing in Europe and, for the first time, to consider the implications and impacts of car sharing rather than focusing on the implementation of the service itself.

During the first year of the project, a picture of the current car sharing scope in Europe has been drawn. This knowledge has been used to design a policy brief that

includes guidelines and recommendations to help European mobility stakeholders and policymakers implement the most appropriate car sharing services.

After building a database that includes information from 25 countries (containing details on fleet size, characteristics, and typologies of consumers, for example), an online survey was initially sent to car sharing organisations that are active in 20 specific cities in Europe. The analysis of the data and the results of the in-depth questionnaire has led to a STARS multidimensional classification of European car sharing through 5 models: Free-floating within an operational area; Free-floating with pool stations; Round trip, home zone based; Round trip, pool station based; Peer-

to-peer and community schemes.

Although it is difficult to foresee which model could become dominant in the future, these results will be relevant for the future research to be conducted in STARS. Shared mobility, and more specifically car sharing, is faced with a wide variety of innovation schemes, in terms of how members can join the service and pay through various mobile applications for instance. In addition, electric and autonomous vehicles are innovations that may or may not lead to car sharing success stories, depending on the development of new technologies and users' adoption.

For more information visit [www.stars-h2020.eu](http://www.stars-h2020.eu)

Follow STARS on Twitter [@Stars-h2020](https://twitter.com/Stars-h2020)

## Around Europe and beyond

### Programme to Support the Reduction of Public Transport Fares in Portugal

Portugal has recently approved the Programme to Support the Reduction of Public Transport Fares (Programa de Apoio à Redução do Tarifário dos Transportes Públicos, PART - website in Portuguese), an initiative aiming to combat negative impacts of mobility, such as social exclusion - along with congestion, greenhouse gas emissions, air pollution, noise, and energy consumption. PART intends to be a tool of territorial and social cohesion, comprising a financing model that guarantees equity between the Metropolitan Areas of Lisbon and Oporto and the rest of the national territory.

**Read the full article on the EPOMM e-update entirely dedicated to Mobility poverty.**

Subscribe for the latest news about the project!

**inclusion**

### Gender Equal Cities

A new report (March 2019) by the EU's URBACT programme shows how city authorities can take some simple, practical steps towards gender equality through data collection, policy and consultation - and improve daily life for citizens throughout the EU. The report 'Gender Equal Cities' shows that cities are already driving transformative change, and that local government has crucial leverage in taking gender equality policies forward. In addition, 'Gender Equal Cities' shows how creating space for women's voices, needs and capacities is a necessary step towards building thriving cities.

**Read the full report.**

### Transport's power of inclusiveness

International transport Forum's Secretary-General Young Tae Kim stressed transport's role as a driver of inclusiveness in society during the United Nations' Economic and Social Commission for Asia and the Pacific (UNESCAP) Committee on Transport, Fifth Session in Bangkok, Thailand, held on 19-20 November. *"Transport itself is not an objective. It's not a final goal. It can be a great tool to bring welfare to society"*, Secretary-General Kim said.

**Read more here**

### Flexigo: a new flexible on-demand transport system available in Île-de-France

A new on-demand public transport service will be launched in June 2019 in Île-de-France to cover the suburbs of the Paris region. The service, a minibus with around ten seats that can be booked by users via a mobile application operated by Transdev, is called Flexigo and has the purpose of complementing existing regular lines and to better connect suburban and hard-to-reach areas.

**Read the full article**



## Upcoming Events

### 2019 UITP Global public transport summit

**10-12 June** (Stockholm, Sweden)

### 6th European conference on Sustainable Urban Mobility Plans

**17-18 June 2019** (Groningen, The Netherlands)

### INCLUSION open event. 'Making transport more accessible and inclusive for all: new approaches and solutions'

**18 June 2019** (Groningen, The Netherlands)

### Velo-city 'Cycling for the Ages'

**24-28 June 2019** (Dublin, Ireland)

### 2019 CIVITAS Forum

**2-4 October 2019** (Graz, Austria)

### Walk21 Conference

**7-11 October 2019** (Rotterdam, The Netherlands)

### Polis conference

**27-28 November 2019** (Brussels, Belgium)

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## INCLUSION partners



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