

YOUMOBIL - YOUTH WORKSHOP REPORT HŽPP

Youth workshop to raise awareness of youth living in the pilot service area, the introduced software/mobile app solution and to collect feedback	Final 7-2021
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With the contribution of:

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1. Introduction

This task is the first step of the Activity T1.4 “Feedback, data analysis and conclusions”.

Considering the current situation affected by the COVID-19 pandemic, it is proposed to arrange short interactive sessions (1 per pilot case) with young people to:

- promote and valorise the pilot experiences, also thanks to the “pilot stories” (WP C);
- point out the possibility for the young people involved of filling a questionnaire;
- collect a first round of feedback and real-time inputs regarding the pilot experimentations.

The workshops should involve the no. of youths outlined for each pilot case in “D.T1.2.7 Monitoring criteria” (around 15/20 per pilot).

2. Questionnaire template

The questionnaire, addressed to youths using the communication channels already started up, is divided into two parts:

- a set of «standard» questions for all pilots, to get coherent data for the report,
- some specific questions for each pilot.

2.1 Standard questions to all pilots

1. In which country do you live in?
 - Croatia
 - Italy
 - Germany
 - Poland
 - Czech Republic
2. Please indicate your age category
 - 0-10
 - 11-15
 - 16-20
 - 21-25
 - >25
3. Please indicate your gender
 - Male
 - Female
 - I prefer not to declare it



4. What is the main mean of transport you use in your city?
 - ☐ Car
 - ☐ Bicycle
 - ☐ Train
 - ☐ Bus
 - ☐ Metro
 - ☐ Motorcycle
 - ☐ Walk
 - ☐ Other (to specify)
5. Did you hear about the YOUMOBIL project?
 - ☐ Yes
 - ☐ No
6. Did you hear about the night train connecting Zagreb and Dugo Selo?
 - ☐ Yes
 - ☐ No
7. Have you ever used the night train connecting Zagreb and Dugo Selo?
 - ☐ Yes
 - ☐ No
8. Have your friends/family ever used it?
 - ☐ Yes
 - ☐ No
9. Has using this service/solution become a habit (either regular or occasional) for you?
 - ☐ Yes
 - ☐ No
10. What is your level of satisfaction in using it?
 - ☐ 1
 - ☐ 2
 - ☐ 3
 - ☐ 4
 - ☐ 5
11. Do you think it should continue after the end of the YOUMOBIL project?
 - ☐ Yes
 - ☐ No
12. Did you have difficulties using the service? If yes, which ones? (Open question)
13. Do you think it should be expanded/improved? (Open question)
14. Do you think it improve users' travel experience? What benefits has it brought you?
(Open question)
15. What is your opinion on public transport in general? (Open question)
16. Has COVID-19 changed the way you move in your city? If yes, how? (Open question)



2.2 HZPP

HZPP omitted the first question referring to the country, because every person filling in the questionnaire is from Croatia.

Two questions regarding the piloting service were complemented:

Did you hear about the night train connecting Zagreb and Dugo Selo (arrival from Zagreb at 0.53, departure to Zagreb at 1.50)?

- Yes
- No

Have you ever used the night train connecting Zagreb and Dugo Selo?

- Yes
- No

A question regarding the use of service by family/friends was complemented by the answer: I don't know (as a third option).

Three questions were added, regarding the ticket purchase, opinion about the price and railway in general:

How did you buy your train ticket?

- At HZPP cash office in the station
- Online
- In the train
- On ticket vending machine
- On news-stand
- I didn't use the service

What is your opinion about the ticket price (13,60 HRK per direction, app. 1,80 EUR per direction)?

- Realistic
- Too high

What is your opinion about railway in general? (Open question)

3. Workshops

The pilot service implemented by HZPP started on 11/7/2020 and finished on 11/7/2021. Since the optimal time for organising youth workshop was near the end of the service life, HZPP tried to arrange it online (due to the pandemic restrictions). For high-school students, the school finished on 18/6/2021 and most were unavailable after that date and also 2 weeks before, because of the final exams. For students, university obligations finished on 23/7/2021, and they were mostly unavailable until then.

This is why HZPP opted for an online questionnaire, with a target group composed of Youth Council members of Dugo Selo and their friends. This is because most of them were familiar with YOUMOBIL and its activities (cooperation during a series of workshops in WPT1 and WPT2).

HZPP decided on a flash questionnaire, via G-Form, in Croatian language, during the weekend, when most of young people have more time, so it was opened on Friday 2/7/2021 and closed on Monday 5/7/2021.

A representative of HZPP explained the goals of this survey to a couple of key actors in the Youth council (via phone) and was available for questions during the survey. Survey resulted in 32 answers, with detailed answers to opened questions, which is more than planned. Considering all the facts, HZPP thinks that this type of feedback was more focused, appropriate and successful than a workshop that could/couldn't be organised after the summer break.

4. Results of the questionnaires at a glance

These are the answers to HZPP questionnaire, translated to English. Although most questions addressed the pilot service, the respondents used this opportunity to unburden about problems with railway transport in general. This is especially so due to infrastructure works on railway line Dugo Selo - Križevci and the reconstruction (+ construction of the second gauge) of the railway station in Dugo Selo, done by HŽ Infrastructure Ltd.

1. In which country do you live in?
 - Croatia
 - Italy
 - Germany
 - Poland
 - Czech Republic

32 respondents live in Croatia

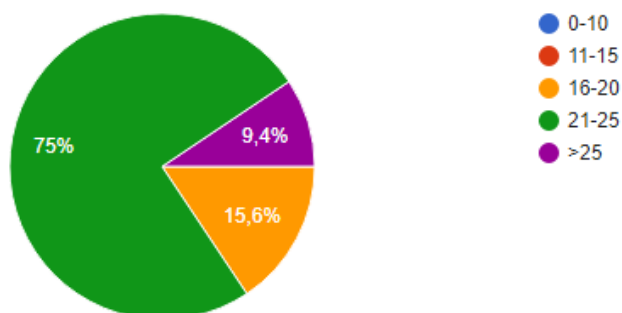
2. Please indicate your age category



- ☐ 0-10
- ☐ 11-15
- ☐ 16-20
- ☐ 21-25
- ☐ >25

Molimo naznačite Vaše godine

32 odgovora



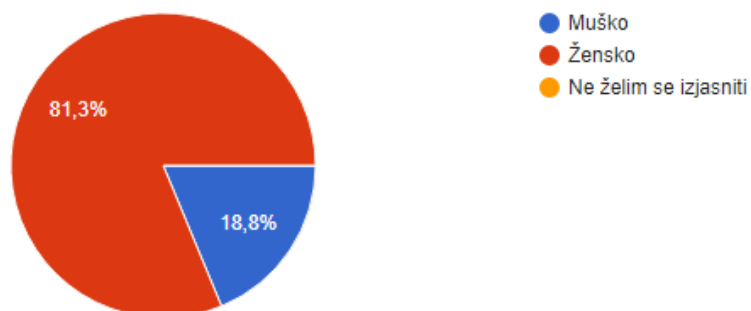
75% is aged 21-25, 15,6% is aged 16-20, 9,4% is aged over 25. There were no younger respondents.

3. Please indicate your gender

- ☐ Male
- ☐ Female
- ☐ I prefer not to declare it

Vaš spol

32 odgovora

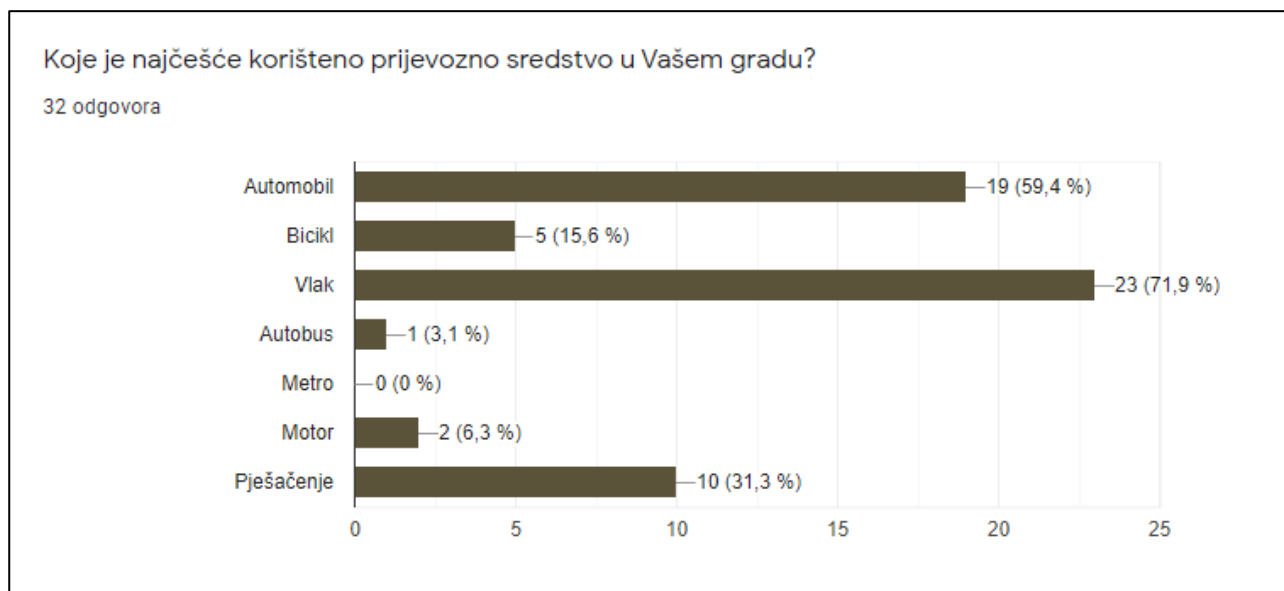




81,3% are women and 18,8% are men.

4. What is the main mean of transport you use in your city?

- ☐ Car
- ☐ Bicycle
- ☐ Train
- ☐ Bus
- ☐ Metro
- ☐ Motorcycle
- ☐ Walk
- ☐ Other (to specify)



59,4% use the car, 15,6% bike, 71,9% train, 3,1% bus, 6,3% motorbike and 31,3% walk.

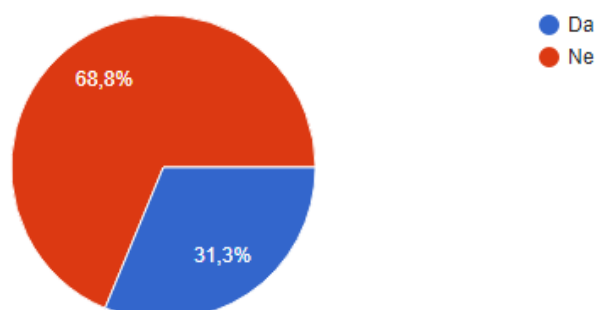
5. Did you hear about the YOUMOBIL project?

- ☐ Yes
- ☐ No



Jeste li čuli za projekt YOUMOBIL

32 odgovora



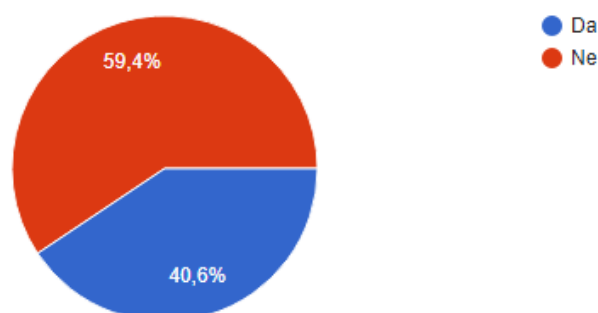
31,3% of respondents heard about YOUMOBIL project.

6. Did you hear about the night train connecting Zagreb and Dugo Selo (arrival from Zagreb at 0.53, departure to Zagreb at 1.50)?

- ☐ Yes
- ☐ No

Znate li za noćni vlak koji povezuje Zagreb i Dugo Selo (Zagreb 0.28 - Dugo Selo 0.53, Dugo Selo 1.50 - Zagreb 2.16)?

32 odgovora



40,6% of respondents know about the YOUMOBIL pilot service.

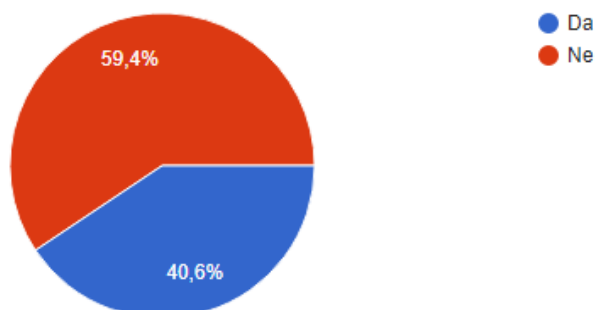
7. Have you ever used the night train connecting Zagreb and Dugo Selo?

- ☐ Yes
- ☐ No



Jeste li ikada koristili noćni vlak koji povezuje Zagreb i Dugo Selo?

32 odgovora



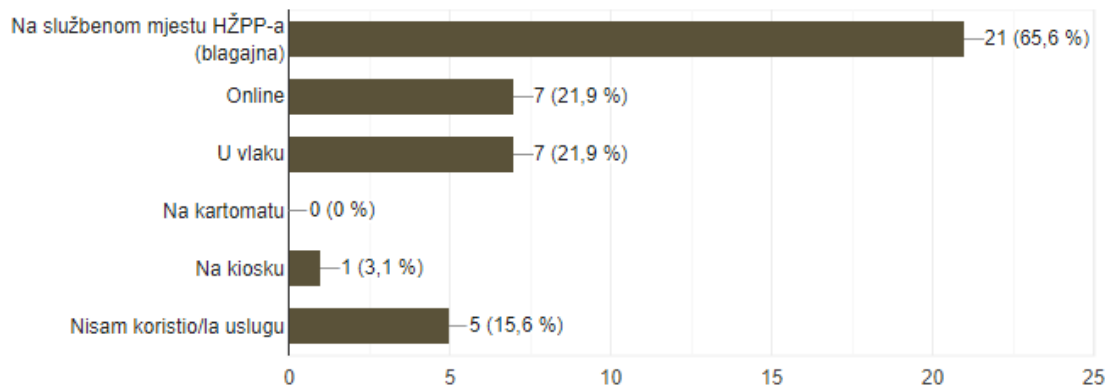
40,6% of respondents used the YOUMOBIL pilot service of night trains.

8. How did you buy your train ticket?

- At HZPP cash office in the station
- Online
- In the train
- On ticket vending machine
- On news-stand
- I didn't use the service

Kako ste kupili prijevoznu kartu?

32 odgovora



65,6% bought their ticket at HZPP cash office in the station, 21,9% online, 21,9% in the train, 3,1% on the news-stand and 15,6% don't use the train at all.

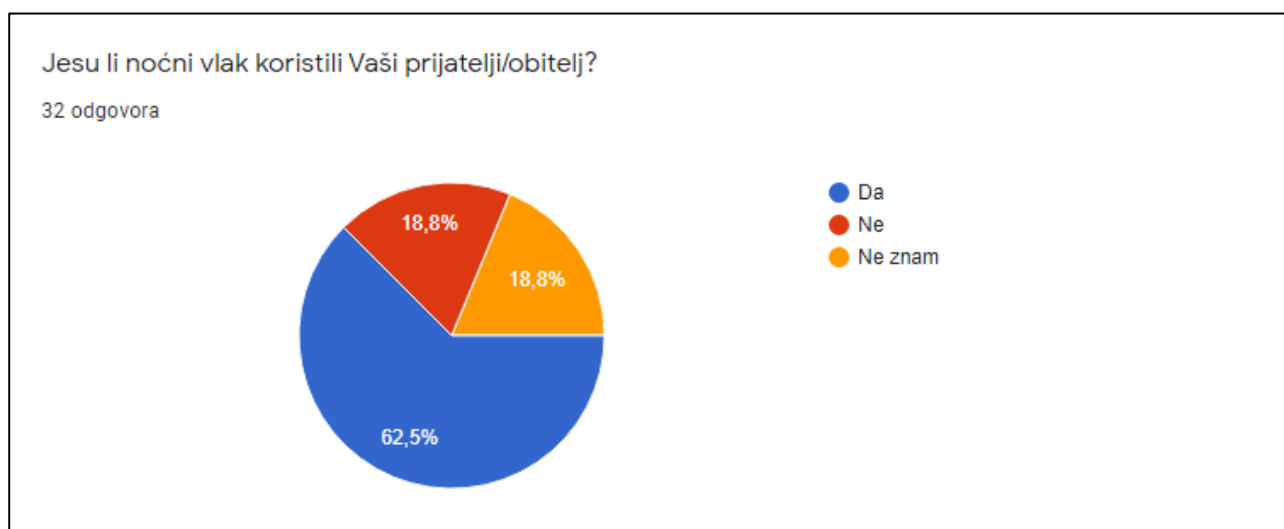


9. What is your opinion about the ticket price (13,60 HRK per direction, app. 1,80 EUR per direction)?
- ☐ Realistic
 - ☐ Too high



53,1% respondents think that the price is realistic.

10. Have your friends/family ever used it?
- ☐ Yes
 - ☐ No
 - ☐ I don't know

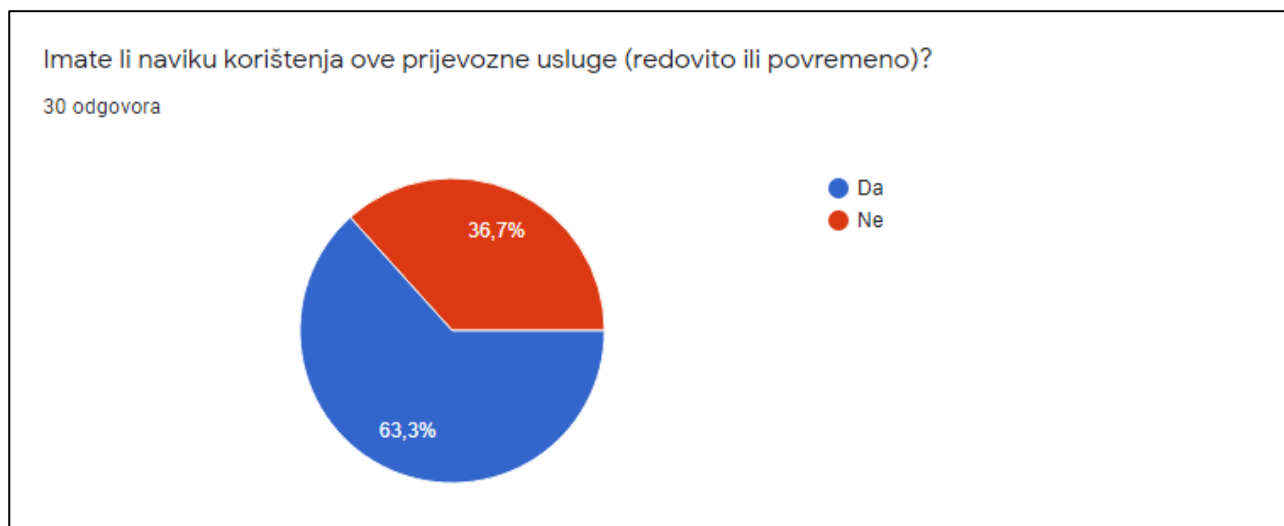


62,5% says that their friends/family used the service, 18,8% says no and 18,8% don't know.



11. Has using this service/solution become a habit (either regular or occasional) for you?

- ☐ Yes
- ☐ No



For 63,6% using the service has become a habit.

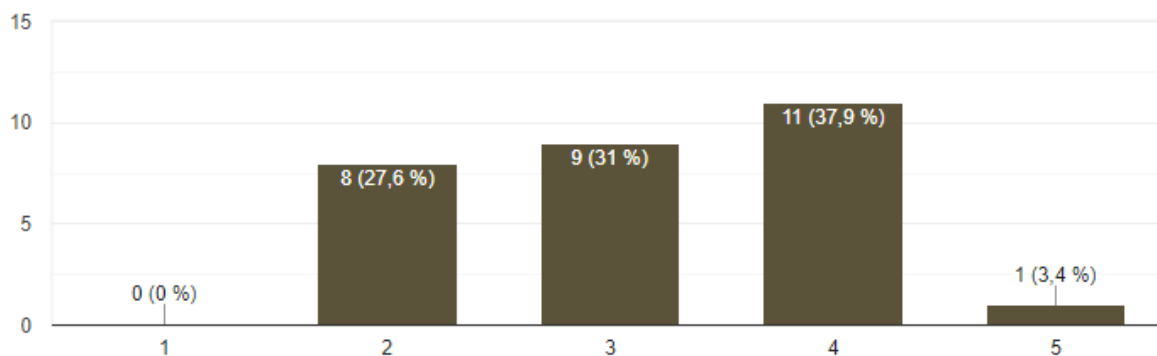
12. What is your level of satisfaction in using it?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5



Kako ste zadovoljni s uslugom?

29 odgovora



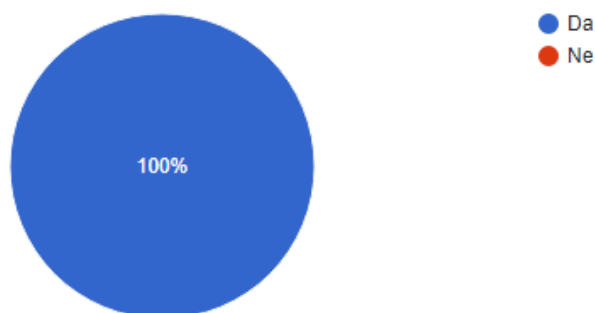
27,6% are not very satisfied (mark 2), 31% are fairly satisfied (mark 3), 37,9% are satisfied (mark 4) and 3,4% are completely satisfied (mark 5) with the service.

13. Do you think it should continue after the end of the YOUMOBIL project?

- ☐ Yes
- ☐ No

Mislite li da bi vlakovi trebali voziti i nakon 11-7-2021?

32 odgovora



All of the respondents think that night trains should operate after 11/7/2021.

14. Did you have difficulties using the service? If yes, which ones? (Open question)



Young people mostly gave their opinion on the train service in general and not about night trains. Most said they have no difficulties or don't use the train and the rest responded the following:

- Train departs too early from Zagreb to Dugo Selo. It should leave about 2:30 because most people using it are young people going home from parties and 0:28 is simply too early to go home when in Zagreb partying.
- The trains in general are often late.
- The trains in general are regularly late and the ramps on level crossings (for vehicles) stay closed for too long.
- Not organized, constant delays, longer rides due to unknown reasons.
- Constant delays, too slow, bad infrastructure.
- Connection to Vrbovec (Dugo Selo is a hub where tracks from Zagreb branch to NI to Vrbovec and SI), trains are constantly late and there are too few lines.

15. Do you think it should be expanded/improved? (Open question)

- Yes, there should be another night train between 2:30 and 2:45.
- I think that the last train should go from Zagreb to Dugo Selo and the other way around. There is no sense that the last train to Dugo Selo is at 00:28 and to Zagreb at 1:50, because young people want to go out and be longer in Zagreb.
- Another train from Zagreb later than 0:28.
- Yes. The service is easily improved in a way to have automated programs on level crossings that will effectively reduce congestion, while also passing trains according to the timetable. Not keeping the ramp lowered because "another train is coming soon" and similar.
- Yes, of course. Increase the number of trains, especially between 9:00-11:00 AM. Night trains would be extremely helpful for people working afternoon / night shifts, that have working hours by appointment and have no other way to Zagreb than by train.
- More frequent lines.
- Yes, the infrastructure needs to be improved and trains introduced in the early morning hours as it is an inter-city transport. Also, ticket prices for daily migrations of the population traveling to work in Zagreb from Dugo Selo or vice versa should be reduced.
- Yes, the trains should be on time.
- Trains have too much delays, there should be one train from Zagreb to Dugo Selo at around 2:00 or 3:00 AM.
- The timetable definitely needs to be expanded. For many years, all users of railway transport, both older and younger, have been asking for the introduction of regular night lines. I suggest a model like ZET has: one line every hour from midnight to 5:00 AM.
- More frequent lines and solve the delays because people are late for exams and work.
- I'm satisfied.
- Yes, more hygiene and better cleaning.
- Introduce more night lines.



16. Do you think it improve users' travel experience? What benefits has it brought you?
(Open question)

- Definitely, I can stay longer in Zagreb.
- I can stay longer with my boyfriend living in Zagreb and with friends on social gatherings.
- Definitely, especially for young people who don't have to worry about going out in Zagreb. For me, this will be more perfect after the pandemic. The trains should continue, and it would be desirable to have another later departure from Zagreb, that is more needed than the one from Dugo Selo at 1:50.
- Absolutely yes. The level of connection between Dugo Selo and Zagreb is increasing. In the case of parties, socializing and even commitments, the use of cars can be avoided, and public transport can be used.
- Yes.
- Night trains improve customer service, especially those younger who go to Zagreb for night out or work. It is safer for them to travel by train than to drive themselves.
- Yes, young people, and everyone else, can stay longer in the city (Zagreb) and don't have to wait until morning or depend on taxi service.
- Yes, I no longer depend on my friends in Zagreb, for a sleepover.
- Going to Zagreb without waiting for a first morning train. Some people work late and can go home by train.
- Yes. I think that it is absolutely necessary to firmly connect the capital of an EU country with the surrounding places, which are very closely connected at various levels. Personally, I use night trains after various gatherings with friends, when returning from work or returning from a trip whose return is to the Zagreb bus or train station.
- We would have more freedom and be able to enjoy our stay in Zagreb longer.
- Of course. It's cheaper and quicker in night hours. It provides the opportunity to stay longer when going out, without worrying about how to return home.
- Yes, I have a transportation.
- Yes, the possibility to stay longer in the city (Zagreb) without thinking about how to return home.

17. What is your opinion on public transport in general? (Open question)

- Improvements are possible.
- I'm not happy with the transportation because the trains are late. It would be nice if the app showed the real train delay, but a lot of times I happened to follow the app and be late. Once it happened that the application did not say that the train was late, and the train was half an hour late. Also, one Saturday I came on the train at 7.30 PM and the lady at the cash office said that although it's listed on the app and timetable, the train doesn't exist. In addition, the conductors are often rude and impudent, and no one apologizes to the passengers for the delays.
- I have a problem with timetables, public transport not being punctual and being late in most cases.



- It's useful and necessary, but it can be better.
- Well-structured and quality public transport should be used to reduce the level of urban pollution in cities. It has the potential to drastically reduce crowds, especially in a society like ours where there is still no "carpooling" culture (driving to work together), but rather one person in the car, on a regular basis.
- Good thing.
- Terrible.
- Public transport is a special topic. Here I would first emphasize the fact that public transport should be free. As far as Croatian railways are concerned, the infrastructure needs to be greatly improved and the problems of constant delays and inefficiencies regarding arriving at destinations on time need to be addressed.
- HZPP - bad, ZET - good. Although both have a significant place for improvement.
- Slow and dirty.
- Expensive, bad quality.
- Very bad, railways are extremely unreliable, and I don't use bus transport because it's too expensive and the trip lasts too long.
- There should be some other public transport in Dugo Selo besides the train and Čazmatrans bus (which is terribly expensive).
- Could be better. The state of public transport in Dugo Selo needs to be improved. I guess it would be best to regulate bus lines and definitely reduce prices.
- Great if it sticks to the timetable.
- Positive.
- Late, without explanation and announcement.
- Unhygienic.
- Too high a price considering the service.

18. What is your opinion about railway in general? (Open question)

- Improvements are possible.
- Outdated.
- Trains are often late and the ramps on level crossings are often closed (for half an hour), although there are no trains passing.
- I believe that the situation will improve after the investment works, but the works should be quicker and organized more efficiently. Riding the train during works is terrible.
- I consider railways to be the best type of public transport in general because it is the fastest, and this is very important factor in traffic. On the other hand, Croatian railways have the potential to be, but due to corruption and various other factors that I do not want to mention because they are not the subject of this issue, it will be a long time before the quality of Croatian railways improves.
- The most convenient form of public transport.
- Horror.
- Simply put, it is so bad in Croatia that I have no opinion about it. As someone who often uses the train as a means of transport, I believe that it should be improved on many



levels because this type of transport is used primarily by pupils and students who are dependent on the exact time in which they must arrive at their destination.

- Bad.
- I don't feel safe.
- Very poor organization, regularly unfriendly staff, delays, not announcing train delays. Charging for a fast train even though there is no other train because it is 30 minutes late. Instead of 25 minutes according to timetable, the train rides 30-35 minutes in the morning when everyone travel to work and in the afternoon when returning from work. Trains should operate more often, or 2 units should be connected because it is too crowded.
- Delays!!
- Very bad. Of course, the biggest drawback is the delay of trains, which should be the fastest travel option on the route Dugo Selo - Zagreb. With the delay, I am bothered by the condition of most trains, poor information to users and sometimes the rudeness of employees.
- Great, when trains arrive regularly, without delay.
- Okay, considering the renovation of the station, but the problem of delays needs to be addressed.
- Fast arrival if there is no delay.
- Except for the train delays, I'm satisfied.
- Late without notice.
- Unhygienic.
- Too slow trains for longer routes.

19. Has COVID-19 changed the way you move in your city? If yes, how? (Open question)

- Not really.
- It did. I combine car and train. Since part of my classes are live and part online, I do not have an annual ticket, so I use a 50% discount for students.
- If I can, I choose my own transportation, not public.
- Travel needs are sparser.
- Yes. The level of use of the service is reduced due to a lesser need to go to Zagreb.
- I don't travel that often because of online classes.
- No.
- As a rule, it did not.
- Not with train. Travel in general - yes, because I don't travel unless necessary, because I don't want to get into embarrassing situation because of other travelers who may be unreasonable about masks and other epidemiological measures. I prefer my own car.
- Yes, I travel by train less often.
- Yes, I use public transport less.
- Yes. As my classes were transferred online, I had no need to buy monthly tickets for the train, so I travelled to Zagreb by car. Also, wearing mask in a train is uncomfortable so for that reason I also avoid them.
- I drive less because of home office.



- Yes, I travel by car more often which is more expensive for me, but safer.
- It didn't.
- No, I'm still traveling by train. It's the only means of transportation I use.
- Yes, I use public transport less.
- Yes, I pay even more attention to hygiene.
- No.

5. Other inputs collected

HZPP received valuable inputs from the answers collected in the questionnaire, regarding most wanted improvements in regular business activities.

People are almost always mixing up HŽ Passenger Transport (railway passenger operator) with HŽ Infrastructure (railway infrastructure manager), so this is a clear sign that more communication activities should be directed to educate the passengers and general public about how public transport functions. Also, this fact points to a need for better communication between two companies.

Respondents would like the service between Zagreb and Dugo Selo to be more frequent. Now it operates every 8 (peak hours) to 25 minutes (slow hours).

6. Conclusions

The service of late/night trains between Zagreb and Dugo Selo is needed and wanted.

Respondents understand the benefits of night trains and they expressed their interest to have the service renewed after the pandemic.

Young people were really happy to have the opportunity to express their opinion and be heard. This is concluded based on the high response number to the survey. They (maybe too) sincerely pointed to the things they find important and could be improved.

The pilot service received quite positive feedback, with some suggestions on improvements, as opposed the negative feedback regarding company services in general.

Some aspects of the service, that respondents want to improve, such as later departure from Zagreb to Dugo Selo, are not financially feasible. This asks for the prolongation of working hours of certain railway stations (managed by HŽ Infrastructure) and HŽPP personnel. The costs of these services on weekend, during night time, would increase the overall operating costs significantly, not nearly covered by the income.



Since railway transport has high operating costs in general, and is very rigid, it is difficult to communicate and explain the reasons behind some company decisions to the general public.

Respondents understand the benefits of riding the train, especially online Zagreb - Dugo Selo, due to speed and costs, but mostly resent delays and lack of information.

Average grade for using the train is 3,2, which means that the respondents are fairly satisfied with the service.

Respondents partly think of public transport as unreliable, unclean, slow and expensive.

Respondents partly think of railway transport as outdated and unreliable.

Covid-19 pandemic changed some travel habits due to changed lifestyle. Many work from home; students have online classes; theatres, movies and pubs are closed; so young people don't have the need to travel as much as before the pandemic. When they do, they often choose individual transport because of personal comfort and health safety. When having to use the car only sometimes, the price is not a deciding factor.