

YOUMOBIL - YOUTH WORKSHOPS REPORTS

Youth workshops to raise awareness youth living in rural areas of the pilot service, the introduced software/mobile app solution and to collect feedback	Version 2 3-2021
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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 **INSA YOUNG app**?
 - ☐ Yes
 - ☐ No
7. Have you ever used the **INSA YOUNG app**?
 - ☐ 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

2.3 Mazovia

2.4 MLV-NASA

17. What do you like the most in INSA YOUNG and why?
18. What do you like the least in INSA YOUNG and why?
19. How satisfied are you with the following functions? (rate from 1 to 5)
 - Reachability layer
 - Schülerferienticket-Check
 - Digital Booking of on demand buses
 - Live Map
 - Take-me-there
 - POIs
 - Bicycle routing
20. Any further feedback?

2.5 aMo

2.6 KORDIS

3. Workshops

In Saxony-Anhalt two workshops were organised, that took place on 15th and 16th December. Due to the ongoing pandemic the workshops were held online with a videoconferencing tool. In total 10 people participated who were aged between 11 and 25.

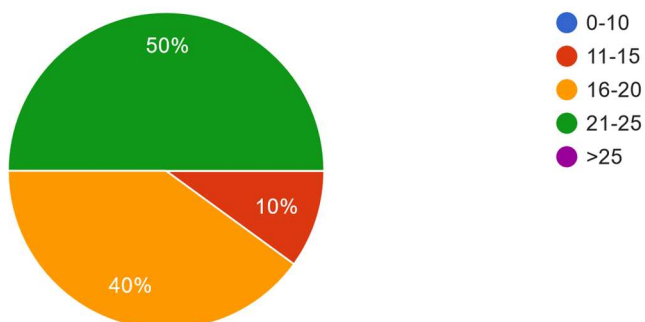
The workshop commenced with a small introduction to the project and the pilot. After this the participants filled out a questionnaire with the 20 questions that can be found above. The answers that the participants gave were used to spark discussions and gather more detailed feedback of the pilot.

4. Results of the questionnaires at a glance

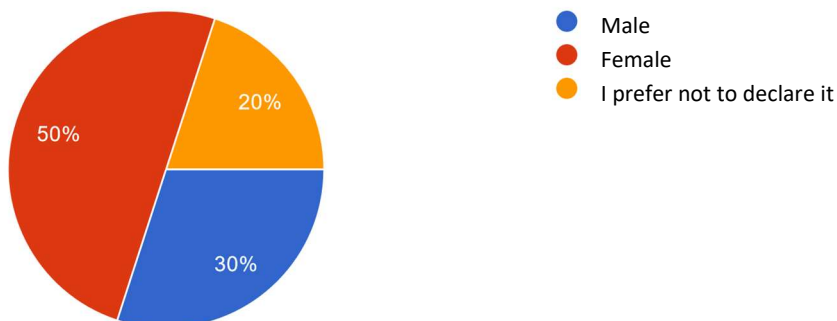
Question 1 - In which country do you live in

- Germany (answered by all 10 participants)

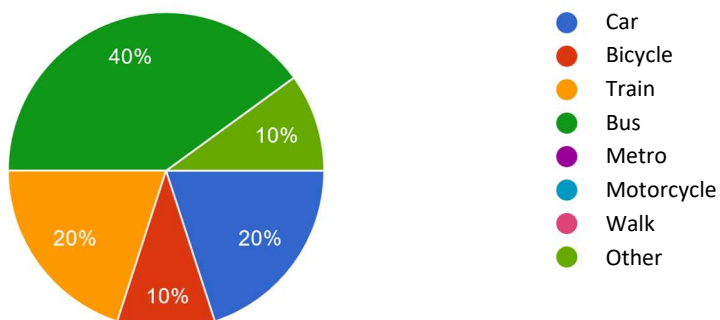
Question 2 - How old are you



Question 3 - Please indicate your gender

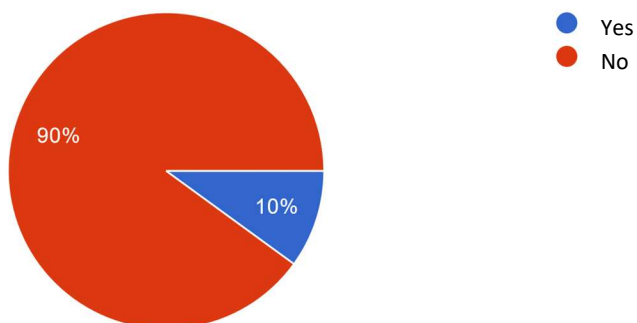


Question 4 - What is the main mean of transport you use in your city?

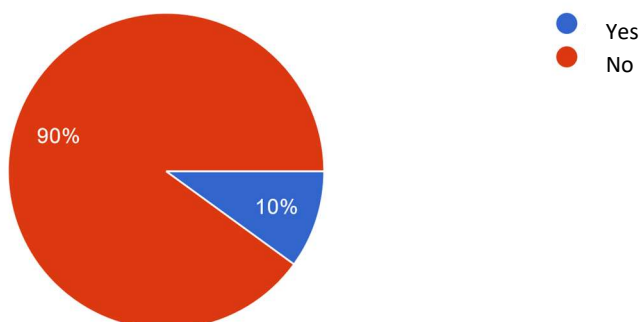




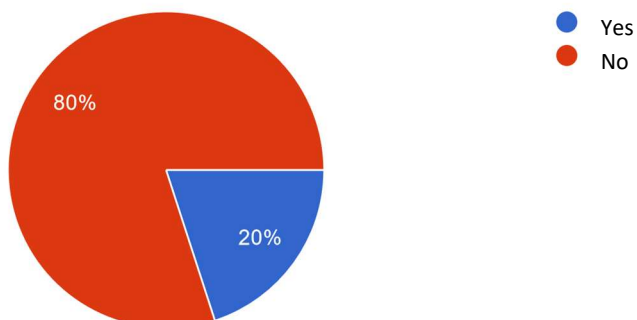
Question 5 - Did you hear about the YOUMOBIL project?



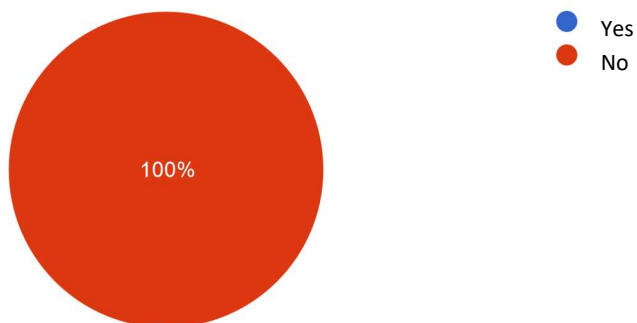
Question 6 - Did you hear about the INSA YOUNG App?



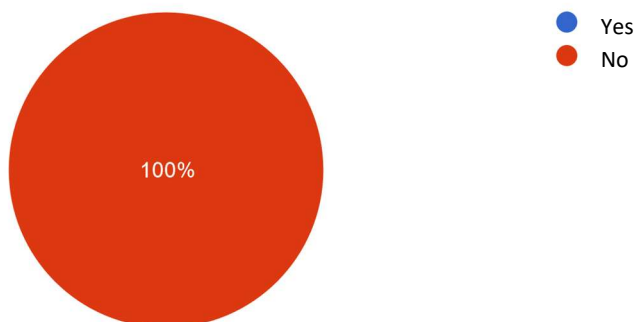
Question 7 - Have you ever used the INSA YOUNG App?



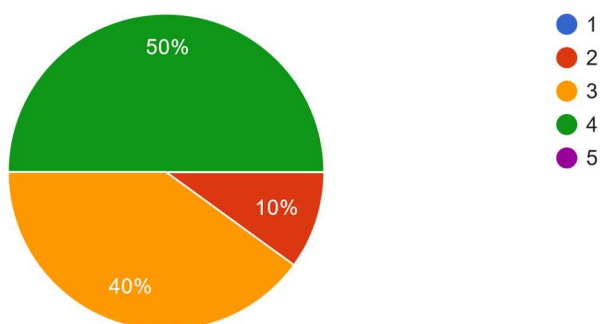
Question 8 - Have your friends/family ever used it?



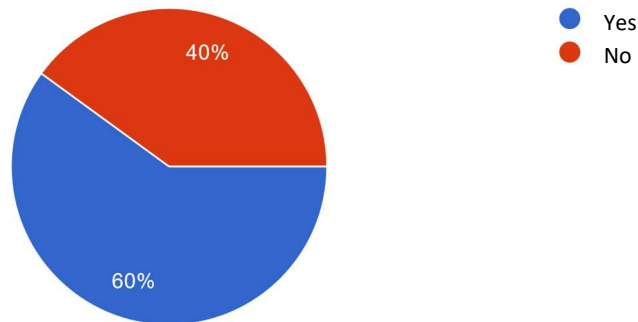
Question 9 - Has using this service/solution become a habit (either regular or occasional) for you?



Question 10 - What is your level of satisfaction in using it?



Question 11 - Do you think it should continue after the end of the YOUMOBIL project?



Question 12 - Did you have difficulties using the service? If yes, which ones? (Open question)

- Not yet
- No
- Not really, apart from the fact that some things weren't visible at first
- -
- None
- None yet
- No problems
- Not big ones
- N/A
- Clarity, usage possibilities

Question 13 - Do you think it should be expanded/improved? (Open question)

- Yes
- Dark mode
- A dark mode would be good
- No, all functions, that are important to me, are already included
- It's great, maybe include 1-2 tutorials
- The individual functions should be explained better
- Yes, in general I was overwhelmed by the interface and still don't know all application possibilities

Question 14 - Do you think it improve users' travel experience? What benefits has it brought you? (Open question)

- Simple operation
- Good visibility of public transport nearby, the function for the "Schülerferienticket"
- I think so, an easy overview
- -
- Live-Map
- Finding stops nearby, saving connections
- I have never used the app while travelling



- Everything in one app
- Fast and reliable information
- Direct booking of on-demand buses (call-a-bus services)

Question 15 - What is your opinion on public transport in general? (Open question)

- In the city very good, in rural areas expandable
- Very useful and fast within cities but not in rural areas, better for the environment
- In rural areas buses rarely run
- In general, very good but because of price and inconvenience (many changeovers, not every area being reachable at every time) it is not practical
- Very high, but unfortunately it is almost non-existent in rural areas
- In urban areas (e.g. Magdeburg) in combination with a bicycle it is the best possibility to get from A to B in everyday life.
In rural areas (relevant for me) not an alternative, as it is too inflexible and spontaneous (e.g. if I want to visit my friends after 6 pm only call-a-bus services are available, that have to be booked 2 hours in advance). Furthermore, the journey via public transport is often much longer than by car. The costs [for public transport] are much lower, but for me the time is more important (via carpooling taking the car pays off)
- Should be expanded
- I am dependent on it
- In general, public transport an important means of transport should be funded and expanded
- Bus services are not developed enough, especially in villages and rural areas, which for example makes it difficult for me to leave my hometown. Furthermore, public transport is too expensive

Question 16 - Has COVID-19 changed the way you move in your city? If yes, how? (Open question)

- No
- More bicycling in the city
- No
- Has barely changed
- Not really
- I travel more by skateboard, as journey are shorter
- I travel a lot less
- I avoid bus journeys with a mask at any cost, otherwise only the frequency of my use of public transport has been restricted

Question 17 - What do you like the most in INSA YOUNG and why?

- That you can change the visibility of modules on the home screen, the [Take-me-there function]
- The Schülerferienticket-Check, as it is now very clear where the ticket is valid
- The idea that young people, who live in rural areas, have been considered
- -



- The usability and the configurable home screen
- The ability to easily find stops, as it is a bit difficult using e.g. [Google] Maps
- Easy and practical to use
- A better DB Navigator [information app by the Deutsche Bahn]
- N/A
- Schülerferienticket-Check and the online booking of call-a-bus services

Question 18 - What do you like the least in INSA YOUNG and why?

- That you can't save a widget on the home screen of the smartphone
- The appearance could be improved, a bit slow
- Couldn't the app be integrated into the normal INSA app?
- -
- That it is a separate App and that the extra functions aren't included in INSA
- Haven't tested enough
- The layout colour pink
- It is difficult to familiarise oneself with all functions
- At first glance the app is relatively unclear. There are many functions, but it is difficult to find and understand them by oneself
- The interface overwhelmed me, also compared to the Deutsche Bahn App I can't buy my ticket in the app

Question 19 - How satisfied are you with the following functions? (rate from 1 to 5)

- Reachability layer
 - 1 - 0 responses
 - 2 - 4 responses
 - 3 - 0 responses
 - 4 - 1 response
 - 5 - 1 response
 - n/a - 4 responses
- Schülerferienticket-Check
 - 1 - 1 response
 - 2 - 1 response
 - 3 - 0 responses
 - 4 - 0 responses
 - 5 - 1 response
 - n/a - 8 responses
- Digital Booking of on demand buses
 - 1 - 0 responses
 - 2 - 1 response
 - 3 - 0 responses
 - 4 - 1 response
 - 5 - 0 responses
 - n/a - 8 responses



- Take-me-there
 - 1 - 2 responses
 - 2 - 1 response
 - 3 - 0 responses
 - 4 - 0 responses
 - 5 - 0 responses
 - n/a - 7 responses
- POIs
 - 1 - 0 responses
 - 2 - 1 response
 - 3 - 0 responses
 - 4 - 1 response
 - 5 - 0 responses
 - n/a - 8 responses
- Bicycle routing
 - 1 - 0 responses
 - 2 - 2 responses
 - 3 - 0 responses
 - 4 - 0 responses
 - 5 - 1 response
 - n/a - 7 responses

Question 20 - Any further feedback?

- -
- Why an extra app? Couldn't the "new" functions be included in the existing INSA app?
Otherwise I really like the app and would like to continue using it
- -
- Data protection of the app? (e.g. contacts)
- I think the app is clear and useful, but it doesn't offer me anything that other apps don't
- I think it's great
- n/a
- Unfortunately, I wasn't able to use all functions. Even if they sound great, compared to the Deutsche Bahn App, I won't be using [INSA YOUNG] as I can buy my ticket in the [Deutsche Bahn App]

5. Other inputs collected

In the discussion part of the workshop the following feedback was given:

- The ability to personalise the app to one's own needs is considered to be very important.
- For some users the presence/absence of a dark mode can be essential in the decision of whether an application is continually used or only once.



- The most essential part of a public transport app is that delays are communicated well and that the information in general is reliable.
- Both groups found it difficult to find the youth orientated functions on their own.

6. Conclusions

The most important feedback that was collected, was that the youth orientated functions need to be communicated better so that those functions can be found more easily by the target group. No major problems were encountered by the participants of the workshop, which is promising. The communication of the youth orientated functions could be improved, in order to highlight the distinctive features that INSA YOUNG holds for young people.