

# 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	Final  11/2021
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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 POSEIDON app?
- ☐ Yes
  - ☐ No
7. Have you ever used the POSEIDON 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)

### 3. Workshops

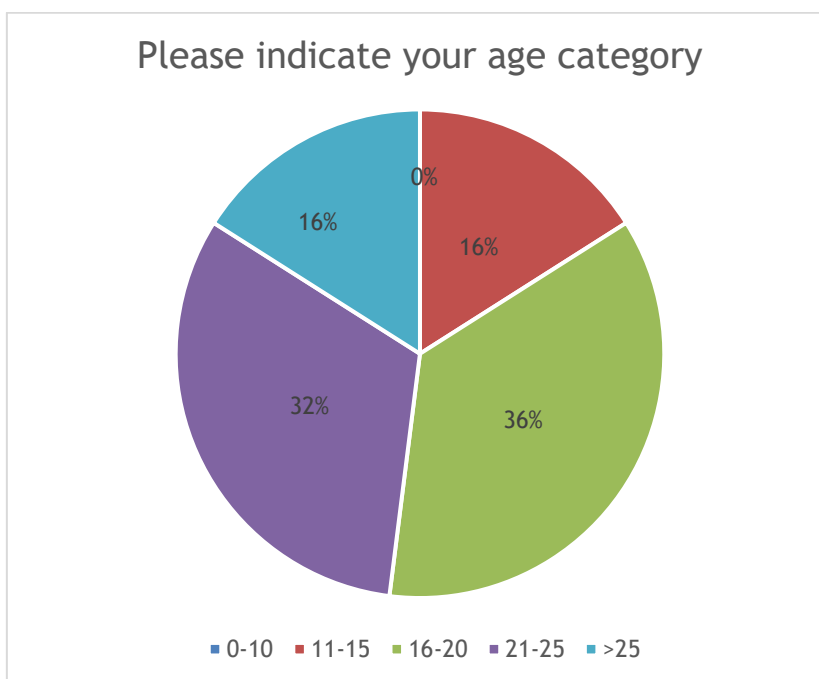
The workshop was held on 27 October within transnational youth summer camps in the KORDIS premises. In total, 16 young people took part and were given the questionnaires. Except from that, 9 other youths were chosen and given the questionnaires. In total, we have **25 answers**.

### 4. Results of the questionnaires at a glance

#### 1. In which country do you live in?

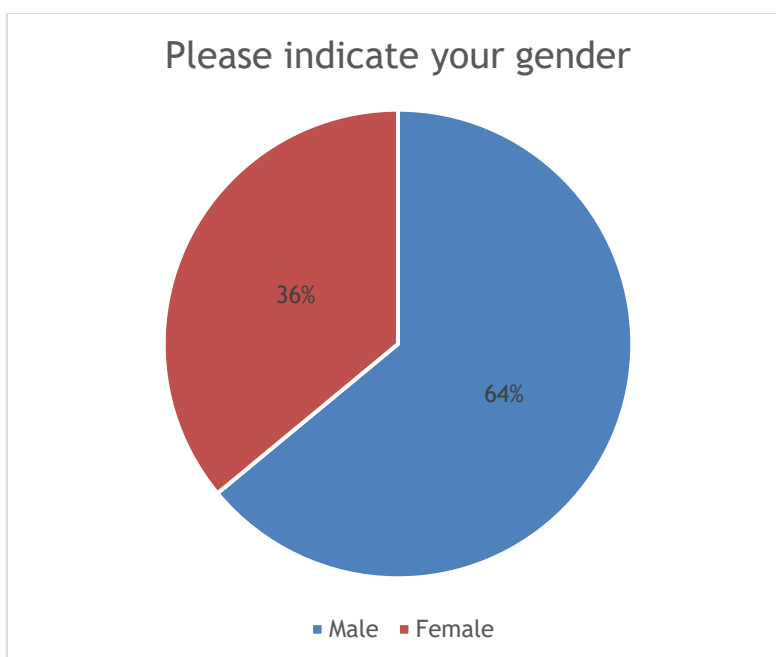
All of them lived in the Czech Republic.

#### 2. Please indicate your age category



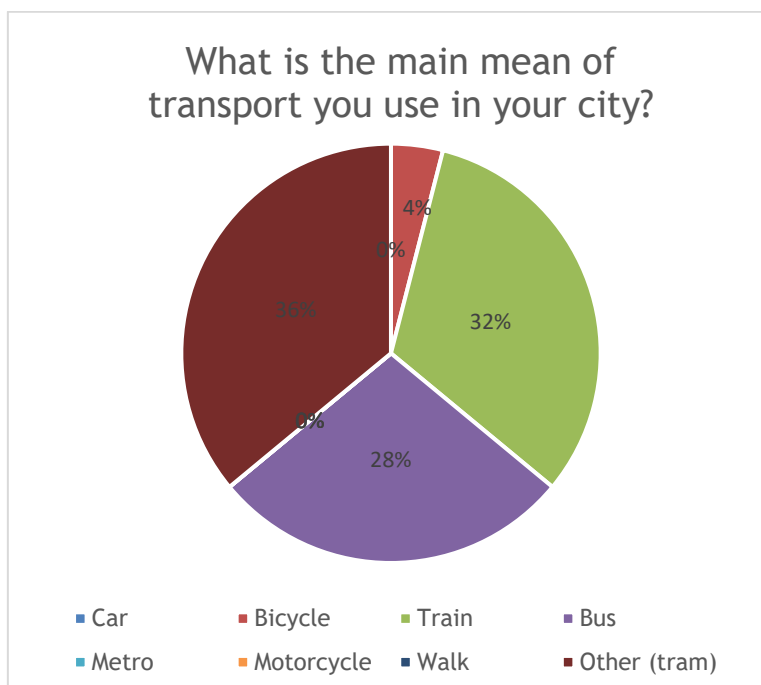
36% is aged 16-20, 32% is aged 21-25, 16% is aged over 25, 16% is aged 11-15. Most of them (9) were of age of 16-20.

### 3. Please indicate your gender



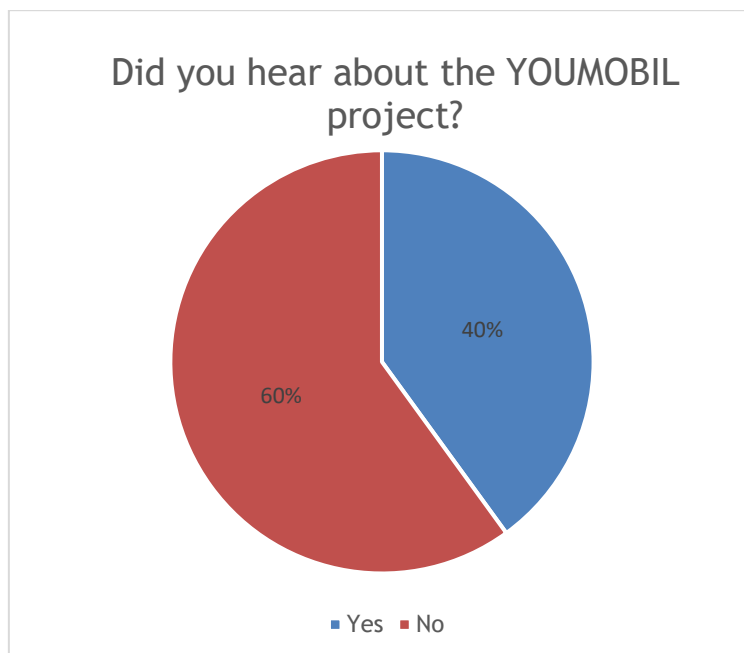
The group consisted mostly from boys.

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



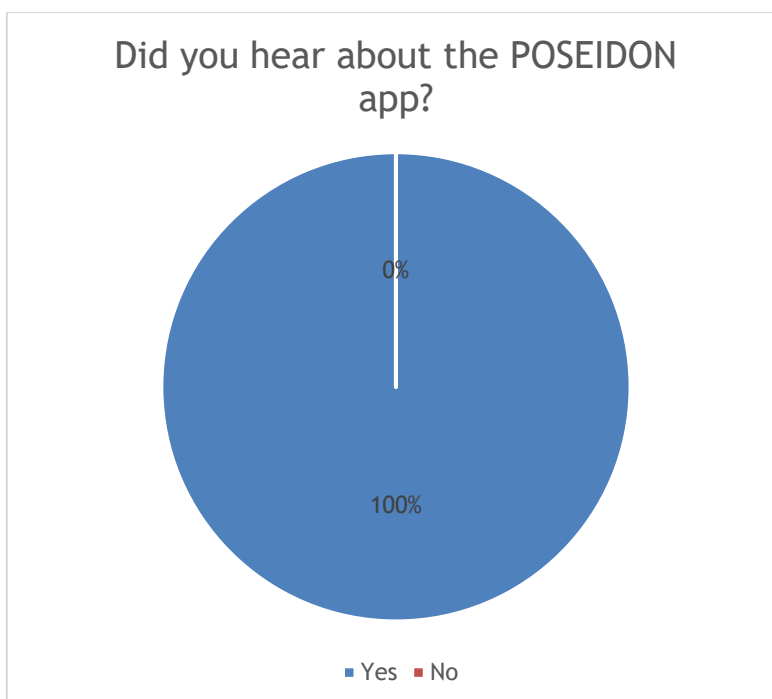
Most of the respondents (36%) used a tram as the main means of transport. The second most common means of transport was a train (32%). 28% use bus and 4% use bicycle.

**5. Did you hear about the YOUMOBIL project?**



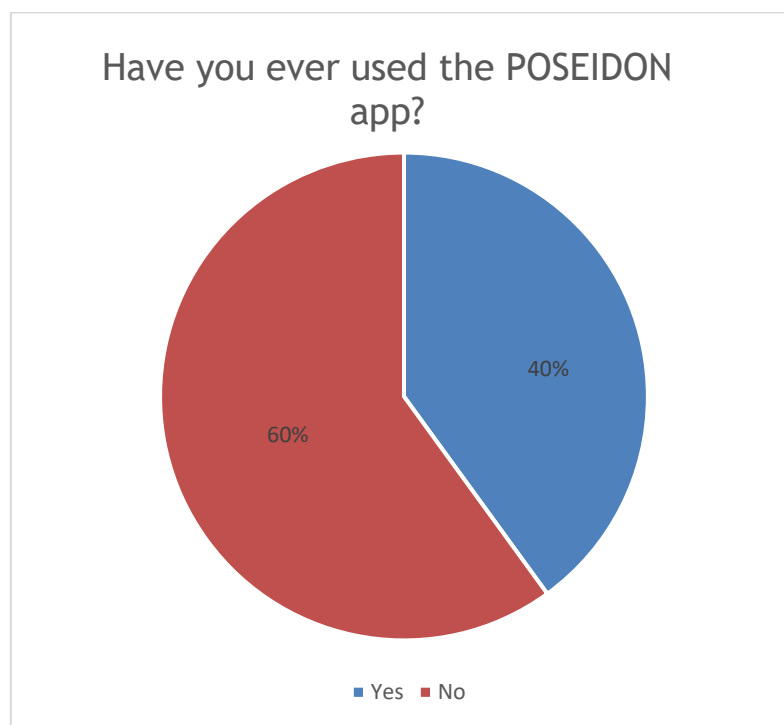
Just 40 % participants have heard about the YOUMOBIL project. Youths have heard about the YOUMOBIL project because they took part the workshop.

**6. Did you hear about the POSEIDON app?**



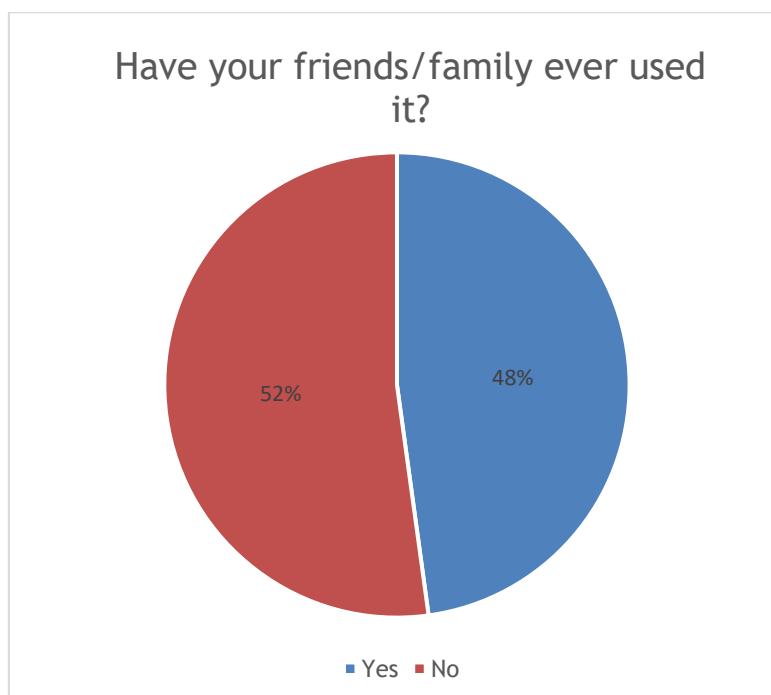
100 % of respondents have ever heard about the POSEIDON app.

**7. Have you ever used the POSEIDON app?**



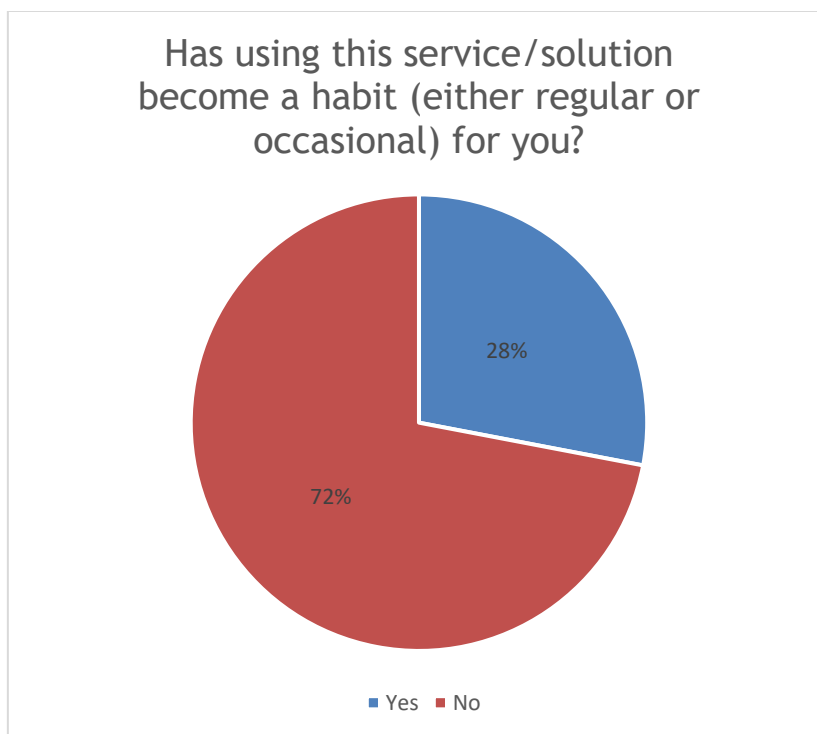
40 % of respondents have used the POSEIDON app.

**8. Have your friends/family ever used it?**



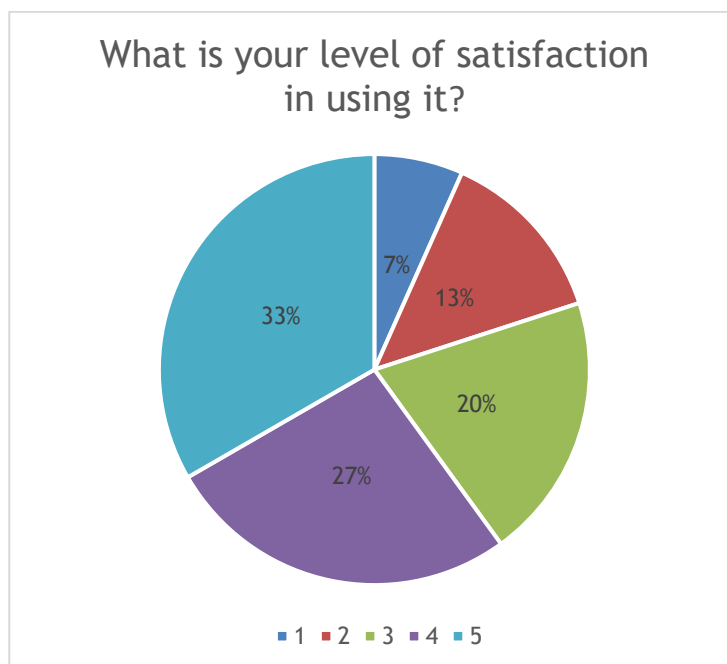
48% youths responded that their friend and family have used the POSEIDON app.

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



28% of respondents answered that the POSEIDON app has become a habit a habit.

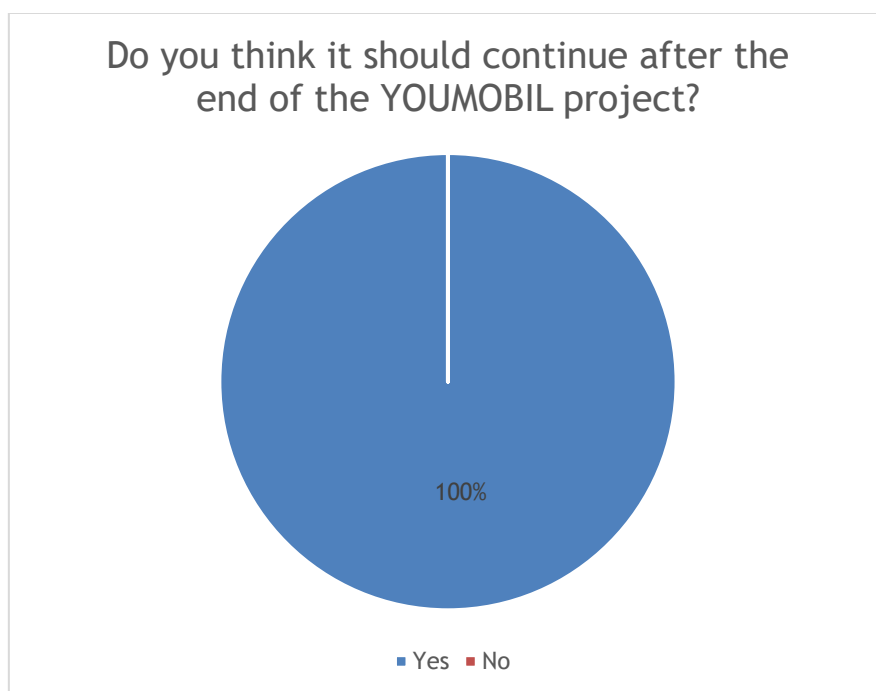
**10. What is your level of satisfaction in using it?**



7 % are not at all satisfied (mark 1) 13 % partly satisfied (mark 2), 20 % are satisfied (mark 3), 27 % are more than satisfied (mark 4) and 33 % are very satisfied (mark 5) with the service.

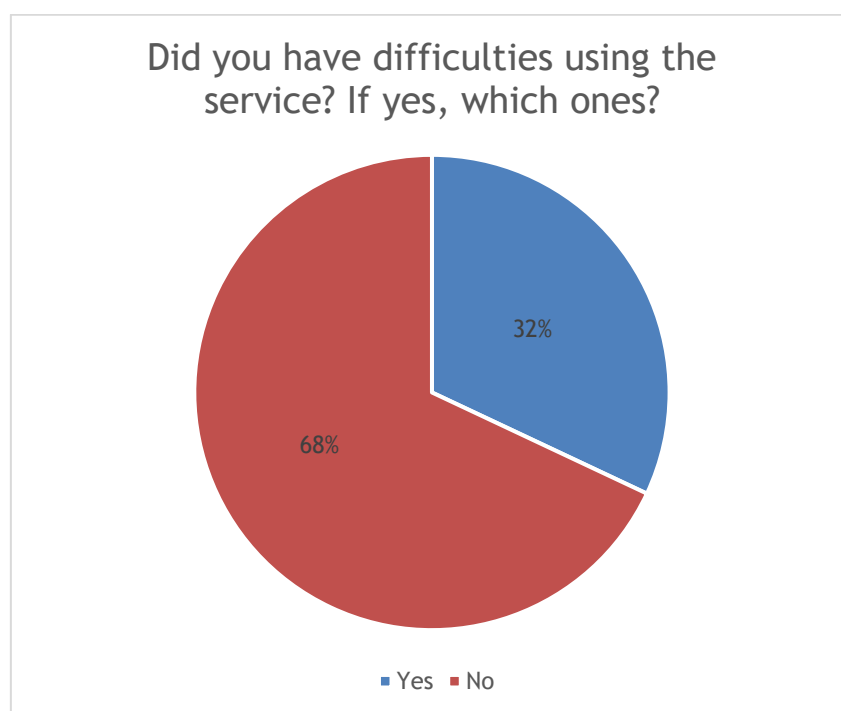


11. Do you think it should continue after the end of the YOU MOBIL project?



All of the respondents think that it should operate after the end of the YOU MOBIL project.

12. Did you have difficulties using the service? If yes, which ones?



68% of respondents do not find using the POSEIDON app difficult.



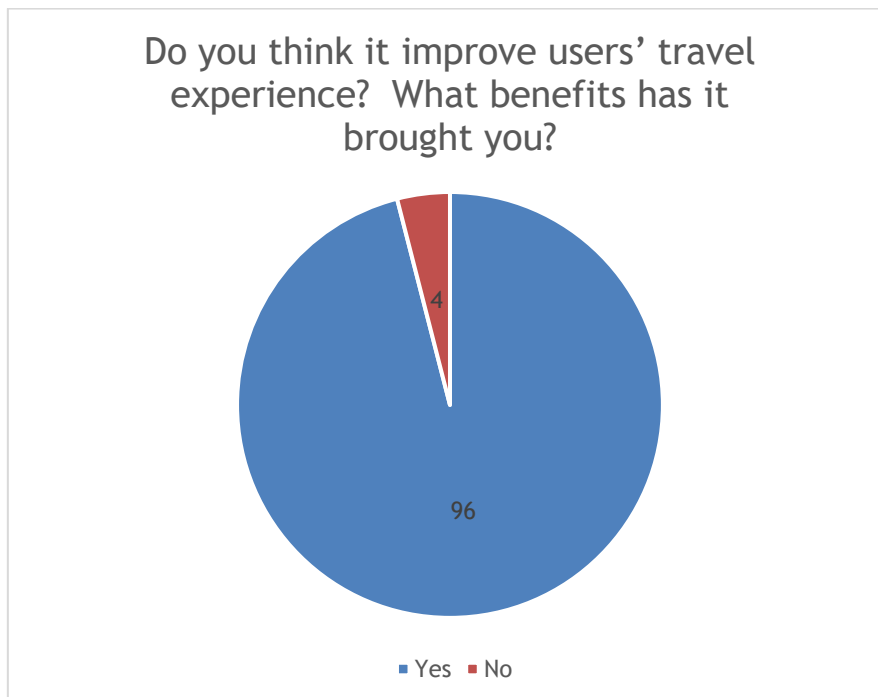
**13. Do you think it should be expanded/improved?**

- New design.
- When I type the name of a stop, it could remember it.
- Dark mode.
- The app could include more information on diversions.
- The app could include a mode where the names of the pre-defined stations are remembered.
- I would appreciate more info about closures and diversions.
- When I click on the current position of a vehicle, sometimes there is "unusual incident" occurs on the line but it doesn't say what incident it is - it could be involved.

**14. Do you think it improves users' travel experience? What benefits has it brought you?**

Benefits:

- I can see where my bus is, its current position.
- It's easy to buy a ticket there.
- All timetables in one place.
- Searching for connection.
- When I search for a connection, it displays the current delay.



**15. What is your opinion on public transport in general?**

- I enjoy my journeys on train.

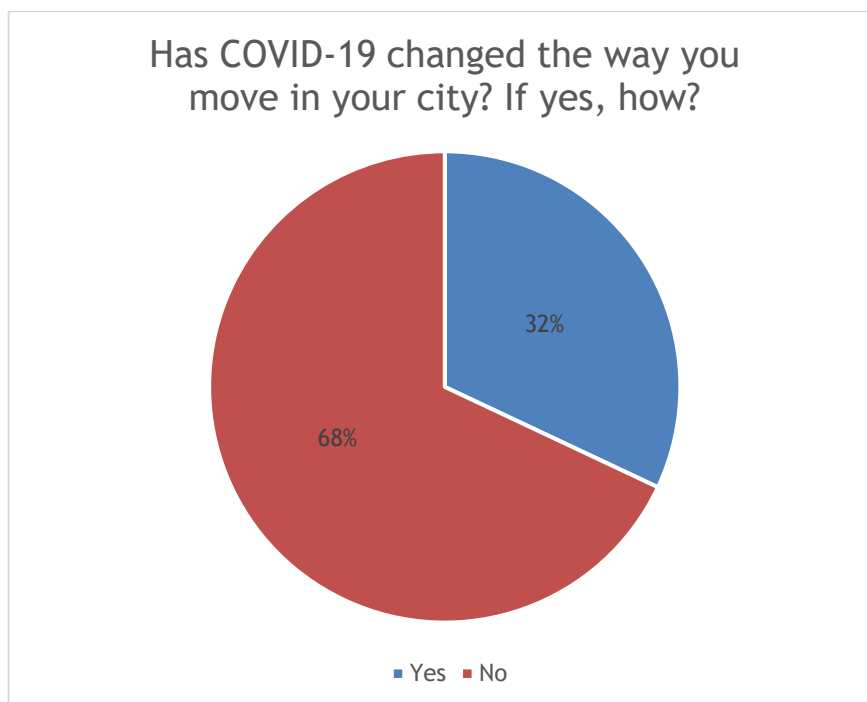


- I like public transport, it's my hobby.
- It could be improved but the system in SMR is good.
- I like it.
- it's necessary for all people who don't own a car.
- I cannot imagine my life without public transport.
- It saves the environment.
- It's ecologic and if all people use it, there would be no traffic jams.
- I like the integrated system - bus is waiting for a train, I don't have to wait outside in cold.

**16. Has COVID-19 changed the way you move in your city? If yes, how?**

How:

- Yes, we had lessons online so every day commuting was not necessary
- I have no other option how to get to my city, so I have to use public transport
- Sometimes my parents pick me up when I go back from school
- During the lockdown, school was online so no need to use public transport
- I still use public transport



68% respondents stated covid-19 didn't change the way they move in the city.



## 5. Other inputs collected

KORDIS received valuable inputs from the answers collected in the questionnaire, regarding most wanted improvements in the POSEIDON app. The questionnaire was very useful. The questionnaire was used to find out what young people think about the POSEIDON app.

## 6. Conclusions

Most of them (36%) were of age of 16-20. All of them lived in the Czech Republic. The group consisted mostly from boys. 10 participants already heard about YOUMOBIL. Most of the respondents (36%) used tram as the main means of transport. The second most common means of transport was train (32%). 28% use bus and 4% use bicycle. When it comes to the POSEIDON app which is the official ticketing app of KORDIS and the aim of the pilot, all respondents said they knew the app. 28% of respondents answered that the POSEIDON app has become a habit. Regarding the satisfaction with the app, 7 % are not all satisfied (mark 1), 13 % partly satisfied (mark 2), 20 % are satisfied (mark 3), 27 % are more than satisfied (mark 4) and 33 % are very satisfied (mark 5) with the service. All of the respondents think the app should continue after the end of the YOUMOBIL project. 32% respondents found difficulties when using the app. It mainly consisted of system errors. Some people declared they would like to add ISIC card to the app so as they do not need to show it separately.

Similar experience brought the next question - how should be the app improved. There were suggestions like dark mode, new design and that the app could include more information on diversions. There was also an idea that it could include a mode where the names of the pre-defined stations would be remembered. Almost all youths believe it improves users' travel experience. They mostly appreciate the current vehicles' position.

When it comes to their opinion on public transport, most of them say it is necessary part of their lives. They believe it saves the environment and it prevents cities from traffic jams. Some of the youths even said public transport is their hobby. 68% respondents stated covid-19 didn't change the way they move in the city. They said they had to use public transport anyway. Only during the lockdown when their school was online, they did not have to use it.