

THE TRIPS PROJECT

**User involvement in identifying barriers while using the
public transportation: Primary results**

Laura Alčiauskaitė, Alexandra König, Frank Sioen, Tally Hatzakis
and Kristina Andersen



BACKGROUND:

- There are 42 million people who are considered having a disability in the world, which is more than 10% of population.
- Disability is the result of the **interaction** between a person's impairment and barriers in society, which hinder full and equal participation in all areas of person's life.
- Inaccessible transport **limits the equal access** to important services, job opportunities, education, overall lifestyle choices and capacity for independent living.



TRIPS PROJECT:

- The aim is to make the transportation **more accessible** by using a **co-design approach** and empowering the users with disabilities to play a central role in the innovation of transport solutions.
- In the end the urban **inclusive digital mobility solutions** will be designed by disabled users with the support of methodology experts, assistive technology suppliers, transport operators and municipalities.
- The project takes place in **7 European cities**: Bologna, Brussels, Cagliari, Lisbon, Sofia, Stockholm and Zagreb.



METHODOLOGY

Identification of barriers and derivation of user requirements



Review of mobility trends, assistive systems, information and communication



Assessment of inclusive mobility challenges and creation of the *Mobility Divide Index*



Development and application of Co-design-for-All methodology



Case study pilots



Policy and industry recommendations



TO IDENTIFY THE BARRIERS...

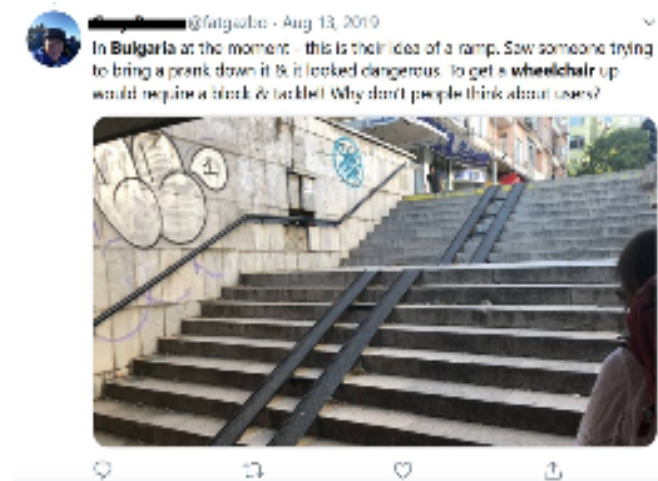
With the help with our local user leads in project cities, we:

1. Implemented **social media content analysis** on user experience while using public transportation in their cities and countries;
2. Conducted **qualitative interviews** with transport users with disabilities.



SOCIAL MEDIA CONTENT ANALYSIS

- Was used to identify barriers that disabled users face **before, during and after** their trips with public transport.
- The content was collected only on the **user perspective**.
- Each Local User Lead collected 30 entries on social media (Facebook, Twitter, Instagram, Youtube etc.)
- The content was analyzed in detail regarding the informative and affective reactions and systematically coded using qualitative content analysis.



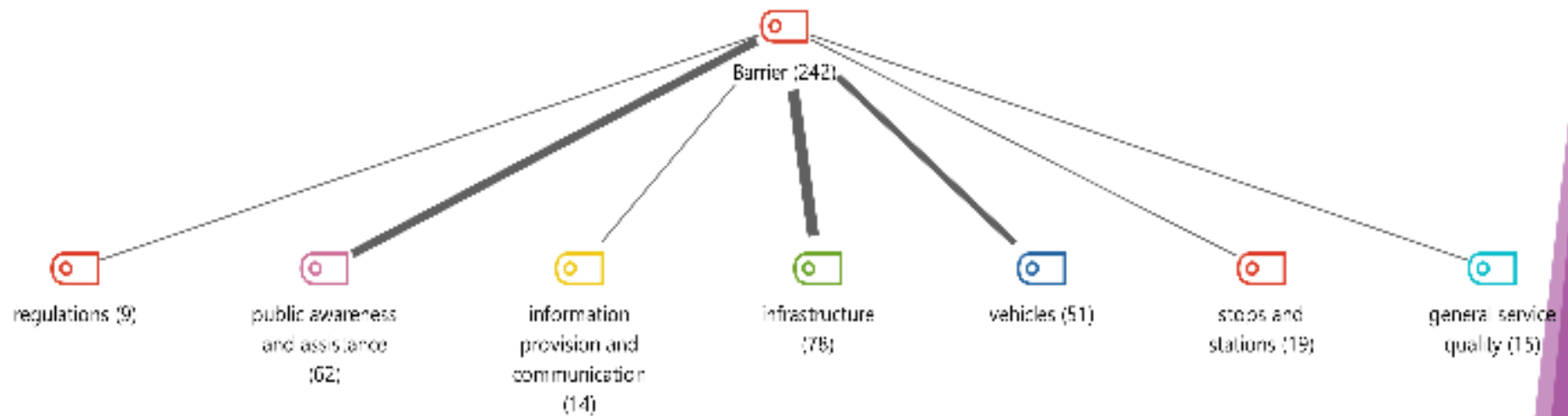
THE INTERVIEWS

- They were conducted to acquire **in-depth information** and insights concerning the knowledge and opinions of the users with disabilities;
- Interview guidelines were based on **semi-structured questions** which were prepared together with the LULs
- Each LUL has interviewed 7 people with different disabilities and access needs
- Due to COVID-19 restrictions, interviews were conducted by phone or video call.



RESULTS

TRIPS



INFRASTRUCTURE

- *“There is a slide to cross but the pavement is ruined and someone in the wheelchair alone cannot cross... On the other side of the road the slide is missing so if I cross I don’t know how to get back on the sidewalk.”* (Youtube, Cagliari)
- *“Ramp starts with the step.”* (Facebook, Stockholm)



PUBLIC AWARENESS AND ASSISTANCE

- *"I always organize friends who take me on the bus, and usually one person is waiting for me at the finish line." (News website, Zagreb)*
- *"It is not clear to him that he must SERVE the passengers and take care of them. Especially for wheelchair users. Disciplinary dismissal and fine and compensation of the disabled passenger." (News website, Sofia)*



VEHICLES

- *“In the five years that I’ve been a CARRIS user, I’ve come across hundreds of broken ramps, and never get the chance to see another bus. Every time the answer given was “you have to wait for the next one” (Facebook, Lisbon).*



INFORMATION PROVISION AND COMMUNICATION



- *“Broken down lifts without being warned at the entrance.”* (Twitter, Brussels)
- *“For some time I have complained about this absurd situation but still no one has done anything to improve the service.”* (Web news article, Cagliari).



WHAT IS NEXT?

- We will conduct a **survey study** that aims for min 500 respondents from all over Europe.
- We will develop and apply of a **Co-design-for-All methodology** for equal participation of people with disabilities while looking for inclusive mobility solutions.
- We will develop the Mobility Divide Index (MDI) a new, user-centric standard available for researchers, policy makers and transport providers.





Thank you for your attention!

For more information please visit: <https://trips-project.eu/>

Any questions? Contact me: laura.alciauskaite@enil.eu

