# D.3.2.1. Methodology for the identification of needs and gaps on ICT, Mobility services and behavioral change

## WP3 Understanding mobility needs and trends

### A.3.2 Mobility needs and gaps in ICARUS region

AUTHOR: Helena Luketić
PP No.4 HZPP
PPS Involved   (nr only)
Status: Final document
Distribution: Public
Date: 04/11/2019

## DISCLAIMER

This document reflects the author's views; the Programme authorities are not liable for any use that may be made of the information contained therein.

# 1 Table of Contents

# Acronyms

| | |
|---|---|
| PP | PP Partner |
| LP | LP Lead Partner |
| SC | SC Steering Committee |
| TMB | TMB Technical Management Board |
| | |
| FM | FM Financial Manager |
| PC | PC Project coordinator |
| PM | PM Project manager |

# 2  Introduction

WP3 "Understanding mobility needs and trends" is essential to provide the knowledge and the background required by the other work packages.

As a start, all partners will need to make their own desk research about mobility needs and pilot actions and take into account the desk work carried out by ITL, ARAP, VIU and CEI (A.3.1).

Within Activity 3.2 partners are asked to identify mobility gaps and needs in each region. The needs and gaps that will be identified will be the input to:

* D.3.2.9 ICARUS Mobility needs and gaps with Action plan
* Training activities which will be provided as part of activity A.3.3.

This document introduces the methodology and the structure that the reports on mobility needs and gaps within each partner region should follow (Reports D. 3.2.3 – 3.2.8). The contents of these reports will also underpin the reasons to implement the pilot activities and case studies, which will be developed in WP4.

Each of the chapters below should be included in reports D.3.2.3-2.3.8 and further developed.

The key aspects of this document and the main goal of the project activities is to influence on development of public transport in certain areas in order to transfer findings into Action plan. Findings will obtain population (passenger) needs and expectations as well as economical situations of each investigated area.

The reports D. 3.2.3 – 3.2.8 will identify main restrictions and gaps for seamless solutions and together will be used for Output 3.2 as a final result of this activity. This will be an ACTION PLAN report which identifies main gaps and needs from Italy and Croatia and defines main actions to overcome constrains.

In order to guarantee future application, proposed measures and methodologies should be carried out and presented to local/national authority with purpose of connecting services, connecting operators and providing seamless transport solutions.

# 3  Identification of mobility gaps

## 3.1  Survey to users to identify mobility gaps

The main objective of this survey *(Deliverable 3.2.2. produced by KIP)* is to identify mobility gaps and usage of public transport in the catchment area.

Survey is structured into 3 main sections:

- Respondents personal characteristics
- Current mobility options and habits
- Mobility gaps and needs.

It is a simple questionnaire which covers the 3 sections to collect realistic data on mobility habits and bottlenecks in each project region.

Survey will comprehend opinions of general public and transport experts as well.

## 3.2  Key Performance Indicators

Based on conducted surveys, the key performance indicators must allow each region to benchmark and evaluate current transport situation with:

- Number of necessary measures and possible implementation of new services
- Satisfaction of population with current transport situation. Classify which are effective PT services and appealing and comfortable PT vehicles
- Strategies and long-term strategic objectives. What is the arrangement of stops/stations on territory, real time information application, number of interchanged nodes.

## 3.3  Needs

*Describe and analyse the needs expressed by target groups based on the surveys D.3.2.2.*

Guiding questions:

- Who was the target group and why?
- How many surveys and interviews were made?
- What are the main outcomes and results of the surveys?
- What needs emerged by the surveys?
- Are some areas more critical than others?

## 3.4  Involved public and private bodies and their role

*Provide with short description of involved bodies (private or public sector), how the public and/or private sector is relevant for the activities successful implementation and which stakeholders are required?*

*Table is non-obligatory*

| Type of stakeholder | Stakeholders and brief description | Role in implementation plan |
|---|---|---|
| Public authority/decision makers | • Regional authority<br>• Local authority<br>• National Minister of transport<br>• … | |
| Private operators | • Industries<br>• Wholesaler<br>• SMEs | |
| Citizen/Customs | • Citizen associations<br>• … | |
| Others | • … | |

# 4  Current transportation's status in the area

*Give an overview of current status regarding passengers' multimodal transportation.*

Overall guiding questions:

- Describe the reasons behind this situation, what is the starting point and what are the reasons lagging behind bottle neck identification.
- Summarize addressed issues and general goals supporting desk research.

## 4.1  Current transport situation

*Analysis of the current situation on accessibility to transport network.*

Each partner can classify the area according to:

- major rail or non-rail transportation services
- public transport services linking major hub with regional cities and areas of attraction

- define wider public transport or para-transit services linking the stations of various modes

Describe major connections to the Hub by rail or other transport means, frequency, volumes of passenger traffic, type of passenger traffic (commuter, leisure, business, tourism).

Are there regional connections? Connections of the Hub with major cities in the Region or areas of attraction, modes, frequency, volumes of passenger traffic, type of passenger traffic (commuter, leisure, business, tourism).

What are the Metropolitan connections? Connections of the Hub with cities/towns or areas of attraction in the Metropolitan area, modes, frequency, volumes of passenger traffic, type of passenger traffic (commuter, leisure, business, tourism).

## 4.2 Planning and policy documents

*Describe the planning and policy documents that the area has in place.*

Guiding questions:

- What are the main reference planning documents for public transportation in the area? Summarize and report them. If more, please describe them and explain how they interact with each other.

## 4.3 Multimodal integrated tariff schemes and tickets

*Describe (if any) existing regional/cross-border multimodal integrated tariff schemes and tickets.*

## 4.4 ITS, ICT & MaaS solutions

*Status of ICT, ITS and MaaS solutions in the region.*

ICARUS partners have committed to improve mobility problems by activating a behavioural change in mobility, starting from the concept "Mobility as a Service", meaning a shift away from personally-owned modes of transportation and towards mobility solutions that are consumed as a service.

Guiding questions:

- What is the status of ITS, ICT and Maas Solutions?
- What experience does the Region have?
- Are there past case studies?

# 5  Identification of future challenges in the area

*Identify future challenges connected to intermodal transport in your Region.*

*For example:*

*Will Interchange nodes and planning of PT services be more recognizable and results visible in long term? Which tools are required for managing services in a complex interchange area? How are passenger information going to be enhanced in order to increase the quality of PT in described area? Which difficulties needs to be addressed and is it possible to introduce enhanced IT solutions for on demand services and real time information for transport users?*

# 6  Definition of priorities in each involved area

*Define a set of priorities based on needs and status of the Region.*

While defining priorities in your particular area bear in mind following:

- Governance issues
- Harmonization policies
- National legislation
- Integrated services provision
- Facilities upgrade
- Citizens and stakeholder's engagement.

# 7  Recommendations

*Outline a set of recommendations to address the identified needs based on the priorities above.*

Guiding questions:

- Identify the necessary steps to improve the state of play, based on the previous chapters.
- Are these steps already covered by existing policies or planning documents? Will they be addressed by future planning document?
- Which tools and solutions at national/regional level can increase and improve PT transport capacities?
- What is necessary for development and implementation of new transport solutions for improvement of regional/cross-border PT transport?
- Propose a set of measures to improve the situation

- Based on current status, give recommendations for which areas involved are needed interventions.
- What kind of interventions can be applied? Are they soft solutions, timetable harmonization, upgrading current IT system or something else?
- How to improve overall knowledge by acquiring experience in strategy preparation or mobility concepts?