AVVISO PUBBLICO PER SUPPORTO OPERATIVO ALL'IMPLEMENTAZIONE DI ATTIVITA' NELL'AMBITO DEL PROGETTO EUROPEO TRIPS NELLA CITTÀ DI BOLOGNA

SCADE IL 25/08/2020 ALLE ORE 13:00

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ALLEGATO B

ESTRATTO DEL GRANT AGREEMENT (GA) DEL PROGETTO TRIPS

Lista dei contenuti:

- Sunto del Progetto [rif. GA ANNEX 1 - part A, pag. 3/41];

- Lista dei partner [rif. GA ANNEX 1 - part A, pag. 4/41];

- Rappresentazione grafica dei pacchi di lavoro e delle loro interazioni [rif. GA ANNEX 1 - part B, pag. 51/126];

- Descrizione pacco di lavoro WP2 [rif. GA ANNEX 1 - part A, pag. 13-14/41];

- Descrizione pacco di lavoro WP4 [rif. GA ANNEX 1 - part A, pag. 19-20/41];

- Descrizione pacco di lavoro WP5 [rif. GA ANNEX 1 - part A, pag. 22-23/41];

- Descrizione pacco di lavoro WP6 [rif. GA ANNEX 1 - part A, pag. 25-26/41];

- Descrizione pacco di lavoro WP8 [rif. GA ANNEX 1 - part A, pag. 31-32/41].

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1.1. The project summary

Project Number [1]	875588	Project Acronym [2]	TRIPS

One form per project

General information	
Project title [3]	TRansport Innovation for vulnerable-to-exclusion People needs Satisfaction
Starting date [4]	01/02/2020
Duration in months [5]	36
Call (part) identifier [6]	H2020-MG-2019-SingleStage-INEA
Topic	MG-4-5-2019 An inclusive digitally interconnected transport system meeting citizens' needs
Fixed EC Keywords	Sustainable transport, Ageing, work, social policies, Mobile devices, Accessibility
Free keywords	Co-design, Methodology, Future Urban Mobility Systems, Participation, Design Research, Assistive Technologies, Inclusive Transport, User Studies, Policy Recommendations.

Abstract [7]

Eighty million European citizens face long-term physical, mental, intellectual or sensory impairment. The goal of TRIPS is to design, describe and demonstrate practical steps to empower people with disabilities to play a central role in the design of inclusive digital mobility solutions. The consortium brings together pan-European networks of users (ENIL), transport organisations (UITP), assistive technology experts (AAATE) and municipalities to engage in open innovation on mobility. Supported by design methodology experts (TUE), systems integration experts (TB) and privacy experts (TRI) TRIPS will deliver and deploy a Co-design-for-All methodology (WP5) in 7 pilot cities - Lisbon, Zagreb, Bologna, Cagliari, Brussels, Sofia, Stockholm (WP6). TRIPS will conduct research on needs and attitudes towards future mobility solutions (WP2); review the state-of-the-art on accessibility, mobility and related digital and assistive technologies and policies (WP3) and devise an index to measure mobility. We will bring together users and transport experts to discuss institutional barriers to adoption, agree innovation priorities and policy changes (WP4) and co-develop an innovation roadmap and research priorities (WP7). The consortium utilises its international reach to validate outcomes with a wider range of vulnerable-to-exclusion users to ensure that outcomes are relevant to the wider population and transport ecosystem. To achieve this, we reach out to senior citizens and migrant organisations, transport operators, municipalities, assistive technology providers as well as academics and students in design, transport management, and public administration. In doing so, we will address the expected impacts of the call to help (a) regional authorities and businesses in designing digital transport solutions that cater for individual needs and (b) support policy-makers in designing appropriate regulatory frameworks and social and educational strategies.

1.2. List of Beneficiaries

Project Number [1]	875588	Project Acronym [2]	TRIPS

List of Beneficiaries					
No	Name	Short name	Country	Project entry month[8]	Project exit month
1	TECHNISCHE UNIVERSITEIT EINDHOVEN	TU/e	Netherlands	1	36
2	TRILATERAL RESEARCH LIMITED	TRI	Ireland	1	36
3	T BRIDGE SPA	TB	Italy	1	36
4	DEUTSCHES ZENTRUM FUER LUFT - UND RAUMFAHRT EV	DLR	Germany	1	36
5	EUROPEAN NETWORK ON INDEPENDENT LIVING BRUSSELS OFFICE	ENIL	Belgium	1	36
6	VEREIN ZUR FOERDERUNG ASSISTIERENDER TECHNOLOGIE IN EUROPA	AAATE	Austria	1	36
7	UNION INTERNATIONALE DES TRANSPORTS PUBLICS	UITP	Belgium	1	36
8	COMPANHIA CARRIS DE FERRO DE LISBOA, E.M., S.A.	CARRIS	Portugal	1	36
9	GRAD ZAGREB	ZAGREB	Croatia	1	36
10	SRM - SOCIETA RETI E MOBILITA SRL	SRM	Italy	1	36
11	CTM SPA	CTM	Italy	1	36

3.1.2. Graphical presentation of the components
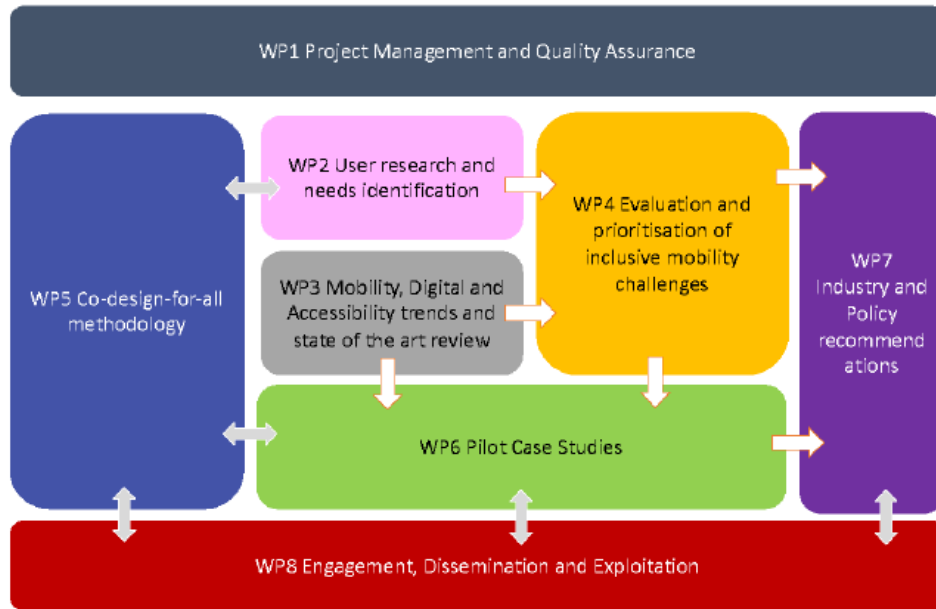
Work package number [9]	WP2	Lead beneficiary [10]	5 - ENIL
Work package title	User research and needs identification		
Start month	1	End month	36

Objectives

The key objective of WP2 is to set up the initial user community for conducting exploratory qualitative research and working groups for conducting quantitative research with the view to understand users' divergent needs with respect to mobility and their attitudes towards future mobility solutions.

Description of work and role of partners

WP2 - User research and needs identification [Months: 1-36]
ENIL, TRI , DLR, UITP, CARRIS, ZAGREB, SRM, CTM
A mixed methods approach based on the combination of qualitative and quantitative methods will be applied to study the user needs. The findings of WP2 will be used as the baseline for assessing the accessibility of future mobility solutions in WP3 and inform the evaluation and prioritisation in WP4.

Task 2.1: Establishment of user community and working groups [M 1-3]

Task Lead: ENIL. Contributors: DLR, CIL, ILI, AMT

ENIL will invite participation of its local members in 7 target cities to inform them of the project mission and objectives and establish working groups with the view to take part and conduct quantitative research amongst peers with respect to their mobility requirements and attitudes towards future mobility solutions. As part of their initial engagement the consortium will organise a one day symposium in each city to discuss current mobility challenges in the city as well as present and discuss the accessibility requirements of future mobility solutions and the potential value of a remote assistance service center. Working groups will participate in ethnographic, qualitative research, develop and pilot test and provide feedback on the survey questionnaire, help with the administration of the survey amongst peers by suggesting sampling strategies, interviewing peers and acting as liaisons for growing our user community. On average, 8-12 disabled citizens in 7 European cities are expected to form the initial working groups. The working groups will be balanced to include citizens with different disability conditions.

Task 2.2: Qualitative research [M 2-6]

Task Lead: ENIL. Contributors: DLR, UITP, CIL, ILI, AMT

The aim of task 2.2 is to undertake exploratory research into user profiles and their travel patterns to develop an appropriate survey questionnaire and subsequently inform exploitation efforts. This will elicit user information about the challenges, opportunities and possibilities towards accessible inclusive transport. Qualitative exploratory research based on ethnographic research will inform the subsequent quantitative survey design. Shadowing of disabled-citizens (n = 3 for each disability condition) during their end- to-end journeys will be used to identify the current barriers disabled citizens face while using different means of transport (e.g. fixed-scheduled bus, demand-responsive transport, metro etc.). We also identify the contextual variables (such as: purpose for the journey, time of the day, weather, presence of assistance/ companion) that affect users' needs and can determine intrapersonal variations with regards to their attitudes towards transport. Observations will be further enriched by in-depth interviews on the participants' travel patterns, decisions and considerations as well as video ethnography. These qualitative findings will form deliverable D2.2 which will be used for the development of the quantitative survey in task 2.3 and of the accessibility metrics in Task 4.1.

Task 2.3 Survey Development and Survey Deployment [M 5 - 9]

Task Lead: TRI. Contributors: ENIL, UITP, DLR.

We develop a questionnaire based on the findings of the qualitative research and related literature review. The questionnaire is developed in English and translated into 7 languages (Italian, Portuguese, Greek, French, Dutch, Croatian, Swedish, and German). The research design and protocol for the quantitative survey is developed and agreed with partners. It aims to quantify the user attitudes towards future mobility solutions. The survey is developed and validated with the help of different stakeholders in the focus groups as described in Task 2.2. The survey is based on open questions as well as questions to be answered based on Likert scale format. The survey is accessible (easy ready, braille) for different user groups so that one survey can be used for all. The survey is distributed to selected user groups

and other actors in the cities (based on what was decided in the focus groups), such as disability actors. The survey will also be shared more widely at large EU events on disability (such as European Disability Days, ENIL Freedom Drive, Work Forum on the CRPD, EDF General Assembly, youth events, events on mobility/transport). The project aims to reach a considerable number of disabled citizens of minimum N = 500 allows for a cross-country comparison during the authorship of the 1st iteration of D2.3 at M11 but will remain open until the end of the project for further findings to be included in the final version of the report in M35.

Task 2.4 Survey Analysis and Validation [M 10-36]

Task Lead: TRI. Contributors: DLR

TRI will analyse and visualise survey findings and interpret them in collaboration with ENIL and UITP. ENIL will map user needs against transport trends to identify obstacles and validate understanding of key concepts with co-production with stakeholder groups in cooperation with UITP. These outcomes are used as a basis for the evaluation framework in T4.1, provide the remit for scoping the work undertaken in pilot cities in WP6, and the comprehensive roadmap developed in WP7. Initial results of this task are summarized in D2.3. - Quantitative survey report [M11] and updated in M35, based on survey findings collected via online survey tools throughout the project (Output: D2.1, D2.3, D2.4).

Work package number [9]	WP4	Lead beneficiary [10]		2 - TRI
Work package title	Evaluation and prioritisation of inclusive mobility challenges			
Start month	6	End month		14

Objectives

The objective of WP4 is to generate a prioritised list of mobility challenges to drive innovation opportunities embraced both by user and institutional actors and, at the same time, to develop an accessibility metrics methodology with particular reference to vulnerable users, in order to assess the mobility divide between different user categories.

Description of work and role of partners

WP4 - Evaluation and prioritisation of inclusive mobility challenges [Months: 6-14]
TRI , TU/e, TB, DLR, ENIL, AAATE, UITP
We will build on WP3's review of future mobility, assistive and ICT technology trends relating to mobility, in order to take the next steps and identify gaps and explore synergistic solutions across the three fields. Based on the WP3 groundwork, WP4 will also assess the functional, contextual and institutional barriers across domains for satisfying those needs. To do so, we will organise evaluation workshops with users and institutional actors in transport ecosystem (such as members of ENIL, UITP, AAATE and municipalities) to understand the barriers for satisfying such requirements and subsequent brainstorming workshops resulting in a list of potential innovation opportunities endorsed by all and their prioritisation in terms of feasibility and desirability. This will result in D4.1 which will scope the solutions to be developed in WP6 and be included in the roadmaps developed in WP7.

Task 4.1 Design an evaluation protocol and index for accessibility measurement [M 6 - 14]

Task Lead: TB. Contributors: TRI, DLR, TUE, ENIL

In task 4.1 we will design two brand new methodologies that are applied and tested during the pilot demonstrations. The first methodology aims at the assessment of an urban transport system. The assessment will lead to the identification of the actual level of accessibility ensured to the vulnerable users of the city transport system, considered as the totality of the available public services, and will focus on the mobility divide, that is to say the gap that a vulnerable/ disabled user must overcome in order to avail of a transport service, in comparison with "normally-endowed". The Mobility Divide Index (MDI) will consider the output of the surveys carried out in WP2 and will result in a multi-dimensional rating that will take into account several factors influencing the disabled people's travel, such as obstacles, timing, comfort, sense of insecurity, risk exposure. Each factor's metrics are identified through a multidisciplinary literature research. The second method aims at engaging users and institutional actors in transport ecosystem (such as members of ENIL, UITP, AAATE and municipalities) in evaluative research; the methodological approach will borrow engagement methods from design research, and in particular from developing context and Design Concepts for future mobility solutions. The methodological approach is based on compilation and comparison - the service profiles are contrasted to the user requirements using a heat map, and also the MDI are used for the identification of the main criticalities. Both methodologies are validated through the discussion in dedicated focus group workshops, involving stakeholders representatives (member of the user community already set up in WP2) and European experts; the workshops are held with on-line methodologies. The Advisory Board will finally approve the methodologies, before the field implementation in WP6 (Output: D4.1).

Task 4.2 Evaluate Mobility Trends and Develop Design Concepts [M 9 - 14]

Task Lead: AAATE. Contributors: TRI, DLR, ENIL, UITP

Task 4.2 applies the evaluative methodologies in a series of five sandboxing workshops to (a), assess the accessibility of future mobility solutions (as identified in WP3) and anticipate unmet needs and (b) explore plausible innovations across transport, ICT and accessibility to address them. We bring together 30 users, transport, ICT and accessibility experts to review mobility solutions together and co-develop Design Concepts of future mobility solutions that are equally accessible, intuitive and friendly to all users. Future mobility solutions are evaluated for their functionality and anticipated non-functional requirements (such as affordability, safety, cybersecurity, comfort and UX). In this context, a number of future mobility trends are evaluated, such as MaaS, electric cars, autonomous vehicles, transport on demand. We also facilitate the brainstorming of plausible innovations across transport, ICT and accessibility to address identified gaps and develop Design Concepts for inclusive mobility solutions and a remote assistance service center for journey planning is entertained as assistive technology, particularly when transport is interrupted or delayed, e.g.: due to extreme weather conditions. User evaluations and Design Concepts are captured in D4.2 and visualised on interactive heat map on the project website (Output: Part of D4.2).

Task 4.3: Assess Institutional Drivers and Barriers to Adopting [M 9 - 14]

Task Lead: AAATE. Contributors: TUE, TRI, DLR, ENIL, UITP

Task 4.3 includes a series of workshops (5) for institutional actors with participation of users to discuss the institutional barriers to the appropriation and implementation of suggested technologies and discuss potential solutions. Users will also participate in these workshops to understand the practical implications and offer alternative solutions and ideas acceptable by the community. This will result in cost and benefits analysis of a list of mobility solutions, an assessment of their TRL levels indicating the likelihood and readiness of the transport ecosystem to adopt them, as well as a list of contextual, policy, social, cultural and other factors beyond the agency of the ecosystem that should be resolved to unlock their adoption. Workshops will be followed up by additional interviews, where necessary. They will inform a list of policy recommendations for validation and inclusion in the roadmap developed in WP7 (Output: D4.2).

Task 4.4 Prioritise potential inclusive mobility solutions [M 9-14]

Task Lead: AAATE. Contributors: TUE, TRI, DLR, TB, ENIL, UITP

Task 4.4 brings together the identified user-requirements in WP 2 and the technological trends in WP 3, as well as the evaluations and solutions identified in T4.1 -T4.3 in D4.1 A Prioritised List of Potential Inclusive Mobility Solutions. The list presents a rating of their desirability and feasibility and formulate recommendations for their design and development. Based on the identified user-requirements in WP2 and the technological trends in WP 3, as well as the identified gaps in T 4.2 and T4.3 Design Concepts are prioritized. This output will directly serve WP6 as a good starting point for scoping the work in the pilot cities/regions, in conjunction with the implementation of the new metric to measure the accessibility level of a transport system from the point of view of the disabled users, developed in T4.1 (Output: D4.3).

Work package number [9]	WP5	Lead beneficiary [10]	1 - TU/e
Work package title	Co-design-for-all methodology		
Start month	1	End month	34

Objectives

The main deliverable in this work package is a tested and validated co-design-for-all methodology that can be adapted to engage disabled people in open innovation in any sector to tackle a broad range of design challenges. All the methodological work of the project is encapsulated in WP5 which will start on M1 and run throughout the duration of the project. It lends its methods from and derives inputs from the UX research undertaken in WP2 and drives the user-centric approach for the Pilot case studies (WP6) and for engagement (WP8).

Description of work and role of partners

WP5 - Co-design-for-all methodology [Months: 1-34]
TU/e, TB, ENIL, UITP, CARRIS, ZAGREB, SRM, CTM
This methodological framework is created in iterative processes with a specific view to have them be created, facilitated and owned by users with mobility needs. The work is based on theories of Co-Creation, Participatory Design, Research through Design, deployed with attention paid to the complexity of large multi-actor systems and with a large-system-in-the-room approach. The overall aim is to create common ground and understanding between users and institutional actors, allowing them to participate in processes that make mobility concerns and concepts visible, while integrating cultural, interpersonal, structural and policy-related viewpoints.

Task 5.1 User engagement strategy definition [M1-6]

Task Lead: TUE.

This task is to develop an internal framing document describing: User Ethics and Consent, Data Management, User Involvement Strategies, Evaluation Methods and Theoretical Considerations. It will be developed in consultation with all partners and under extensive internal review. The outcomes are documented in D5.1 Method Framing Document [M6] as an internal draft delivery (Output: D5.1).

Task 5.2 Co-design for all Method Framework Development and Testing [M7-34]

Task Lead: TUE. Contributors: TB, ENIL, UITP, CIL, ILI, AMT
In this task, we will develop a co-design method with user teams recruited from WP2 and forming the local user lead (LUL) group: A core team of 5-7 disabled users. The goal is to devise a co-design methodology for all, with accessibility principles of engagement and a strong ethical stance on access, participation and ownership. The method will be developed through a string of participatory design workshops that will allow the approach to be designed in an iterative manner. The work will be documented as part ofin D5.2 Methodological framework document [M16] (Output: D5.2, D5.3).

Task 5.3 Co-design Method Training in Pilot cities [M14 - 16]

Task Lead: ENIL. Contributors: TUE, UITP, CIL, ILI, AMT

The methods and formats developed in T5.2 will be deployed in Peer-to-Peer training of local teams of disabled people in our pilot cities. This is done in preparation of the deployment of the method to develop local mobility solutions in WP6. This process also forms an opportunity to validate, concern and iterate the pilot version of the method developed in T5.2. The work will be documented in in D5.23 Updated Methodological framework document [M16] (Output: Part of D5.4).

Task 5.4 Co-design Method Deployment in Pilot Case Study cities [M16 - 31]

Task Lead: ENIL. Contributors: TUE, UITP, CIL, ILI, AMT

In this task the methodology will be deployment in our pilot cities, allowing the results of T5.3 to be put into action with a more complex audience of transport stakeholders. The task will allow the set-up of focus groups and co-design workshops in an iterative process. Throughout this work, we will be taking into account accessibility, the situation of transport providers and local authorities through knowledge sharing, management practices, working methods, identification of limitations. The work will be documented in D5.24 Updated Methodological framework document [M34](Output: Part of D5.4).

Task 5.5 Method Validation [M30 - 33]

Task Lead: TUE. Contributors: TB, ENIL, Carris, Zagreb, SRM, CTM, CIL, ILI, AMT

This task is focussed on validating the methods developed, iterated and deployed in T5.2, T5.3, and T5.4. We will make use of mixed methods and interviews with our participants and local trainers and stakeholders. The focus will be on reflection of the method and derivation of recommendations for the further use of the approach in other projects, which is linked to the Task 7.3 (Technical Guidelines for the implementation of co-design methodology). The work will be documented in D5.235 Final Methodological framework document [M34], with lessons learned, general principles, evaluation data and application guidelines for expanding its use in other sectors and innovation spheres (Output: Part of D5.4).

Task 5.6 Generalisation of Co-design Methodology for wider adoption [M30 - 34]

Task Lead: TUE Contributors: ENIL

T5.6 consists of the development of a MOOC, that acts as both documentation and conclusion of WP5. The MOOC will conclude on the methodological work and forms a dissemination opportunity. The work will be documented in D5.36 Designing and deploying an education and dissemination focussed MOOC for educating designers, disabled users and transport domain experts [M34] (Output: D5.4).

Work package number [9]	WP6	Lead beneficiary [10]	3 - TB
Work package title	Pilot Case studies and Business Case Development		
Start month	14	End month	34

Objectives

WP6 serves two purposes. On the one hand, it applies the developed co-design-for-all methodology in practice with local users and transport ecosystem in context. By doing so it provides the opportunity to test and validate it and elicit lessons learned from this practical application. It will also apply the accessibility metrics methodology developed in WP4 in order to outline the ex-ante and ex-post mobility divide values for each pilot case.

Description of work and role of partners

WP6 - Pilot Case studies and Business Case Development [Months: 14-34]
TB, TRI , DLR, ENIL, AAATE, UITP, CARRIS, ZAGREB, SRM, CTM
These values are fundamental to verify that all the solutions which are designed and eventually implemented, can practically have a positive effect in terms of accessibility of transport services for vulnerable users, reducing as much as possible the gap with "normally-endowed" ones. On the other hand, the resulting mobility solutions (designs and demonstrators), along with an associated business case for their full-scale deployment become an asset of the local transport ecosystems and an example to imitate and learn from for other cities and regions. Lessons learned and outcomes, as well as policy, institutional and other challenges encountered will also inform the comprehensive roadmap (incl. policy and industry recommendations) in WP7.

Task 6.1. Developing the Pilot Case Study briefs [M14 - M18]

Task Lead: UITP. Contributors: TRI, TB, DLR, ENIL

This task defines the scope and focal inclusive digital mobility challenges, and the overall methodology of conducting a pilot case study. In each of the cities that will host a pilot demonstration, the current accessibility levels are assessed through the implementation of the MDI method defined in WP4, in order to identify main criticalities and priorities. Such general evaluation is integrated through a concurrent UX research with local disabled community; it involves one visioning workshop per location with local transport stakeholders (local and transport authorities, and operators) and disabled users facilitated by ENIL. The workshop will also cover in depth UX research on the challenge selected. These will define the case study brief, that includes:
1. the local community's inclusive digital mobility challenges to be addressed;
2. the scope of the case study: business analysis of the status quo of the local transport, ex-ante accessibility index and mobility divide, system constraints and challenges to catering for disabled users' requirements to digital systems;
3. the description of stakeholders to be involved;
4. the outcomes of UX research in order to elicit local users' requirements in relation to the identified challenges for the local pilot;
5. Pilot planning and agreement of the programme of works;
6. Metrics of the expected impacts based on the MDI.
The outcomes of the Task 6.1 are inputs to task 6.2 and to task 6.3 as a basis for the business case development (Output: Part of D6.1).

Task 6.2. Conducting Pilot Case studies [M19 - 31]

Task Lead: ENIL. Contributors: TB, AAATE; DLR; UITP, Carris, Zagreb, SRM, CTM, CIL, ILI, AMT

The task involves Inclusive digital mobility solutions development and pilot Testing. It involves organising and conducting 1) co-design workshops, 2) developing and validating high-level prototypes and/or solutions (TRL3-7) and testing solutions in situ where possible or 3) validating them via UX research/testing. This task will result in D6.1 Prototypes of inclusive mobility solutions and validation. For details on the case studies proposed by local partners to be pursued are presented in the methodology section 1.3 (Output: D6.1).

Task 6.3 Business Case Development for Full-scale Deployment [M28 - 34]

Task Lead: TB. Contributors: ENIL, UITP, Carris, Zagreb, SRM, CTM

At the end of each case study, a business case is developed to include (a) a technical description of citizen-driven integrated transport solutions designed by the participants and of the expected benefits of its future adoption, calculated also through the MDI methodology; (b) analysis of local conditions and constraints for the implementation; (c) analysis of the investment options and operational costs of its implementation, identification of necessary resources and break-even conditions; (d) feasibility assessment and finally; (e) ex-post mobility divide assessment and variation from the evaluation of the initial MDI obtained in 6.1; (f) an implementation action plan, including the roles and expected contributions of all involved subjects; (g) competition analysis for the definition of the business models following the " Blue Ocean" methodology, which identifies the market gaps with potential competitor service providers; (h) an ex-post evaluation of the expected environmental benefits descending from the intervention through the SUMO methodology. The business case is shared and approved by the participants, that will finally sign a formal agreement (Memorandum of Understanding) in order to commit themselves in the future deployment of the new mobility solution/service. This task culminates in D6.2 Business case reports; one for each pilot city (Output: D6.2, D6.3).

Work package number [9]	WP8	Lead beneficiary [10]		6 - AAATE
Work package title		Engagement, Dissemination and Exploitation		
Start month	1	End month		36

Objectives

WP8 aims at systematically connecting the project with project external stakeholders thus creating a community of potentially interested change makers and critical mass. The purpose of seeking this dialogue with them is to raise interest in the project and its expected outcomes, to collect early feedback and use that as valuable input for improving the results the consortium wishes to obtain and, last but not least, to inform the exploitation strategy.

Description of work and role of partners

WP8 - Engagement, Dissemination and Exploitation [Months: 1-36]
AAATE, TU/e, TRI , TB, DLR, ENIL, UITP, CARRIS, ZAGREB, SRM, CTM
In order to reach these aims the consortium under this WP will develop a dissemination strategy and implement dissemination activities with feedback loops and design an exploitation strategy based on the input of possible users of the project outcomes. The expected outcomes of this WP are quantitatively measurable in terms of "contacts", "meeting participants", "website hits", retweets, etc. and qualitatively in terms of interview outcomes, feedback questionnaires, meeting reports. Exploitation in the context of this project basically relates to the methodology that will be developed and tested and to examples of good practice that illustrate the methodology. The consortium will look at the barriers that prevent good practices to be scaled up or replicated in other contexts, thus trying to stimulate the innovation in the sector.

Task 8.1. Project dissemination strategy and plan [M1- 36]

Task Lead: AAATE. Contributors: TUE, TRI, TB, DLR, ENIL, UITP

Under this task we will design and develop a comprehensive approach to project external communication and dissemination, including the project objectives. We will map expected project results, collate the primary and secondary beneficiary stakeholder groups of TRIPS and their information interests and the best ways to reach them and to engage with them and to capture their input. In order to facilitate the interaction with the stakeholders, language use and communication channels will vary between the various target groups. We will define an activity plan with sets of indicators, targets and tools for the monitoring and measurement of results. The implementation of the strategy will be monitored and revised annually. This will result in D8.1 Handbook for dissemination activities (M5), which will be integrated in M18 and M36 with results (Output: D8.1, D8.2, D8.3).

Task 8.2. Community-building and stakeholder engagement [M2-36]

Task Lead: ENIL. Contributors: UITP, AAATE, TB, Carris, Zagreb, SRM, CTM

All partners will contribute to this activity, specifically around the identification of relevant stakeholders to engage with and disseminate outputs. TRI will coordinate and manage a stakeholder contact list using GDPR compliant software (e.g., MailChimp) enabling stakeholders to opt in/out of communications. For timely engagement with stakeholders, TRI will release regular newsletters and announcements, including invitations to related events (and the subsequent management of stakeholder involvement at such events). TRI will regularly monitor and evaluate stakeholder engagement ensuring effort is taken to maximise opportunities for stakeholder engagement that is complementary to the expected objectives of the project. In addition, consortium members will interview gatekeepers in liaison organisations (disability societies and forums, transport operators and associations, assistive technology forum and consortia) as well as other EU projects in transport and disability to understand how the TRIPS project could add value to their mission and what would be the best way to collaborate. Building the TRIPS community is a main goal of the dissemination campaign. A Linkedin Group will be created to create an online forum for discussion and dissemination in tandem with TRIPS website. The motivation is twofold. On one hand the community members will be involved in the validation of TRIPS outcomes – methodology, high-level solutions, policy and industry recommendations. On the other hand, the community provides a critical mass of users and suppliers of mobility solutions for the networking and dissemination activities that will help support the uptake of TRIPS recommendations into the future. Target groups will be systematically recruited and invited to join the community, while the most active members will be invited to join the stakeholder board and be rewarded by invitations to the consortium's events. Under this task we will implement different activities among which:
• the active use of social media such as Twitter, Instagram and an interactive use of Linkedin for community engagement;

• 6 workshop with target audience members and their organisations (persons with disabilities, municipalities, transportation service providers, policymakers);
• Presentation of five scientific papers in international conferences for feedback and validation. The papers will cover: 1) findings of the user needs analysis, 2) results of the pilot testing and evaluation and 3) policy recommendations and 4) Mobility sector roadmap, 5) Design-for-all methodology;
• A special thematic session and policy session on the accessibility of transport in Europe at the 2021 AAATE conference, on the annual meetings of ENIL, UITP, European Disability Forum
This will result in D 8.2. Stakeholder engagement Handbook (M8) which will be updated in M18 and M36 (Output: D8.4, D8.5, D8.6).

Task 8.3. Exploitation strategy and plan [M16-36]

Task Lead: TB. Contributors: AAATE, ENIL, UITP, DLR, Carris, Zagreb, SRM, CTM

Under this task we will group activities that explore and define aspects of the exploitation of the project outcomes at different levels, ranging from operational to theoretical. These activities will take the expectations and needs of public transport operators and authorities, regional authorities and different users into account. Each partner under this task will develop an individual exploitation plan. As upscaling and transfer of good practices from one country to another is a priority for Europe, under this task AAATE will systematically describe the challenges related to the upscaling and transfer of good practice as developed in the project. Through desk research it will look into existing models and strategies for transfer of good practice in the transport sector and in other sectors providing services. We will further investigate the factors that lead to the successful transfer of pilot projects from one context to another through interviews with key decision makers in the transport sector and make a European wide model that will be validated through a Delphi study. The result will be a report describing the transferability model for key project outcomes (Output: D8.7).

Task 8.4 Clustering and liaising with other relevant projects [M18-36]

Task Lead: TUE. Contributors: TRI, TB, DLR, ENIL, AAATE, UITP.

This task is focused on the ongoing liaising with other relevant European projects and initiatives. This will be done throughout the second half of the project, through participation in meetings, exchanges and networking. These exchanges and their outcomes will be captured in D8.6 [M36] (Output: Part of D8.6).