D5.6 – Report on Co-creation Community

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INDIMO Consortium

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No	Participant Legal Name	Country
1	VRIJE UNIVERSITEIT BRUSSEL	BE
2	VDI/VDE INNOVATION + TECHNIK GMBH	DE
3	INTERUNIVERSITAIR MICRO-ELECTRONICA CENTRUM	BE
4	CAMBIAMO S.C.M.	ES
5	DEEP BLUE SRL	IT
6	TECHNION - ISRAEL INSTITUTE OF TECHNOLOGY	IL
7	MOZGASSERULTEK BUDAPESTI EGYESULETE	HU
8	FUNDACION ZARAGOZA LOGISTICS CENTER	ES
9	POLIS - PROMOTION OF OPERATIONAL LINKS WITH INTEGRATED SERVICES, ASSOCIATION INTERNATIONALE	BE
10	EUROPEAN PASSENGERS' FEDERATION IVZW	BE
11	DOOR2DOOR GMBH	DE
12	VIVERO DE INICIATIVAS CIUDADANAS	ES
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page **4/27**

Executive summary

The Co-creation Community will be an expanding stakeholder group that consists of all relevant stakeholders of inclusive Digital Mobility Services including end-users/citizens, operators/service providers, policy makers, and developers. It is an essential part of the co-creation process for developing the INDIMO Inclusive Digital Mobility Toolbox.

The deliverable on the Co-creation Community (D5.6) is the key document, that defines define the roles of the different stakeholder groups, describes the engagement of the Co-creation Community within the different steps of the INDIMO co-creation process, and identifies tools to build, organise and expand the stakeholder community. Since the Co-creation Community is an expanding stakeholder group, this deliverable is a living document that will be adapted and reviewed over the project's lifetime.

The following aspects are particularly addressed in Deliverable 5.6:

- Target groups to be represented and their role in the co-creation process;
- Description of the channels used to engage the Co-creation Community members;
- Procedure and tools for recruiting the relevant stakeholders;
- Status and progress of the Co-creation Community;
- Guidance for sustainment and extension of the Co-creation Community.

Table of Contents

List of Tables

List of Figures

1. Introduction

The INDIMO project aims at increasing accessibility and social inclusion of digital mobility services. Its main objective is the creation of the INDIMO Inclusive Digital Mobility Toolbox, composed of the following four main tools:

- Universal Design Manual;
- Universal interface language icons for transport services;
- Guidelines for cybersecurity and personal data protection;
- The Policy Evaluation Tool.

The INDIMO Inclusive Digital Mobility Toolbox will be developed using a unique co-creation process consisting of five steps with the in-depth involvement of all relevant stakeholders including policymakers, users, software and hardware developers and operators. Therefore, the developed tools and guidelines will reflect the needs of these communities in the best possible way. The INDIMO co-creation process will be facilitated by the following activities, i.e.:

- the analysis of five pilots and five case studies to identify needs, preferences, skills and constraints of specific end-user groups and the use requirements for specific digital mobility applications (to be carried out in WP1, especially in T1.2 and T1.3);
- in-depth interviews with users and non-users of digital mobility solutions for persons and goods services and other relevant stakeholders that will be recruited from the Communities of practice of the five pilot sites to collect data on needs, capabilities and requirements (WP1, T1.2, T1.3);
- problem identification and end-user needs assessment through the involvement of the local Communities of practice in pilot sites (WP3, T3.2 and T3.3);
- the INDIMO Co-creation Community engagement. It comprises representatives of the four main target groups of the project, which are end users, engineers and developers, service providers and policymakers;
- a set of co-creation workshops regarding WP1, WP2 and WP4 where the members of the Co-creation Community can contribute to the INDIMO toolbox development with their expertise.

The Co-creation Community will be built, sustained, and extended through the recruitment of members from the INDIMO partners' network, as well as through existing platforms on mobility, such as the ETM Forum.

2. Scope of the Co-creation Community

2.1 Target groups and their roles in the co-creation process

The key stakeholders from across Europe have been categorised in 4 main groups:

End-users/citizens: In order to understand and capture the needs of end-users, especially those with limited access to digital mobility solutions, they must be closely involved in the co-creation process. The aim is to represent the 5 to 10 identified vulnerable-to-exclusion end-user profiles[1] within the community via respective NGOs and associations. This target group will play a crucial role in the end-user needs assessment (WP1 and WP3) and, further, in the INDIMO Inclusive Digital Mobility Toolbox development (WP2).

Service providers/operators: Operators of digital mobility platforms (e.g. MaaS, route planners, booking systems, delivery platforms) as well as private or public transport service operators need to consider feasibility, costs and system integration issues when they decide what kind of system will be deployed. They contribute also in terms of providing a business case for the development of inclusive digital mobility services.

Policy makers: Local governments, municipalities, authorities in charge of digitalisation as well as research initiatives play a crucial role in setting up the necessary research action/priorities/policy framework. They are designing and promoting guidelines, regulations, as well as social and educational strategies and they can influence the decision in favour or against a digital solution. This target group is particularly involved in the development of the INDIMO Policy Evaluation Tool, but also contributes with expertise to the co-creation of the other project outcomes.

Engineers and developers: The integration of this target group is important in order to match the requirements of end-users with the possibilities and technical feasibility of the digital mobility solutions. As a part of the Co-creation Community they can provide expertise on the entire hardware/software/service developing process of digital mobility solutions. Vice versa, in exchange with end users, important input can be given on how services can be personalized according to their requirements. On the other hand, engineers and developers to a large part determine the degree to which a final product or service will be useable by all already in the development process. Therefore, software engineers and developers as well as hardware engineers will be invited to be part of the Co-creation Community. They will be motivated to contribute to the co-creation of the INDIMO toolbox and to take up results, especially the tools

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[1] A user profile consists of several characteristics that affect his or her needs. For more information on developing and prioritizing the end-user profiles see Deliverable 1.1 Analysis Framework

for user-centric approaches and universal design. Each group of stakeholders will bring its own perspective and expertise in the INDIMO Inclusive Mobility Toolbox development, especially with regard to some specific aspects of the toolbox. The stakeholders can be either individuals or organisations. Nevertheless, a person of contact representing the organisation involved in the project should be always clearly identified. In figure 1, the currently relevant scopes and types of stakeholders per target group are listed. This list is not absolute; it can be varied and extended according to the requirements of the evolving project and tasks.
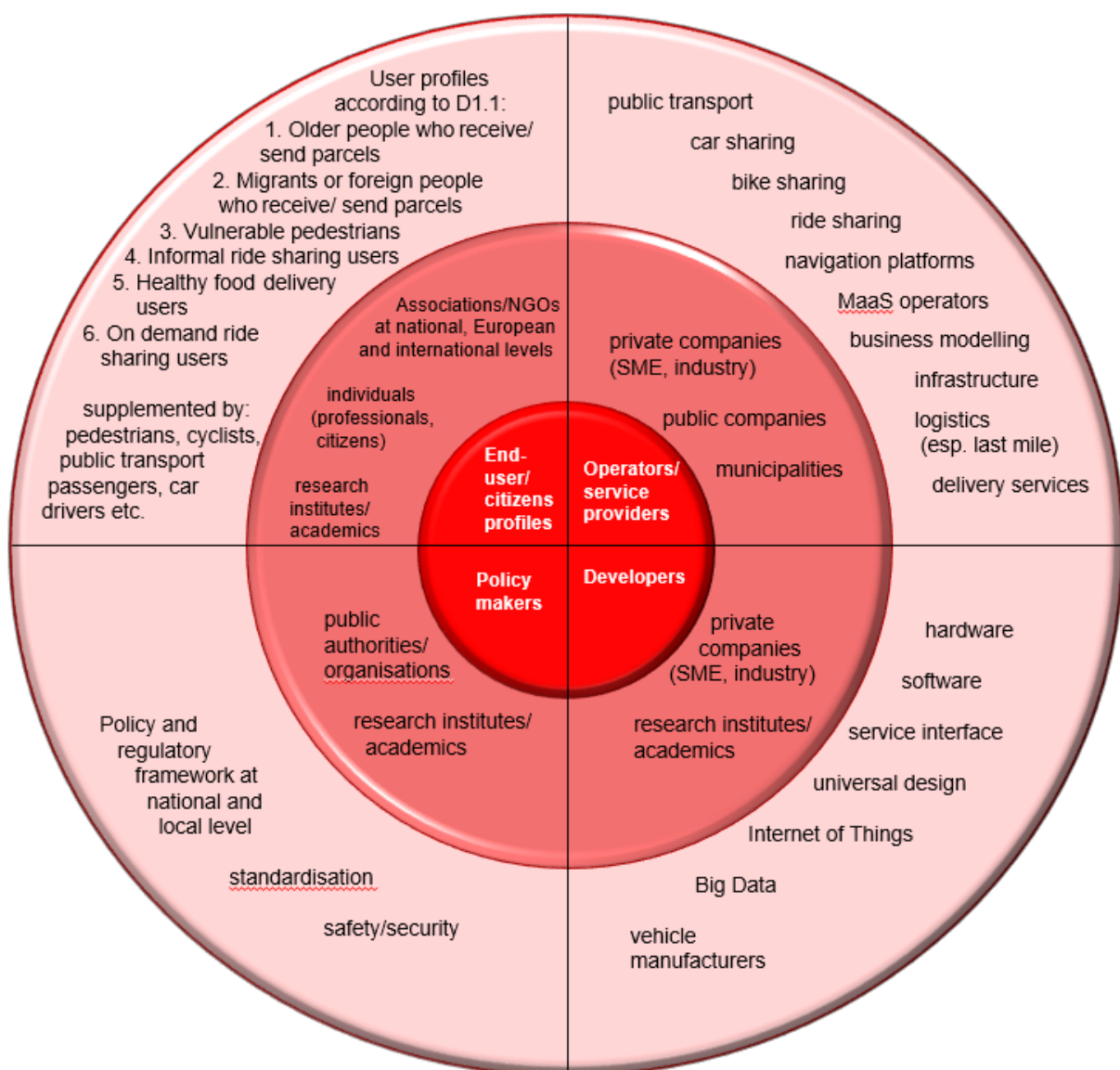

Figure 1: From inside out - Target groups, their stakeholder types and expertise concerning the INDIMO Inclusive Mobility Toolbox co-creation

2.2 Engagement of the Co-creation Community in the INDIMO methodology

The INDIMO methodology is based on a five-stage co-creation process. In **stage 1 (requirement analyses)** the needs of the target groups mentioned above towards an inclusive and accessible digital transport system are identified (WP1). This is the base for **stage 2 (development)**, in which a set of tools will be co-developed in order to respond to these needs and provide guidelines to developers, operators and policy makers (WP2). The tools and guidelines comprise the INDIMO Digital Mobility Toolbox. In **stage 3 (validation)** these tools will be implemented and verified in the pilot projects (WP3). In **stage 4 (evaluation)** the pilots will also provide feedback to the tools developed (WP2regarding usability, risks, benefits and transferability of the toolbox. Finally, in **stage 5 (transfer and deployment)** the redesigned tools and guidelines are disseminated and scaled up in order to increase their impact (WP5).

The Co-creation Community is a core element of the co-creation process used to develop the INDIMO toolbox. By involving the stakeholders, it is ensured that the requirements of eachgroup that is targeted, whether user, provider or developer, are taken into account in digital mobility solutions. Depending on the various steps of the co-creation process, different foci are set for the engagement of the Co-creation Community members. Hence, the stakeholders will actively participate in co-creation stages/WP 1, 2 and 4. This involvement will be realised through their involvement in five co-creation workshops over the course of the project. Furthermore, the exchange with and within the co-creation Community will be supported through an online-platform, the European Transport and Mobility Forum (ETM Forum, www.etmforum.eu). The stakeholders will be interviewed and invited to participate in online surveys and discussion forums.

2.2.1 Co-creation workshops

According to the experience of the consortium, expert workshops are a very effective instrument to bundle versatile expertise and achieve substantial results in a short time. By involving several stakeholder groups, specific questions can be addressed from different perspectives and possible answers can be further developed and prioritised through discussions and with the help of interactive tools. In the INDIMO project, the implementation of a series of expert workshops was considered particularly appropriate for the following tasks:

- Identification of barriers for inclusive digital mobility solutions (WP1);
- Assessment of the developed Universal Design Manual (WP2);
- Development and validation of the INDIMO Policy Evaluation Tool (WP2, WP4);

The respective planned workshops are shown in Table 1.

WP/Task	Co-creation process stage	Workshop	Timeline	target groups involved	responsible partners
WP1/Task 1.4	stage 1 – requirement analysis	WS1: Identification of barriers for the design, planning, deployment and operation of an inclusive digital transport system (D1.4)	M9/M10	policy makers, operators, developers and end-users	**VUB** (content), **VDI/VDE-IT** (organisation)
WP2/Task 2.1	stage 2 – tool development	WS2: Validation of the Universal Design Manual (D2.2)	M12-M18	end-users, developers, policy makers	**MBE** (content), **VDI/VDE-IT** (organisation)
WP2/Task 2.5	stage 2 – tool development	WS3: Co-creation of the INDIMO Policy Evaluation Tool	M16-M20	end-users, policy makers	**VUB** (content), **VDI/VDE-IT** (organisation)
WP2/Task 2.5	stage 2 – tool development	WS4: Finalisation of the INDIMO Policy Evaluation Tool	2-3 months after WS3	end-users, policy makers	**VUB** (content), **VDI/VDE-IT** (organisation)
WP4/Task 4.4	stage 4 - evaluation	WS5: Assessment of the transferability of INDIMO Policy Evaluation Tool	M20-M34	end-users, policy makers	**Polis** (content), **VDI/VDE-IT** (organisation)

Table 1: Scheduled INDIMO Co-creation workshops

Depending on the thematic focus, a team of several project partners with both technical and organisational expertise will work together to organise and conduct the workshops, so that a successful implementation in terms of content and organisation is ensured. The organisation starts 4 months in advance of the workshops. The objectives and content of the workshops are set by the respective task leaders. They also define the agenda. The selection of the stakeholders to be invited is agreed between WP and task leaders. Both the organisation of the workshops and the invitation of the stakeholders is done by VDI/VDE-IT, as this partner is the administrator of the Co-creation Community contact data as well as the main contact person for its members. The invitation is issued four weeks in advance of each workshop at the latest.

In parallel to the workshop organisations, first activities in the ETM Forum will start. These activities will consist of first discussions, short surveys in order to gather useful suggestions or questions which are taken up again at the actual event. Creative elements, like storytelling, wordclouds or short videos can be used to raise the interest for the workshop content. To start the activities, the respective task leader will provide input, such as descriptions of workshop objectives or certain core questions, not later than the invitations will be sent out.

2.2.2 Stakeholder-Involvement through the ETM-Forum

As presented in the previous sections, the exchange with and within the Co-creation Community will be supported through an online platform, the European Transport Mobility Forum. The ETM Forum strives to complement the work of related initiatives, such as the European Technology Platforms, in terms of bringing the user-centered and multi-/cross-modal viewpoint in discussions and fostering its implementation in novel transport solutions. Its goal is to build an integrated, sustainable, and user-centric transport system for passengers and freight. Thanks to its open and scalable structure, the ETM Forum platform offers a unique opportunity to involve stakeholders in interactive and seamless discussions about specific topics and to benefit from the exchange of experiences within an existing network and a working structure, without the need of costly transfers.

The ETM Forum is divided into different working groups, which are dedicated to various key aspects, e.g. "Involving users" or "Viable business for seamless transport". In each working group, related sub-themes can be discussed in so-called "topics". Working groups are hosted by a moderating member. The moderator is organising the internal structure, stimulating discussions and periodically reporting about relevant activities.

To activate the Co-creation Community, a new working group "INDIMO" will be created in order to discuss the topics addressed in the project. Members of the Co-creation Community will be asked to join and actively cooperate in this working group. The progress of the INDIMO Co-creation process, intermediate results and upcoming activities will be shared in the ETM Forum. Thereby, different questions and discussion topics will be raised, to gather feedback from the community on the different stages of the co-creation process itself and on the results. Referring to certain foci, stakeholders can evaluate, comment, refer to other initiatives or their own work. Furthermore, the co-creation workshops will be prepared within the forum. Initial versions of parts of tools may be published or participants' first priorities may be investigated.

In order to ensure a good degree of participation and engagement in the ETM Forum, it will be important to communicate to external stakeholders the benefits of active participation, both when inviting them to join the platform and regularly throughout the activities in the ETM Forum WG. Consequently, the stakeholders also need to be able to collect these benefits through the platforms. This may be downloads, networking activities, knowledge corners etc.

As the project progresses, special topics for questions that arise at short-term and whose answers require a differentiated approach can be put into discussion on the platform.

The moderation of the INDIMO working group will be handled by a partner tandem. One of them is an expert who is responsible for the content (on knowledge level, respective task leader) and the other is an expert in mediation (i.e VDI/VDE-IT, DBL). Additionally, the sub-topics will be moderated by the partners, which are in charge of the relevant task. All partners are needed to actively contribute by posting content and fast reaction on postings from the community. A regular check of the forum is hence required.

2.3 Set-up of the Co-creation Community

Stakeholders will be engaged in the project activities through extensive networking activities carried out by the partners of the consortium and the pilots' leaders, as well as through the participatory dissemination channels, especially the ETM Forum, on which more details are given below.

2.3.1 Networking activities

The consortium will actively approach potential members within the networks of the respective partners. Table 2 shows the channels that will be used for different target groups.

Target group	Contact/channels	Partner
End-users	They will be approached by the pilots' representatives, local associations representing these layers, local and regional authorities.	Door2Door, Technion, IMEC, VIC, ITL, CambiaMO, ZLC, MBE, EPF, DBL
Operators	They will be addressed by the networks of the partners who are active in the pilots, relevant networks, and associations as e.g. UITP, MaaS Alliance.	Door2Door, Technion, IMEC, PI, CoopCycle, VIC
Policy makers	They will be addressed by the extensive network of European cities and regions on sustainable mobility maintained by Polis, and through the research network of the other partners.	Polis, VUB, ZLC, PI, Technion, ITL; DBL
Developers	They will be addressed by relevant platforms where they are members as e.g. the European Technology Platforms, like EpoSS, and national and European clusters.	VUB, IMEC, VDI/VDE-IT, ITL, Technion, CoopCycle, Door2Door

Table 2: Channels to be used to reach the target groups

To maximise the impact, networking activities will aim to continuously search for additional stakeholders, beyond those who are already involved in the project. The consortium will work on

building a broader cluster of stakeholders, networks and initiatives that are targeted to potentially make use of the INDIMO results and especially the INDIMO Inclusive Digital Mobility Toolbox, during and after the project duration. Other relevant research and innovation projects (e.g. the sister projects DIGNITY and TRIPS) and also other initiatives at European context will be specifically targeted.

2.3.2 Dissemination channels and activities to attract stakeholders

An important part of attracting stakeholders will be the dissemination carried out in WP5. The dissemination will be done through interactive elements alongside with classical formats. This can be participatory online tools and face-to-face events to closely follow up the project activities and results, among them: relevant fora, social media, dedicated webinars, public events, conferences, communication campaigns, etc. As leader of WP5, POLIS will coordinate the design of the dissemination tools.

As a general overview, the following table presents the dissemination tools relevant for the Co-creation Community as an excerpt from the deliverable D5.1 Communication and Dissemination. More details on dissemination activities are given in D5.1.

Tools of Engagement	Short Description	Relevance for the Co-creaton Community
Project website	The INDIMO official website represents the most important source of information on project activities to all the potential mobility stakeholders. It provides a description of the project objectives and methodologies, main areas of activity, pilot sites, profiles of consortium partners, news & events, project results and resources.	The website hosts the online INDIMO Co-creation Community activities that are closely linked to the ETM Forum. Stakeholders have the opportunity to communicate their interest and leave contact details for further information regarding their participation in the project. Furthermore, the INDIMO social media platforms (Twitter and LinkedIn) and newsletter allow the interested stakeholders to be continuously updated on the project results.
Project leaflet	The high-quality project leaflet (printed and digital version) introduces INDIMO to the main target groups and will inform a wide audience about the project's objectives and expected results.	The leaflet can be used to raise the interest of stakeholders by distributing it at events and by making it available on the project website and on the website of the consortium members.

Public and networking events	Three public INDIMO events will be organised during the project duration. Synergies with other projects and initiatives will be observed to organise open networking events and participate in relevant external conferences throughout the project lifetime.	The events will engage and extend the wider stakeholder network and at the same time advocate accessibility and equity in multimodal transport.
Digital newsletter	A digital newsletter will be released every six months during the project's lifetime. It will include project activities and INDIMO's participation in international events and conferences, thematic sections on specific topics of interest linked to accessible/inclusive mobility, and dedicated sections on the progress of project's pilots.	Co-creation Community Members will be encouraged to sign up for the newsletter. The regular supply of information from the project keeps them up to date, especially those stakeholders who, depending on the process steps, may not have been actively involved for some time.
Public deliverables	Deliverables addressing needs, goals and challenges of identified target groups will be available for download on the website. This deliverable will be public, as well.	Co-creation community members can follow in detail the results achieved with their participation. Stakeholders input will also be a valuable contribution to the project deliverables, i.e. their understanding of the issues arising from workshops or findings from discussions at the ETM Forum. This deliverable D5.6 can also be used to clarify to stakeholders their role in the different steps of the co-creation process.

Table 3: Communication and dissemination tools for stakeholder engagement

2.3.3 Membership

The procedure for gathering and enriching the list of stakeholders has started at the beginning of the project (i.e. January 2020). All partners have been asked to propose and provide contacts to entities that they believe would be interested in INDIMO. The template that has been distributed to the partners asked for the following information (see **Error! Reference source not found.**):

Relevant information	Please fill in
Short name	
Full name	
Website	
Organisation type	Company Research organisation NGO/Association Government/Authority Individual
To which target group of INDIMO does your organisation belong?	End user Policy maker Operator/service provider Engineer/developer Other
City of head office	
Country of head office	
Role/Key area of expertise	
Reasons for involvement in INDIMO (optional)	
Contact person name	
Contact person details (email)* *Private information (can be shared only between core group partners)!	

Table 4: Information on potential Co-creation Community members asked from project partners

The official invitation will be issued via the task leader VDI/VDE-IT. In case of positive feedback, the Declaration of Participation will be signed (see Annex 1).

Several organisations have already confirmed their own interest in joining the Co-creation Community. Further stakeholders, such as European Women's Lobby, Women in movement, Equinet (European Network of Inequality Bodies), EPR (European Platform for Rehabilitation), FEANTSA (European Federation of National Organisations Working with the Homeless), will be approached by partners during the lifetime of the project. A list of the Co-creation Community members will be provided on the INDIMO website, of course with their preliminary permission.

2.4 Sustainment, organisation and extension of the Co-creation Community

2.4.1 Benefits for Co-creation Community members

It is important to highlight the benefits for the members to actively participate in the development of the INDIMO Inclusive Digital Mobility Toolbox right from the beginning and throughout the duration of the project. The primary advantage to community members is the direct participation in the development of the INDIMO Toolbox. The members have the possibility to bring in their views and requirements and to set priorities that would otherwise be lost. This can be further emphasized by giving access to selected exclusive results, which are reserved for the members of the project and of the Co-creation Community. This can be for example the involvement in the evaluation or follow-up of certain co-creation steps, like reviewing the reporting of the workshops or even the review of specific deliverables, like the four elements of the INDIMO Inclusive Digital Mobility Toolbox.

Another benefit is the access to a rich community where not only end-users and policy perspectives are included, but as well the technological and digital ones. Within the community the stakeholders have the opportunity to a short-term direct exchange of views, experiences and findings of their own work with other organisations and institutions outside the project context, e.g. in the interactive environment of the ETM Forum. Co-creation Community members may also be reimbursed for travel expenses to attend the co-creation workshops envisaged by the project (see section 2.2).

In order to understand the expectations of stakeholders, the easiest way is to ask them directly. Therefore a few first simple activities will be started in the ETM Forum just after the stakeholder's registrations. In this way, the stakeholders are getting familiar with the platform itself in a nice and easy way and the can actively ask questions or suggest topics which will be discussed in the work groups, so that their interests are taken into account.

VDI/VDE-IT, as leader of the task 5.4, is in charge of organising the Co-creation Community. VDI/VDE-IT is responsible for the collection of proposals coming from the consortium and concerning new members, for the official invitation of new stakeholders (agreed upon in the Core Group) and for the management of confidential contact data.

For these purposes VDI/VDE-IT will manage a dedicated contacts database and will ensure that personal contact details are not used elsewhere without specific agreement, thereby complying with data protection regulations. The centrepiece legislation applicable to personal data processing activities carried out within the INDIMO project is the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679). The regulation includes definitions, principles, legitimate basis for processing personal data, rights of data subjects and obligations of data controllers. Furthermore, VDI/VDE-IT implemented an Information security management system and received in 2014 the ISO27001 certification. VDI/VDE-IT implemented physical and technical security measures to prevent the improper use or data.

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page **18/27**

The acquisition of members will continue throughout the entire project duration. Depending on how the process develops and on unexpected questions that may arise during the work progresses, special experts may be needed that have not been thought of before.

3. Impacts and Risks

3.1.1 Expected impact

The Co-creation Community is an important instrument to achieve the intended impacts of the project, which are set out in the DoA of the Grant Agreement. In order to ensure the desired implementation, specific goals with quantitative assessment indicators have been defined. Table 5 shows the KPIs that are relevant in relation to the Co-creation community. A detailed description of the impacts and all KPIs for measuring the project impacts can be found in the DoA. Many, but not all of these indicators are directly linked to membership in the community.

Impact	Indicator	Target	Assessment mechanism
INDIMO will "help policymakers design appropriate regulatory frameworks and social and educational strategies in order to create the best possible conditions for an inclusive, user friendly digital transport system, taking into account the needs and characteristics of all parts of society, with particular attention to vulnerable to exclusion citizens"	Number of local or regional authorities that co-create the INDIMO toolkit	15	Membership and participation statistics from the INDIMO Co-creation Community
	Number of local or regional authorities that trial the policy evaluation tool	20	D 4.3 Synthesized evaluation report for pilots
	Number of vulnerable-to-exclusion groups whose needs are considered in the Universal Design Manual	10	D 2.2 Universal Design Manual
INDIMO project „will also help regional authorities and businesses in designing digital transport solutions that are better tailored to citizens' individual needs."	Number of businesses (esp. developers and operators) that co-create the INDIMO toolkit	15	Membership and participation statistics from the INDIMO Co-creation Community
	Number of businesses that trial the INDIMO toolkit	20	Membership and participation statistics from the INDIMO Co-creation Community

	Number of local or regional authorities that co-create the INDIMO toolkit	15	Membership and participation statistics from the INDIMO Co-creation Community
	Number of local or regional authorities that trial the policy evaluation tool	20	Deliverable on process evaluation

Table 5: Targets in terms of diversity and size of the Co-creation Community

3.1.2 Risks concerning the Co-creation Community

The DoA of the Grant Agreement already identifies project risks and respective measures to reduce them. In addition, Table 6 lists *further* risks regarding the scope and activities of the community.

Description of Risk	**Proposed risk-mitigation measures**	**Likelihood** (Low, medium, high)
Not enough Co-creation Community members can be acquired.	The project partners have strong networks and collaborations, also from completed projects, from which you can bring a variety of qualified experts from all target groups into the INDIMO project. Regular monitoring of membership statistics prevents a gap in stakeholder coverage.	low
Stakeholders are not sufficiently active in the activities parallel to workshops to create the INDIMO Toolbox (Forum discussions, surveys, etc)	The issues raised in the co-creation process must be targeted. The responsible partners and facilitators will regularly stimulate (ETM Forum) or remind (surveys, interviews) participation. The effort for the stakeholders should be kept small and the benefit should be highlighted in the respective invitations. Within the forum, the moderators must guide the discussions in such a way that the focus remains on the information and project results required for the co-creation steps.	high
There are not enough stakeholders at the workshops or the target groups at the workshops are unbalanced.	Early planning of workshops and inviting stakeholders helps to ensure the necessary number of participants in the required balance. Experience has shown that the reimbursement of travel expenses in certain necessary cases contributes significantly to the commitment of those invited.	medium

Table 6: Detected risks and mitigation measures related to the Co-creation Community

4. Conclusions

In the course of the project implementation, important experiences will be gained not only in terms of content, but also with regard to the development, management and successful engagement of the Co-creation Community. This is likely to include aspects relating to involvement in workshops, experience with interactive tools or the implementation of targeted discussions on interactive platforms. Furthermore, feedback from members themselves is also essential for the experience process. These results are important for the consortium itself but also for other projects that include co-creation elements.

The Co-creation Community will be continuously monitored against the background of the project progress. An update on the acquisition process and ongoing activities is given at the monthly Core-Group meetings. In order record the experiences, the lessons learned will be presented here through updates of the deliverable. This will probably happen after the first workshop has been held, since this is when valuable initial feedback is received and it becomes clear which interactive elements work well or less well in the exchange with stakeholders. Furthermore updates will be given in the mid-term an in the end of the project.

Annex 1 – Draft of Declaration of Participation

Research and Innovation Action
Inclusive Digital Mobility Solutions

(ref. EC Grant Agreement No. 875533)

Declaration of Participation as a member of the INDIMO Co-creation Community

Preamble

The INDIMO project aims to enable researchers, operators of digital mobility services and platforms, developers of digital mobility solutions and policymakers to include the user perspective and co-creation approaches in the entire development process of digital mobility solutions. This way, products and services delivered would be tailored to the actual needs of transport users. The project will identify the main characteristics of demands that digitally-based mobility solutions place on users, focusing on all types of transport users and in particular on vulnerable-to-exclusion citizens (such as elderly people, children, people with disabilities, low income, low education level). The project will develop the **INDIMO Inclusive Digital Mobility Toolbox** consisting of the

- Universal Design Manual,
- Universal Interface Language Icons for transport services,
- Guidelines for cybersecurity and personal data protection and a
- Policy Evaluation Tool.

These tools will support policymakers, developers and service operators to develop digital mobility solutions universally accessible to citizens focusing on accessibility and social and spatial inclusivity. The toolbox will be applied and tested on five pilot projects in Madrid (Spain), Antwerp (Belgium), Emilia-Romagna (Italy), Berlin (Germany) and Galilee (Israel).

The contractual Project partners of the EC "INDIMO" project are: VRIJE UNIVERSITEIT BRUSSEL Belgium (as project coordinator), VDI/VDE Innovation + Technik GmbH (Germany), INTERUNIVERSITAIR MICRO-ELECTRONICA CENTRUM (Belgium), CAMBIAMO S.C.M. (Spain), DEEP BLUE SRL (Italy), TECHNION - ISRAEL INSTITUTE OF TECHNOLOGY (Israel), MOZGASSERULTEK BUDAPESTI EGYESULETE (Hungary), FUNDACION

ZARAGOZA LOGISTICS CENTER (Spain), POLIS - PROMOTION OF OPERATIONAL LINKS WITH INTEGRATED SERVICES ASSOCIATION INTERNATIONALE (Belgium), EUROPEAN PASSENGERS' FEDERATION IVZW (Belgium), DOOR2DOOR GMBH (Germany), VIVERO DE INICIATIVAS CIUDADANAS (Spain), COOPCYCLE (France), FONDAZIONE ISTITUTO SUI TRASPORTI E LA LOGISTICA (Italy), POSTE ITALIANE - SOCIETA PER AZIONI (Italy).

Article 1: Project Objectives

The RIA "Inclusive Mobility Solutions" (INDIMO) targets:

- To improve the **understanding of the needs of users** towards the digital transport system;
- To improve the knowledge about the **requirements of a personalised digital transport system** towards users;
- To **co-create tools** that can help engineers, developers, operators and policy makers to develop an inclusive, universally accessible personalised digital transport system;
- To **facilitate the concept of universal design** throughout the planning design process of digital applications and services both for accessibility and inclusion;
- To **navigate future policy** by channelling project results into European, regional and local policy making.

In order to achieve these objectives, a participatory framework involving all relevant actors from inside and outside the transport sector covering all transport modes including international, European and national stakeholders representing users including specific groups and communities that are vulnerable to exclusion, technology suppliers, policy makers, transport service providers, research organisations will be created.

Article 2: Role of Co-creation Community members

The participation of stakeholders in the project is a key element in the realisation of the project objectives for the following reasons: They build strong links to relevant other networks and stakeholder groups e.g. policy makers, European Technology Platforms that are not represented in the core consortium, associations that represent various transport users, public transport associations, digital mobility service developers etc.. As such they not only complement the expertise of the consortium but also ensure the involvement of a wide stakeholder community.

The Co-creation Community is involved in the project's activities but have no direct contractual obligations towards the European Commission. Therefore, they will not benefit from financial contributions except the reimbursement of travel expenses in some specific cases. For experts, a honorarium in specific cases is possible, i.e. in case of providing a keynote, reviewing a deliverable or moderating a workshop group.

Members of the Co-creation Community will be invited to interviews, online surveys, project events and/or interactive expert workshops, review deliverables of prepare summary reports. The following workshops are planned:

- WS 1 (Sep/Oct 2020): Deployment of Digital Mobility Systems
- WS 2 (May/June 2021): Validation of the Universal Design Manual
- WS 3 (May/June 2021): Co-creation of the INDIMO Policy Evaluation Tool
- WS 4 (Sep/Oct 2021): Finalisation of the INDIMO Policy Evaluation Tool
- WS 5 (May/June 2022): Assessment of the transferability of INDIMO Policy Evaluation Tool

Furthermore, they are highly recommended to join the INDIMO working group on the European Transport and Mobility Forum (ETM Forum, https://www.etmforum.eu/), where members have access to project contents, workshops will be prepared with interactive elements, surveys will be conducted and especially feedback and proposals can be given by non-project-partners.

Stakeholders do not have to participate in all formats and workshops. Depending on the required expertise invitation will be made in due course.

Article 3: Rights of Co-creation Community members

The Co-creation Community members shall have access to selected projectdocuments and information during the execution of the project.

The Co-creation Community members' advice will be considered in the outputs of the project.

They will be invited to the annual INDIMO events and can be invited to participate in workshops.

They can register and participate in the ETM Forum and in the discussions in the INDIMO working group.

The undersigned organization accepts all the activities that it shall implement within its collaboration with the contractual partners, under this Declaration of Participation, shall be free of charge for the recipient contractual partners. Upon prior written approval by the Coordinator on behalf of the contractual partners reimbursement for travel can be granted within the limitations of a dedicated part of the project budget to Co-creation Community members who prove the need for it.

Article 4: Obligations of Co-creation Community members

Each Co-creation Community member undertakes herein to participate actively and to make reasonable efforts to assist in the production of project outputs within the field of work for which it was invited.

All information in whatever form or mode of transmission, which is disclosed by a contractual partners (the "Disclosing Party") to the undersigned Co-Creation Community member (the "Recipient") in connection with the project during its implementation and which has been explicitly marked as "confidential", or when disclosed orally, has been identified as confidential at the time of disclosure and

has been confirmed and designated in writing within 15 days from oral disclosure at the latest as confidential information by the Disclosing Party, is "Confidential Information".

The Recipient hereby undertakes:

- not to use Confidential Information otherwise than for the purpose for which it was disclosed;

- not to disclose Confidential Information to any third party without the prior written consent by the Disclosing Party;

- to ensure that internal distribution of Confidential Information by a Recipient shall take place on a strict need-to-know basis; and

- to return to the relevant the Disclosing Party on demand all Confidential Information which has been supplied to or acquired by the Recipient including all copies thereof and to delete all information stored in a machine readable form.

- The Recipient shall be responsible for the fulfilment of the above obligations on the part of their employees and shall ensure that their employees remain so obliged, as far as legally possible, during and after the end of this Declaration of Participation and/or after the termination of employment.

- The above shall not apply for disclosure or use of Confidential Information, if and in so far as the Recipient can show that:

  o the Confidential Information becomes publicly available by means other than a breach of the Recipient's confidentiality obligations;

  o the Disclosing Party subsequently informs the Recipient that the Confidential Information is no longer confidential;

  o the Confidential Information is communicated to the Recipient without any obligation of confidence by a third party who is in lawful possession thereof and under no obligation of confidence to the Disclosing Party;

  o the Confidential Information, at any time, was developed by the Recipient completely independently of any such disclosure by the Disclosing Party; or

  o the Confidential Information was already known to the Recipient prior to disclosure.

The Recipient shall apply the same degree of care with regard to the Confidential Information disclosed within the scope of this Declaration of Participation as with its own confidential and/or proprietary information, but in no case less than reasonable care.

The Recipient shall promptly advise the relevant Disclosing Party in writing of any unauthorised disclosure, misappropriation or misuse of Confidential Information after it becomes aware of such unauthorised disclosure, misappropriation or misuse.

If the Recipient becomes aware that it will be required, or is likely to be required, to disclose Confidential Information in order to comply with applicable laws or regulations or with a court or administrative order, it shall, to the extent it is lawfully able to do so, prior to any such disclosure notify the Disclosing Party, and comply with the Disclosing Party's reasonable instructions to protect the confidentiality of the information.

Article 5: Duration, Withdrawal and Exclusion of a Co-creation Community member

With the execution of this Declaration of Participation, the undersigned states that it will participate in the RIA entitled Inclusive Digital Mobility Solutions (INDIMO), Project No. 875533 as a Co-creation Community member under the terms and conditions set forth in this Declaration of Participation. This Declaration of Participation shall continue in full force and effect until the project INDIMO ends. The confidentiality and non-disclosure obligations imposed hereunder shall survive the termination (including early termination/withdrawal) of this Declaration of Participation for a period of 5 (five) years.

If a Co-creation Community member fails to comply with its obligations the Contractual Partners may decide the early termination of this Declaration of Participation by means of a written notice sent to the Associated Partner by Project Coordinator. The Co-Creation Community member who wishes to withdraw from participation is obliged to notify the project coordinator in written form.

Article 6: Personal Data Protection

By registering to INDIMO Co-creation Community, you consent VDI/VDE-IT to store and treat your data with the purpose of sending you information related to the INDIMO project. Your data will not be given to third parties unless there is a legal obligation or it's essential for the execution of any organized events that you choose to attend. If you want to make use of your rights or want more information, please contact Yasmin Halil (yasmin.halil@vdivde-it.de) or Annette Randhahn (annette.randhahn@vdivde-it.de).

Contact data of Co-creation Community Members will be inserted in the communication database of the project after receiving informed consent below. The centre-piece legislation applicable to personal data processing activities carried out within the INDIMO project is the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679). The regulation includes definitions, principles, legitimate basis for processing personal data, rights of data subjects and obligations of data controllers. The partner in charge of the management of the Co-creation Community, VDI/VDE Innovation + Technik GmbH, processes data according to the German Federal Data Protection Act (BDSG). The BDSG supplements, concretizes and specifies the requirements of the GDPR without contradicting its provisions.

Subject to their consent, members will be named on the project website (only the name of the organisation).

Please check the following fields:

☐   I agree that my contact details will be stored and used solely for the purpose of implementing the INDIMO project and the co-creation process taking place within it.

☐   I agree that the name of the company or organisation will be listed on the INDIMO project website (https://www.indimoproject.eu/co-creation-community/)

Organisation:

Address:

Contact Person for INDIMO:

Place, Date:

Signature of the legally authorized representative: