



Capacity-building webinar 2

Planning for Connected and Automated public transport: How to engage with citizens

25 August 2025

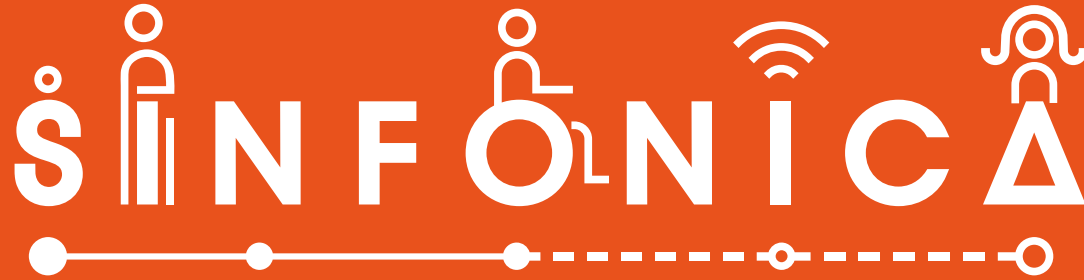


Agenda



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Time (CET)	Item	Presenter
15:00	Introduction to the webinar and background to the work	Andrew Winder, ERTICO
15:10	SINFONICA approach to citizen engagement	Silvia Gaggi, ISINNOVA
15:25	Citizen engagement experience and outcomes in Hamburg, Germany	Stephanie Kessler, Freie und Hansestadt Hamburg
15:40	Citizen engagement experience and outcomes in Trikala, Greece	Christina Karaberi, e-Trikala
15:55	Citizen engagement outcomes and implications	Giacomo Cantini, University of Modena & Reggio Emilia (UNIMORE)
16:10	How to use the SINFONICA Knowledge Map Explorer to engage citizens	Konstantinos Fokeas, Institute of Communication & Computer Systems (ICCS)
16:20	Wrap-up and upcoming events	Andrew Winder (ERTICO)



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Introduction and background

Andrew Winder
ERTICO – ITS Europe

Capacity-building webinar 2: Planning for
Connected and Automated public transport: How
to engage with citizens, 25 August 2025

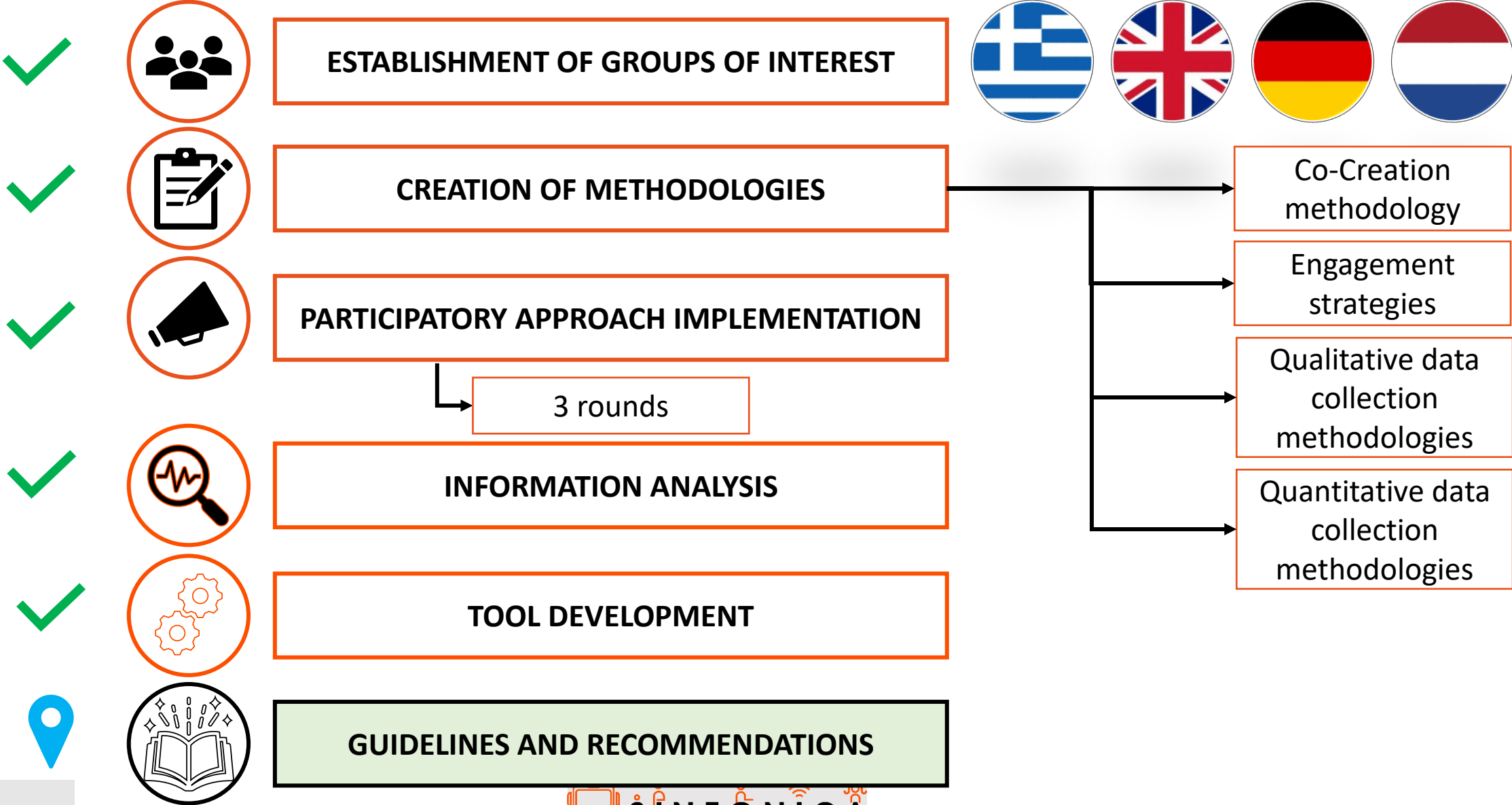


SINFONICA at a Glance

- **SINFONICA: Social INnovation to FOster iNclusive cooperative, Connected and Automated Mobility**
- **Call identifier:** HORIZON-CL5-2021-D6-01
- **Topic:** HORIZON-CL5-2021-D6-01-05 (Area B)
- **Time frame:** 2022 – 2025
- **Partners:** 13 + 1 (7 countries)
- **Budget:** €3.76 million
- **SINFONICA Goal:** to develop functional, efficient, and innovative strategies, methods and tools to engage CCAM users, providers and other stakeholders to **collect, understand and structure in a manageable and exploitable way their needs, desires, and concerns related to CCAM.**



Methodology



Elements of SINFONICA

Webinar 2 (this one)

Shaping the SINFONICA strategy to capture the mobility needs of users (demand side) and CCAM challenges (supply side)

- Stakeholder engagement strategies, participatory methods to capture mobility needs, user factors, simulation models for upscaling needs

Understanding **expectations, concerns, and desires** toward CCAM

- Participatory approach implementation: engagement and consultation with groups of interest and local actors in 4 cities/regions, data analysis and scaling up

SINFONICA Knowledge Map Explorer

Strategies, methodologies, and recommendations for an inclusive equitable and accessible future CCAM

- Equity practices and social indicators
- Definition of limits and possibilities of CCAM solutions
- Long-term policy recommendations
- Guidance on communication
- Guidance on implementation
- Recommendations for large-scale demonstration projects

**Webinar 1 (took
place on 15 July)**

**Webinar 3
(September)**

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SINFONICA



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SINFONICA: The Citizen Engagement Approach

25/09/2025

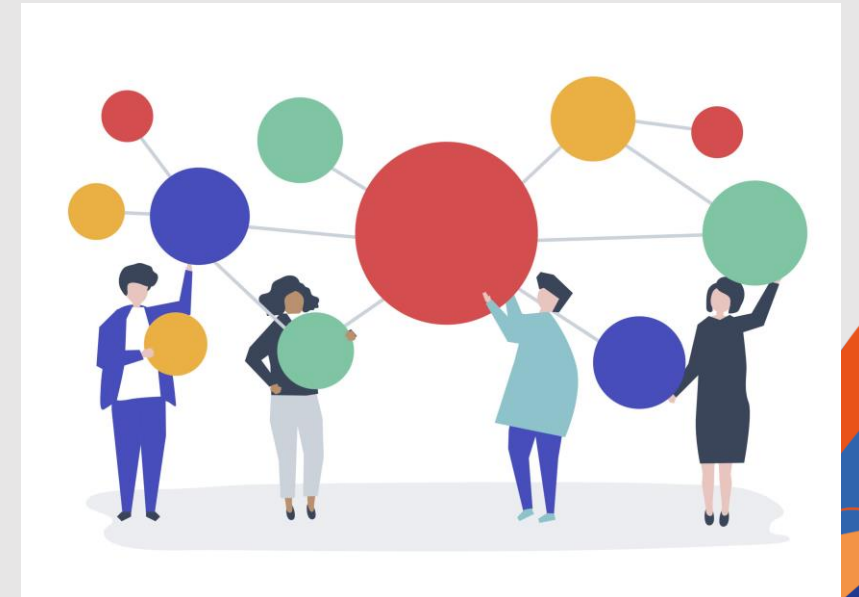
Silvia Gaggi,
ISINNOVA



WHY citizens & stakeholders engagement matters

The **SINFONICA** project developed innovative strategies, methods, and tools to **engage #USERS #SERVICE PROVIDERS #OTHER STAKEHOLDERS** in **CCAM** to understand their needs, concerns, and expectations in order to design **CCAM solutions**, which are:

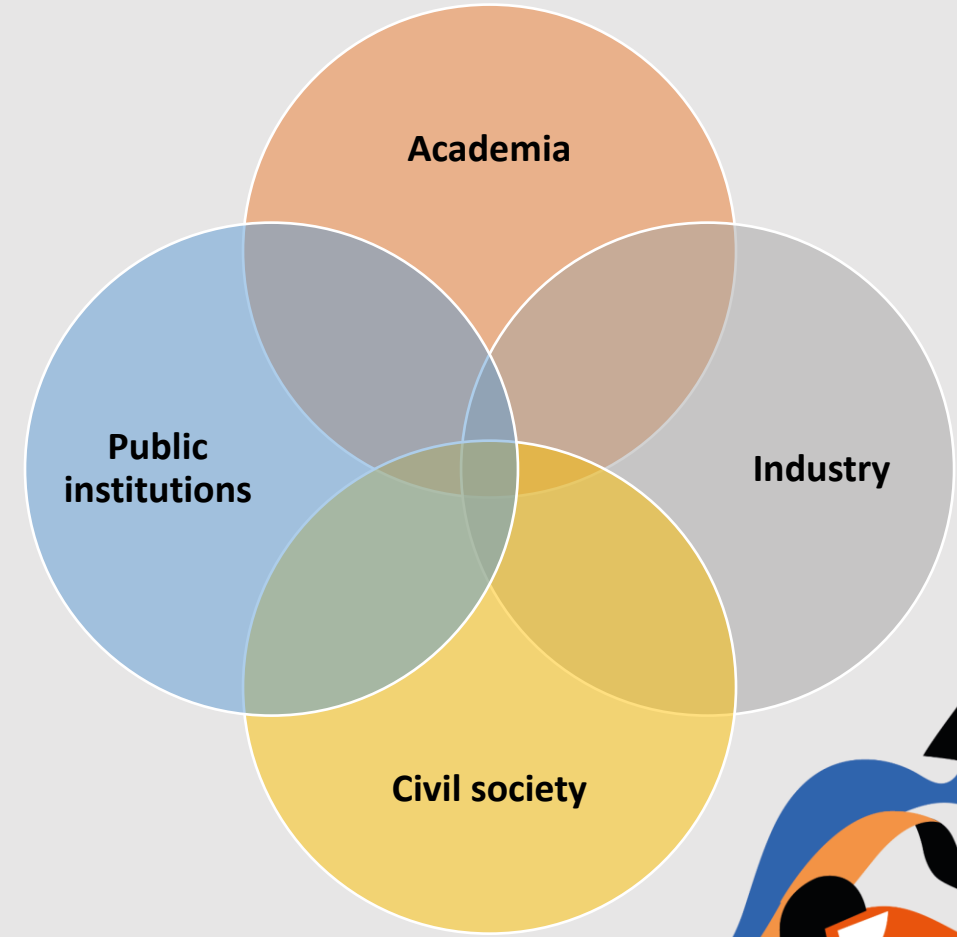
- **Inclusive & accessible** → ensures no one is left behind
- **Tailored for all** → captures diverse needs, including those with reduced mobility or special requirements
- **More likely accepted** → enhances social benefits and user acceptance, key to CCAM success
- **Built on trust through co-creation** → fosters trust and ownership by involving citizens in the design process



Social Engagement through Participatory Research

Participatory Research is a **transformative approach** emphasizing **active involvement and collaboration** with those directly affected by the issues under study.

- **Unlike traditional research**, participatory methods involve **stakeholders, community members, and end-users** as **co-creators** of the research process
- The core principle is **meaningful participation**, enabling individuals to **express their views** and be recognized as **valuable contributors**



SINFONICA's Participatory Framework

SINFONICA has established a comprehensive participatory framework to engage citizens and stakeholders in designing an inclusive CCAM transport system. It is built on a **participatory data collection strategy** that incorporates innovative **co-creation methodologies**.

Groups of Interest (Gols)

The participatory methodology was co-created and tested with Gols established in four European locations:

- **Trikala, Greece**
- **Hamburg, Germany**
- **North Brabant Province, Netherlands**
- **West Midlands Metropolitan Area, United Kingdom**



User Categories Involved:

► People with mobility challenges:

- Older adults
- People with cognitive disabilities
- Digitally vulnerable individuals
- Gender-related vulnerabilities (e.g. women)
- Young adults (18–25)

► Additional local categories:

- Migrants
- Single-parent families
- Rural residents
- People with physical disabilities
- Low-income individuals
- University students

► General public:

- Citizens of various ages
- Income levels
- Access to public transport

► Stakeholders:

- Service providers
- Government/institutional bodies
- Industry representatives
- Non-profit organizations
- Advocacy groups

Three main methods

- **Individual Interviews (with vulnerable groups)**

The interviews were conducted with individuals belonging to groups with special mobility needs (e.g. elderly people, individuals with cognitive disabilities, people with digital or gender vulnerabilities, youth).

- **Focus Groups (with citizens)**

The focus groups involved groups of 6–10 citizens to discuss their mobility needs, perception of current mobility offerings, barriers, and suggestions for improvement, facilitating group discussion.

- **Workshops (with Stakeholders)**

The workshops were interactive sessions that brought together various stakeholders (users, experts, CCAM developers, policymakers) for collaborative problem-solving and co-creation of user-centered solutions.



Interviews (Semi-structured)

Objectives

To understand specific mobility needs and daily transport requirements, focusing on:

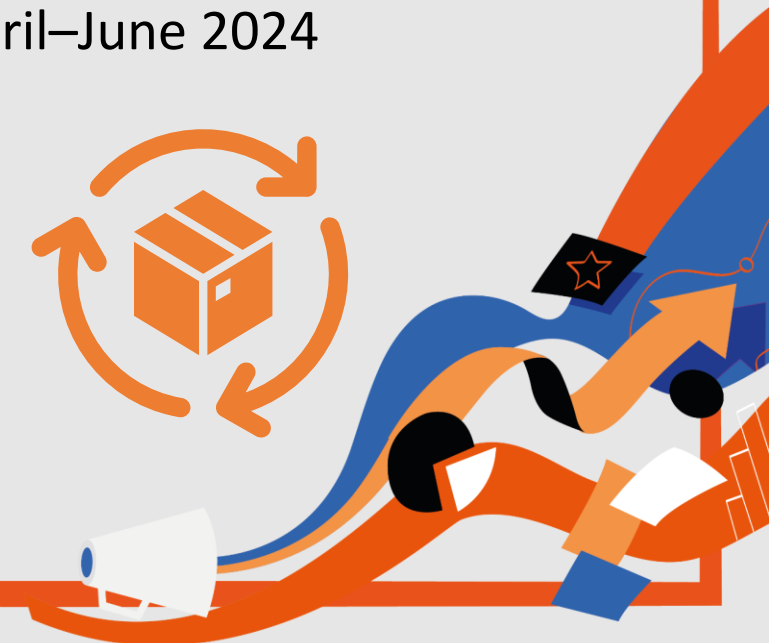
- Transport poverty
- Use of digital technologies in mobility
- Attitudes toward automated vehicles
- Hidden barriers and personal preferences

Format

- One-on-one interviews
- Preferably face-to-face in a quiet, distraction-free location
- Open-ended and self-report questions

Three data collection cycles

- October–December 2023
- January–March 2024
- April–June 2024



Target groups for Interviews



ELDERLY

**PEOPLE WITH
COGNITIVE DISABILITIES**

**WOMEN AND LGBTQAI+
COMMUNITY**

YOUNG PEOPLE

**DIGITALLY VULNERABLE
PEOPLE**

**PEOPLE LIVING IN RURAL
AREAS**

STUDENTS



ELDERLY

**PEOPLE WITH
COGNITIVE DISABILITIES**

**WOMEN AND LGBTQAI+
COMMUNITY**

YOUNG PEOPLE

**DIGITALLY VULNERABLE
PEOPLE**

**PEOPLE WITH PHYSICAL
DISABILITIES**

LOW-INCOME PEOPLE



ELDERLY

**PEOPLE WITH
COGNITIVE DISABILITIES**

**WOMEN AND LGBTQAI+
COMMUNITY**

YOUNG PEOPLE

**DIGITALLY VULNERABLE
PEOPLE**

**PEOPLE WITH PHYSICAL
DISABILITIES**

CYCLISTS



ELDERLY

**PEOPLE WITH
COGNITIVE DISABILITIES**

**WOMEN AND LGBTQAI+
COMMUNITY**

YOUNG PEOPLE

**DIGITALLY VULNERABLE
PEOPLE**

**PEOPLE LIVING IN RURAL
AREAS**

MIGRANTS

**SINGLE PARENTS WITH
FAMILIES**

Recruitment methods for interviews

- **Direct contact with associations** and organizations working with vulnerable road users (VRUs) and people with mobility challenges (PMCs)
- Visits to **community centres**, local libraries, or senior day centres
- **Collaborations with local entities** such as municipalities, youth councils, NGOs, and universities
- **Public events** or targeted sessions (e.g. school lessons, mobility training, bus stations)
- Use of existing databases and **online market research communities** to identify suitable participants
- **In-home interviews** or in specific locations to facilitate the participation of hard-to-reach groups, such as digitally vulnerable people
- Offering **incentives** (e.g. gift cards) to make participation more appealing



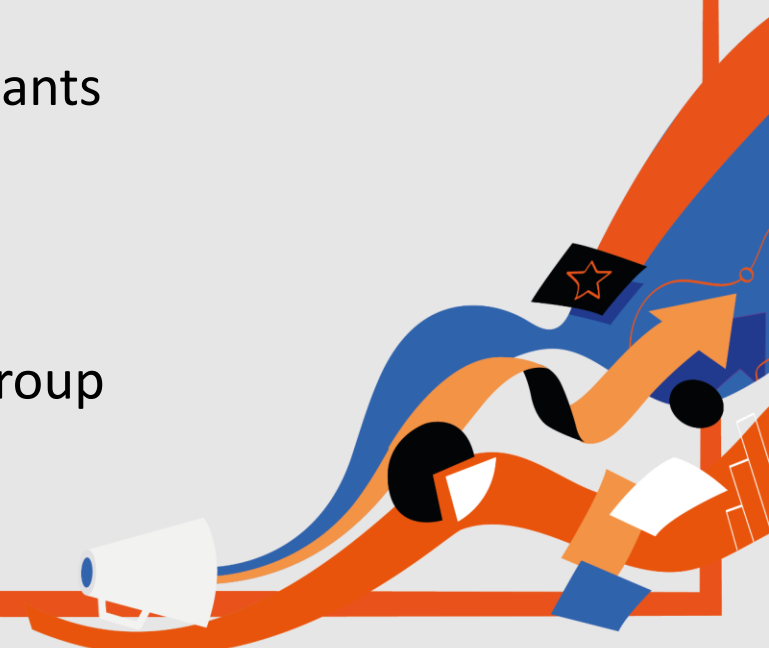
Focus Groups

Objectives

- Capture the mobility needs of the local population
- Understand perceptions of the current transport offer and identify daily life barriers
- Collect suggestions for improvement
- Serve as dynamic forums for collective discussion and idea generation
- Explore complex issues and co-create innovative solutions
- The interactive nature facilitates discussion and empowers participants

Format

- Typically 6–10 participants per group
- The interactive and group-based setting distinguishes them from group interviews



Target groups for Focus Groups



FIRST ROUND:

- People between 26 and 35 years
- People between 36 and 45 years
- People between 46 and 65 years
- People +66 years

SECOND ROUND:

- People with low income
- People with medium income
- People with high income

THIRD ROUND:

- People with easy access to public transport
- People living far from public transport stop

Recruitment methods for focus groups

- Promotion through **social media channels** and local newspapers
- Contact via specific **mobility-related points of contact** or traveler organizations
- Invitations through **direct contacts** and organization in convenient and welcoming locations (e.g. residential facilities for the elderly, workplaces, town halls, rural villages) to overcome participation barriers
- Offering additional **incentives** (e.g. refreshments, gift cards)
- Use of **existing databases** and online communities



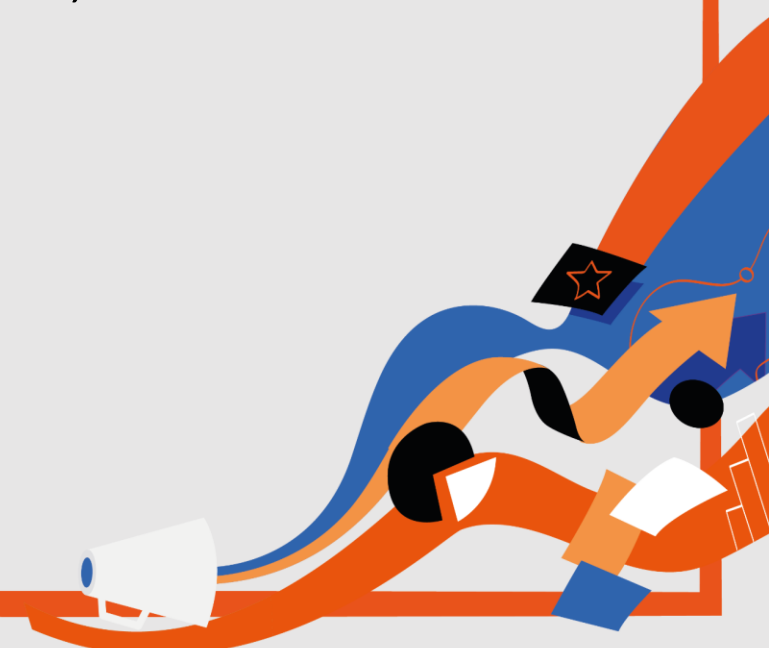
Workshops

Objectives

- Bring together stakeholders involved in the design, development, and implementation of CCAM for public and shared road transport
- Collective knowledge and experience of participants to gain deeper insights and foster innovation
- Explore new concepts, share perspectives, identify and address issues, and develop innovative solutions

Format

- Around 30 participants per workshop
- Series of three workshops



Gols Workshops



STAKEHOLDERS GROUPS:

- Service Providers: Public Transport Operators, Mobility Providers, Private Ride Auling Companies
- Government: Municipalities / Cities /Region
Transport authorities
Road authorities (Public bodies)
Infrastructure managers
- Industry: (autonomous) Vehicles manufacturers, (autonomous) Vehicles suppliers, ITS solutions providers, AI providers
- Non-profit organizations and representative bodies: Drivers' associations, Trade associations, Cyclist association, Environmental associations, Consumers associations
- Universities and knowledge institutions: University, Research centre, Experts in the field

TOPIC 1°

Mobility needs and expectations towards CCAM

Critical analysis of the mobility of the present – discussing the findings of the focus groups and the semi-structured interviews on most common barriers in local mobility and jointly imagine potential solutions, with special focus on technology.

TOPIC 2°

Investigation on the **CCAM potential to meet mobility needs** – discussing expectations, desires and concerns.

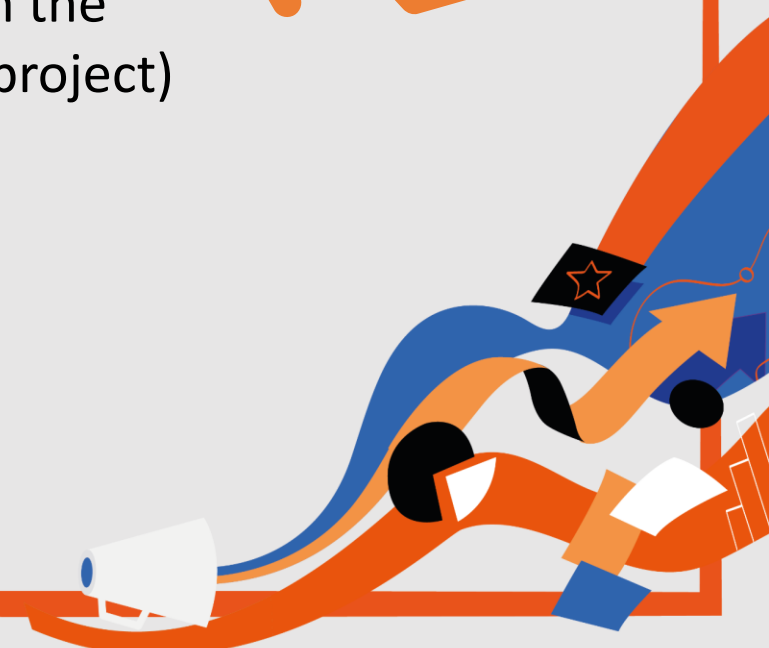
How can technology help address mobility challenges?

TOPIC 3°

Co-definition of the **requirements for an inclusive, equitable and accessible CCAM deployment**. This step will consider the needs of the users, while considering the abilities and constraints that developers, operators and policy makers face.

Recruitment methods for workshops

- Leveraging **existing networks and contacts** of provinces and local authorities (e.g., public transport, infrastructure, cycling associations, national CCAM networks).
- **Engaging universities** and knowledge institutions.
- Promotion through participation in **national committees and groups**.
- Organizing **joint events with other relevant projects** or initiatives in the mobility sector (e.g., Intelligent Cities Challenge, IN2CCAM, SHOW project) to increase impact and visibility.



Some numbers....



INTERVIEWS

70

70

70

80

290

FOCUS GROUPS

9

9

9

9

36

WORKSHOPS

3

3

3

3

12

Europe-wide online Survey

Objectives

- To complement the project's qualitative data collection strategy by offering a broader view of user expectations.
- To analyse user factors influencing attitudes toward and use of CCAM for future mobility
- To identify the needs, preferences, and concerns of a broad demographic

Format

- Quantitative method, conducted online
- Survey Period: 12 weeks (from March to June 2025)

Result

A total of **4,472** participants completed the survey (~ 500 for each Gol + rest of Europe)



Recruitment methods for Survey

- Use of social media platforms (Facebook, Twitter, LinkedIn, Instagram, TikTok)
- Leveraging existing subject pools and mailing lists (e.g. univ email lists, databases)
- Sending email newsletters to community members, subscribers, and stakeholders
- Use of institutional websites (e.g. municipal websites) and project blogs
- Collaboration with community influencers, local businesses, schools, or org....
- Targeted online advertising
- Collaboration with nearby municipalities to expand survey reach
- Use of relevant forums and online communities
- Engagement with local media (newspapers, radio stations, online news, local TV)
- In-person visits (e.g. to elderly care homes) to assist in completing the survey
- Internal sharing requests via company newsletters to employees and their families



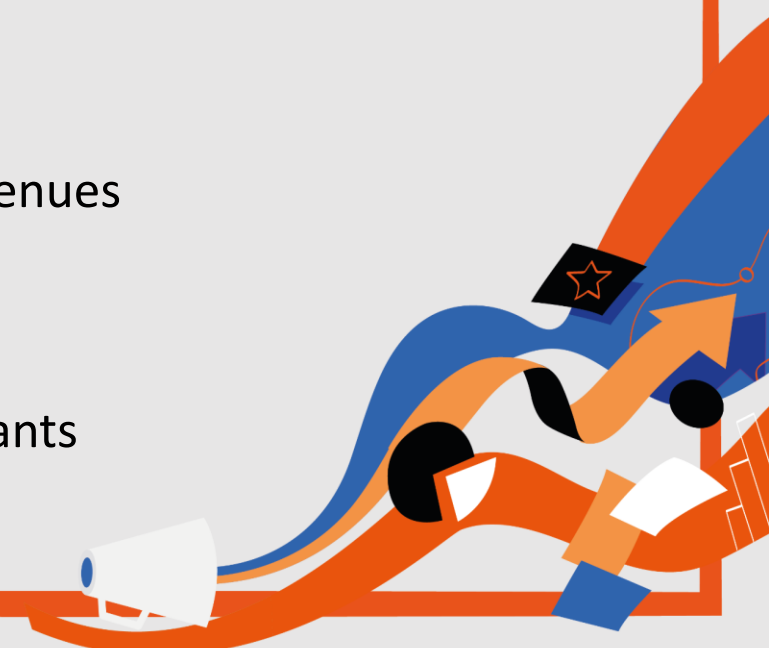
Challenges and Solutions

Challenges

- **Recruitment:** Difficulties recruiting specific groups (e.g., digitally vulnerable, certain age groups)
- **Questionnaires:** Lengthy interview questionnaires and questions formulated too narrowly
- **Time:** Limited time allocation for numerous interviews and focus groups
- **Reporting:** Challenges in drafting conversation reports in predefined formats (e.g., Excel)
- **Participation:** Maintaining participation across all three workshops in a relatively short timeframe

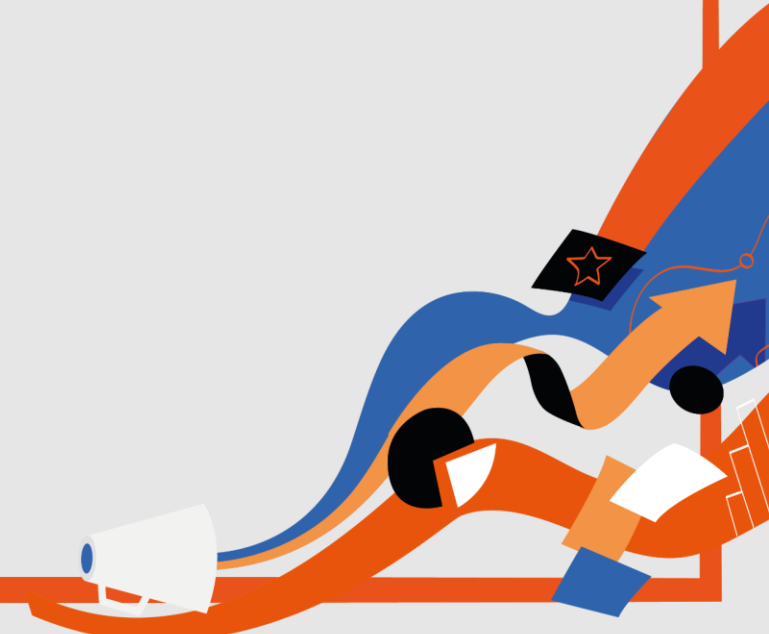
Solutions

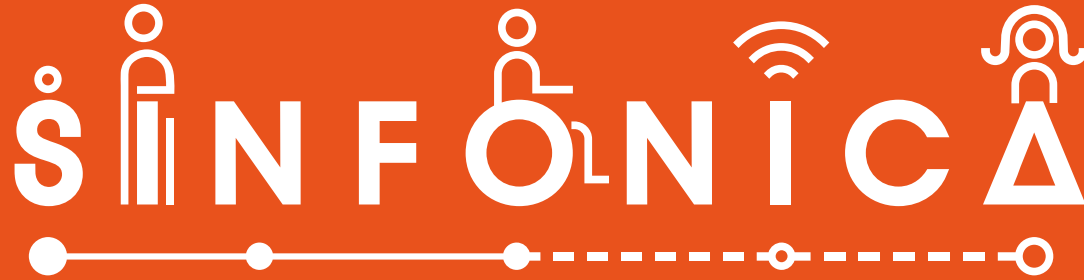
- Specific contacts with associations and communities
- Offering incentives (e.g., gift vouchers, meals) and selecting comfortable venues
- Adapting recruitment and publicity strategies
- Joint events for workshops to maximize impact and visibility
- Direct support for online survey completion, especially for elderly participants



For further information

- Deliverable 2.1: **Engagement guide for CCAM solutions** - Lead Author D2.1: Dario Irrera (RE:LAB)
- Deliverable 2.2: **Participatory methods to identify mobility needs and future expectations from CCAM** - Lead Authors D2.2: Silvia Gaggi, Riccardo Enei (ISINNOVA)





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Citizen engagement experience and outcomes in Hamburg, Germany

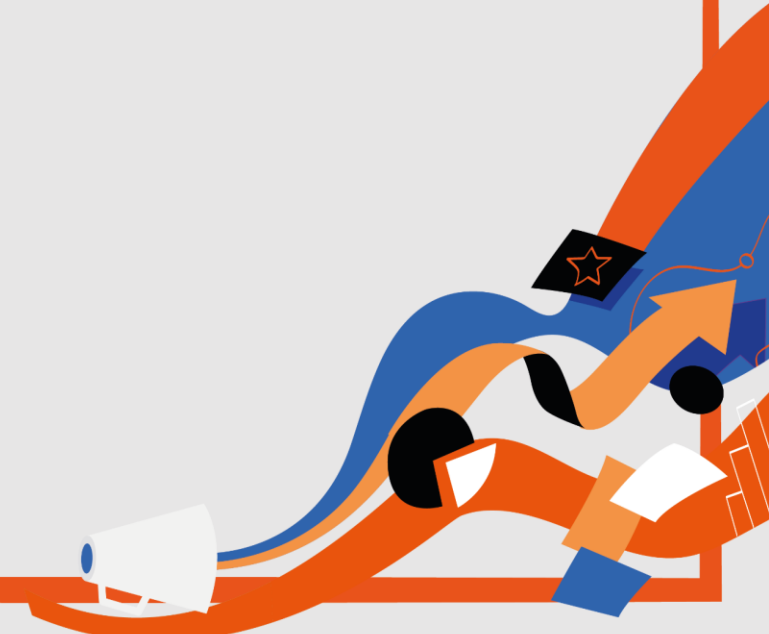
Stephanie Keßler
City of Hamburg

Capacity-building webinar #2
25 August 2025



Agenda

1. Introduction | City of Hamburg
2. Citizen engagement experience in Hamburg
3. Outcomes of citizen engagement in Hamburg
4. Challenges and lessons learnt





Free and Hanseatic City of Hamburg

- 2nd largest city in Germany (1.9 m inhabitants)
- Port city, logistics hub
- Multi-modal transport network

- ITS strategy since 2016
- ITS World Congress hosted in October 2021
- UITP Summit hosted in June 2025
- Model region for mobility (national funding)

- CCAM:
 - several projects for the implementation of autonomous vehicles
 - new subway line U5 to be fully automated (under construction)

- UITP Summit 2027 will be hosted again in Hamburg!



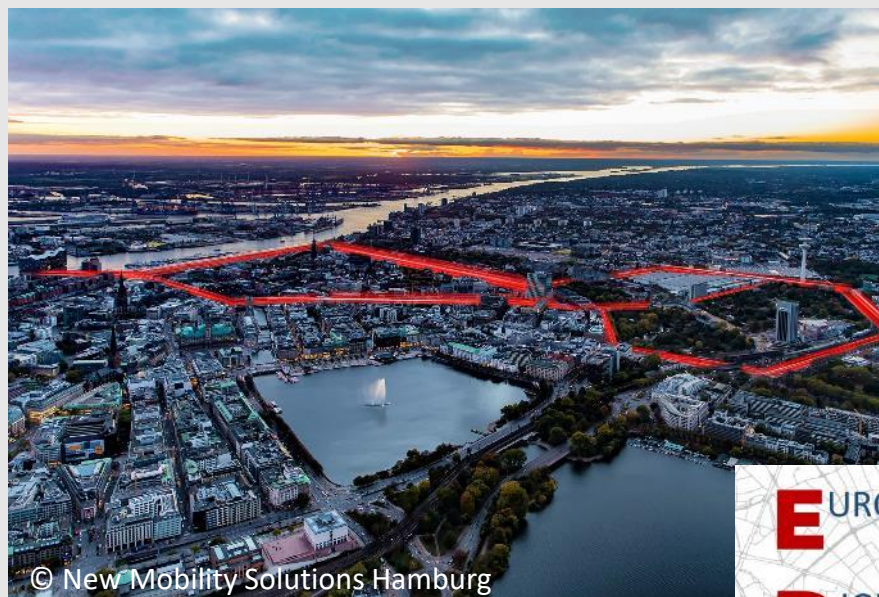
CCAM projects and activities in Hamburg (1/2)

TAVF Hamburg

Teststrecke für automatisiertes und vernetztes Fahren in Hamburg

Test track for automated and connected driving in Hamburg

- Design and implementation of different C-ITS use cases to increase the safety of VRU
- Focus on technical feasibility and evaluation of the use cases



CCAM projects and activities in Hamburg (2/2)

AHOI

- Integration of autonomous shuttles into an on-demand manually driven fleet in Hamburg-Harburg
- vhh.mobility and partners



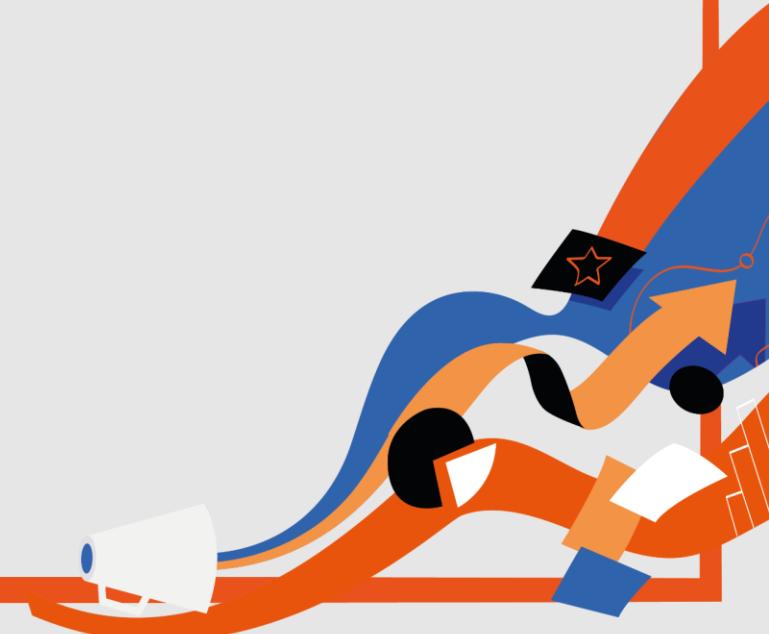
ALIKE

- Overall system for booking autonomous shuttles in public transport
- HOCHBAHN, MOIA and partners



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Citizen engagement experience in Hamburg

STRENGTHS

- Mobility is a hot topic in Hamburg – opportunities for discussing new mobility services
- Hamburg is model city for mobility – national funding
- International events (ITS World Congress, UITP Summit)

WEAKNESSES

- People oversaturated with “mobility topics”
- No existing citizen panel on mobility issues
- CCAM topic is abstract, autonomous driving has little relevance, does not relate to peoples’ everyday lives
- Few channels available and low coverage due to internal structures



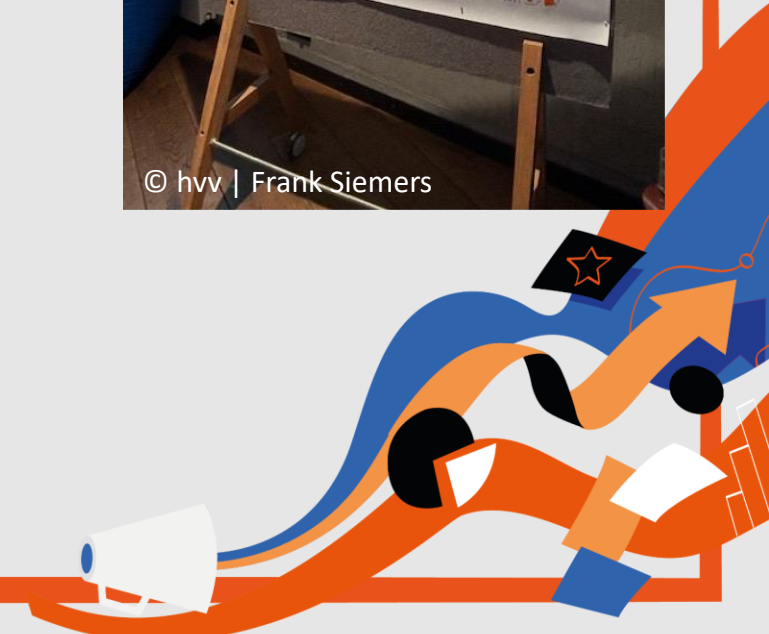
Citizen engagement experience in Hamburg

OPPORTUNITIES

- Promotion of public transport (Hamburg climate act) generally

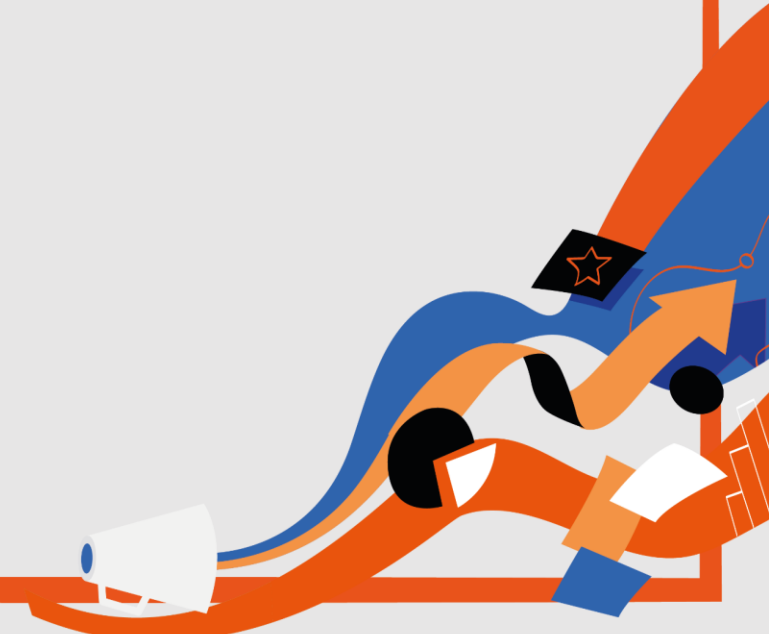
THREATS

- Difficulties in recruiting and engaging people
- Small budget
- Many associations for VRU but with limited resources and no existing network
- Diverging interests between automobile industry and user groups, hence little interest from automobile industry to take part in workshops



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Outcomes of citizen engagement in Hamburg

STRENGTHS

- Enlarging coverage (rural areas)
- Potential solutions to level of service, skills shortage, costs

WEAKNESSES

- Level of service may go down for some aspects (e.g. human travel assistance)
- No universal service
- Adaptation process
- Business case vs. social case

Outcomes of citizen engagement in Hamburg

OPPORTUNITIES

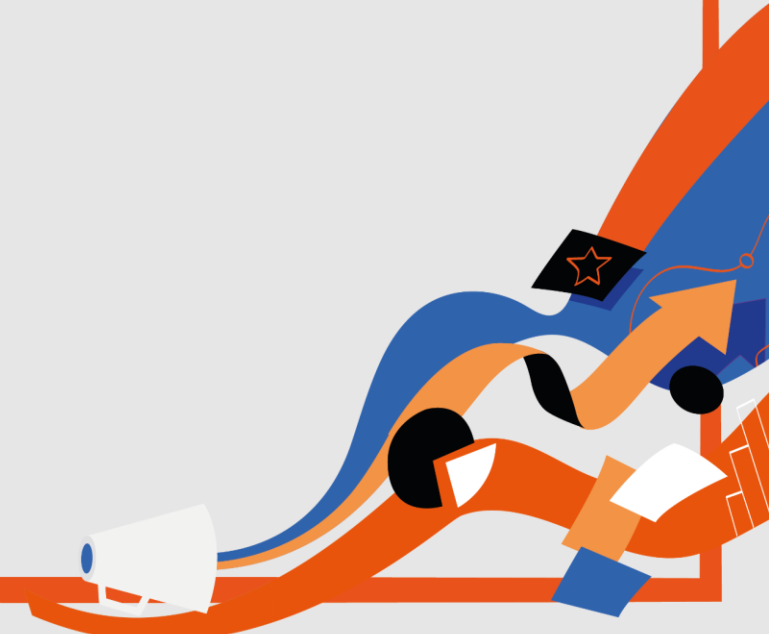
- Overcoming skills shortage
- Inclusion
- Cost saving?
- Public administration can influence the rollout of autonomous MaaS in Hamburg (projects AHOI and ALIKE)

THREATS

- Excluding certain groups of VRU
- Contradicting needs
- Addressing specific target groups

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Challenges and lessons learnt



- What Hamburg lacked: existing panels/networks, central contact points, coverage (social media etc.), means to create incentives
- Participation works well if the topic is relevant and potential impact is perceived as controllable
- Participation needs time and money to be beneficial and meaningful (for all involved)
- Incentives for participation are important
- Keep barriers to participation as low as possible
- Participation formats need to be accessible and inclusive (for hosts and guests), e.g. targeted, gender responsive



SINFONICA



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Engaging the local community

City of Trikala

Christina Karamperi. E-Trikala S.A



The city in a Nutshell



Open and Smart city

- Smart City since 2010
- Control Room at the City Hall
- Long experience in IT innovations (47 EU Projects)



A sustainable city

100 Climate Neutral and Smart Cities by 2030

Mission



An ambitious city

Municipal Strategic Plan to reform and digitalize the Public Sector until 2025

Problem

The problem in Trikala is that the **rural sites are underserved by public transport**. As a result, mobility largely depends on individual car use, with circa 50,000 car owners currently being registered in the municipality.

- This has a negative impact on the environment
- Causes severe traffic congestion in the city center
- Has a social impact.

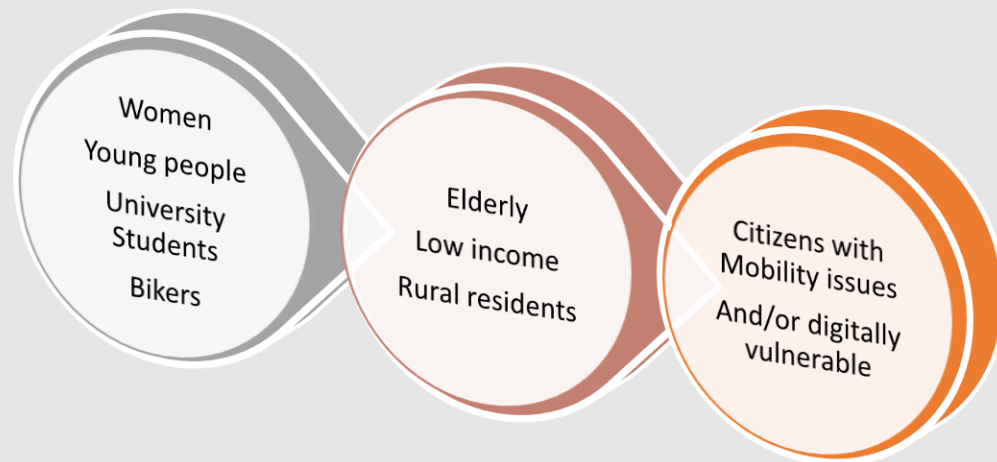


Solutions

The last few years there has been an effort to provide to the citizens alternative and sustainable mobility solutions that allows them to use bicycles instead of their private cars and combine different public transportation services more efficiently.



Groups of Interest



- ❑ Invest on the **existing mobility community**
- ❑ Include **differentiated population groups**
- ❑ **Explore their real needs**, worries, challenges and ambitions



Data from 3 rounds of participatory activities

- ❑ **70 interviews** across 9 categories of vulnerable people.
- ❑ **9 focus groups** with a total of 50 participants, representing diverse demographics and urban/rural populations.
- ❑ **3 workshops with stakeholders** such as, public transport operators, mobility providers, transport authorities, road authorities, municipality authorities, IT solution providers, driver's associations, cyclists, NGOs etc.
- ❑ **An online survey** which gathered 508 responses nationwide.





Key Findings from Trikala Engagement

- ❑ High Awareness, Limited Adoption
- ❑ Mixed Emotions – Interest vs. Scepticism
- ❑ Diverse Prioritization of CCAM Values
- ❑ Desire for Inclusive and Tailored Services
- ❑ Trust as a Critical Enabler
- ❑ Systemic and Structural Challenges

Engagement Success Stories

1. Synergy with Smart Mobility Projects

- SINFONICA aligned with ongoing projects: IN2CCAM, SMARTA2, ELABORATOR, SHOW.
- Joint events/workshops maximized resources and impact.

Examples:

- 2nd workshop with IN2CCAM – integrated view of mobility applications (e.g., SMARTA2 app).
- 3rd workshop with SHOW final event – attracted ministries, universities, IT firms, manufacturers.

Result: CCAM seen as part of a long-term vision



Success Stories

2. Empowerment of Local Stakeholders to act:

- Bus company restructuring schedules for rural & mobility-challenged users.
- Development Company redesigning digital services based on SINFONICA data.

3. Activation of Local Mobility Community:

- Re-engaged existing network from past pilots.
- Participants included cyclist associations, youth councils, NGOs, startups.

Result: A resilient, co-designing ecosystem influencing transport policy.



Success Stories

4. Inclusion & Cross-Sector Dialogue

Inclusion of Marginalized Voices:

- Elderly.
- Disabled citizens.
- Digitally excluded

Productive Cross-Sectoral Dialogue:

- Vulnerable users met directly with tech developers and co-created solutions: panic button for elderly, student affordability, **Result:** Elevated inclusivity, practical solutions, and stronger user–developer collaboration.



Lessons learned & Key Insights

Facilitation & Tailored Approaches

1. Human-Centric Facilitation is Essential:

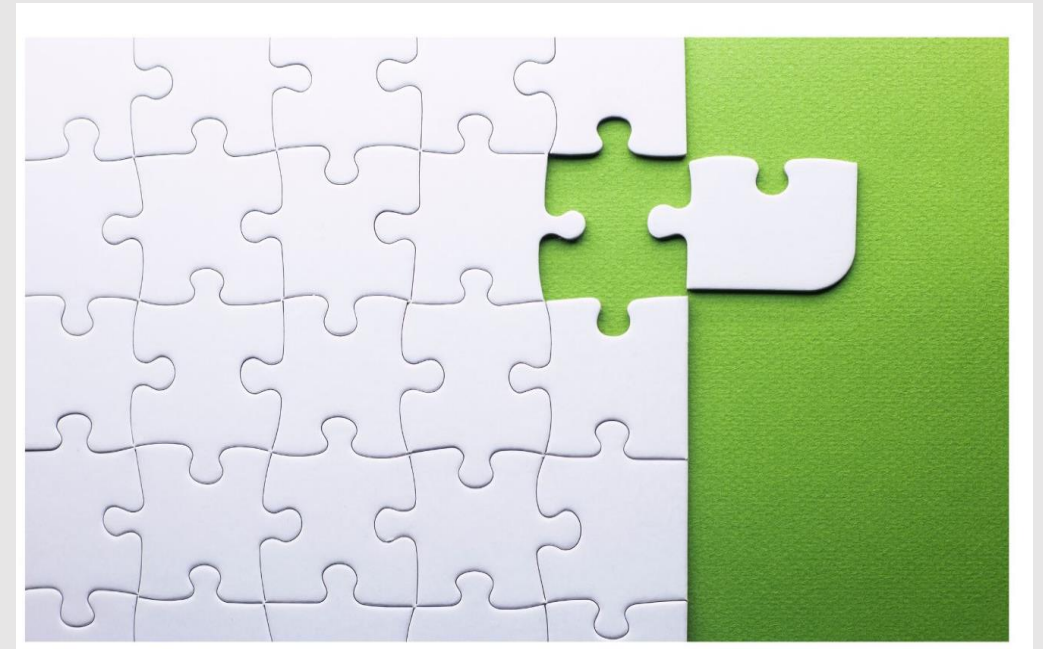
- Skilled, empathetic facilitators with social science/community engagement background.
- Emotional intelligence, fair moderation, inclusion of quieter voices.
- Handling sensitive topics with care.

2. One Size Does Not Fit All:

- Tailor engagement to each group (home visits for elderly, youth councils for young).
- Adapt tools to digital skills & mobility habits.

Key Insight: The quality of participation depends heavily on the quality of the facilitator.

Key Insight: Inclusivity is not only about who you reach but how you reach them.



Lessons learned & Key Insights

Representation & Trust

3. Representation Must Be Actively Managed:

- Use quota monitoring and targeted outreach.
- Partner with NGOs to reach underrepresented groups.
- Weekly demographic tracking to adjust outreach.

4. Trust is Built, Not Assumed:

- Address privacy, relevance, and skepticism directly.
- Explain process, goals, and confidentiality simply.
- Emphasize importance of each participant's voice.

Key Insight: Equitable representation requires planning, flexibility, and persistence.

Key Insight: Spending extra time on relationship-building pays off in better engagement outcomes.



Lessons learned & Key Insights

Flexibility & Group Dynamics

5. Flexibility is a Critical Success Factor:

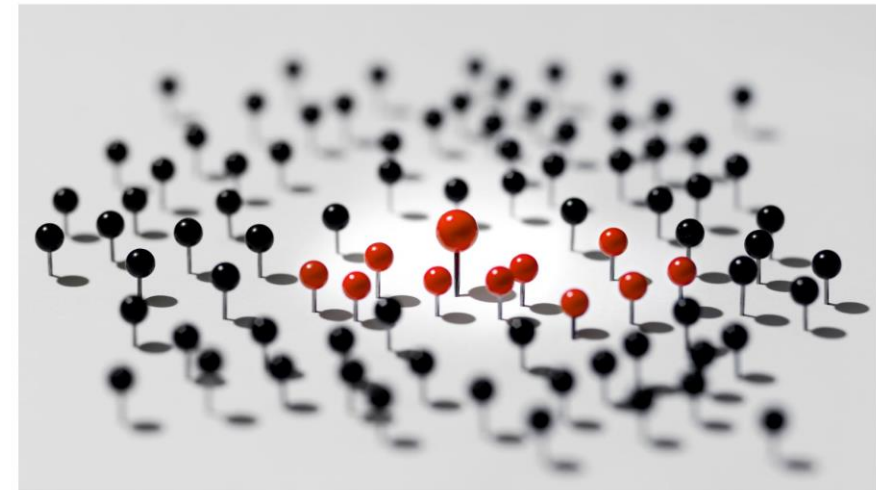
- Adapt to disruptions (e.g., 2023 flood).
- Use hybrid formats, adjust schedules, maintain momentum.

6. Group Dynamics Can Shape Outcomes:

- Elderly may conform to consensus – encourage individual input.
- Youth more vocal/debative – manage discussions.
- Handle dominant personalities to ensure balance.

Key Insight: Successful engagement requires operational flexibility and real-time problem-solving.

Key Insight: Understanding and managing group psychology is crucial for extracting meaningful insights



Lessons learned & Key Insights



7. Engagement as a Cultural Practice

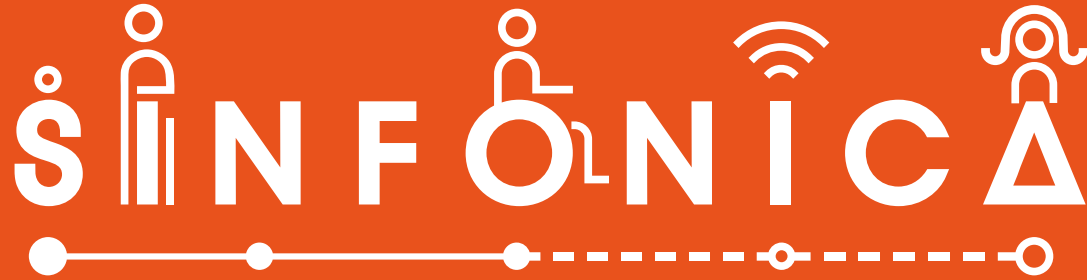
Citizen engagement is a long-term cultural process.

- Built on Trikala's EU project experience and participatory platforms (Smart Trikala).
- Increased receptiveness to complex CCAM topics.

Key Insight: Embedding participation in governance builds resilience and innovation capacity.

Conclusions

- 1. Build Trust Through Transparency:** People are more willing to accept automation when safety measures, data privacy, and liability protocols are clear and visible.
- 2. Design for Inclusivity from the Start:** CCAM services must be built with accessibility, affordability, and ease of use as core design principles. Engage vulnerable groups early to avoid exclusion by design.
- 3. Invest in Public Education and Digital Literacy:** Awareness does not equal understanding. Public information campaigns and hands-on demos can reduce scepticism and help people see CCAM as useful and safe.
- 4. Ensure Multi-Stakeholder Collaboration:** Transport operators, app developers, city authorities, and user groups must co-create services. This collaboration builds ownership, reduces fragmentation, and improves integration with existing systems.
- 5. Develop a Strong Legal and Ethical Framework:** Policy and regulation must keep pace with technology. Clear rules on safety, accountability, job transitions, and data use are essential for public acceptance and fair deployment.
- 6. Use Engagement as a Long-Term Governance Tool:** Embed participatory processes into city governance structures.



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SINFONICA: Citizens' engagement process evaluation

2nd Capacity building webinar
– August 2025

Giacomo Cantini
(University of Modena and Reggio Emilia)



Participatory Sessions in the GOI



City of Trikala

70 Interviews

9 focus group, 3 workshop



The region of West Midlands

70 Interviews

9 focus group, 3 workshop



City of Hamburg

70 Interviews

9 focus group, 3 workshop

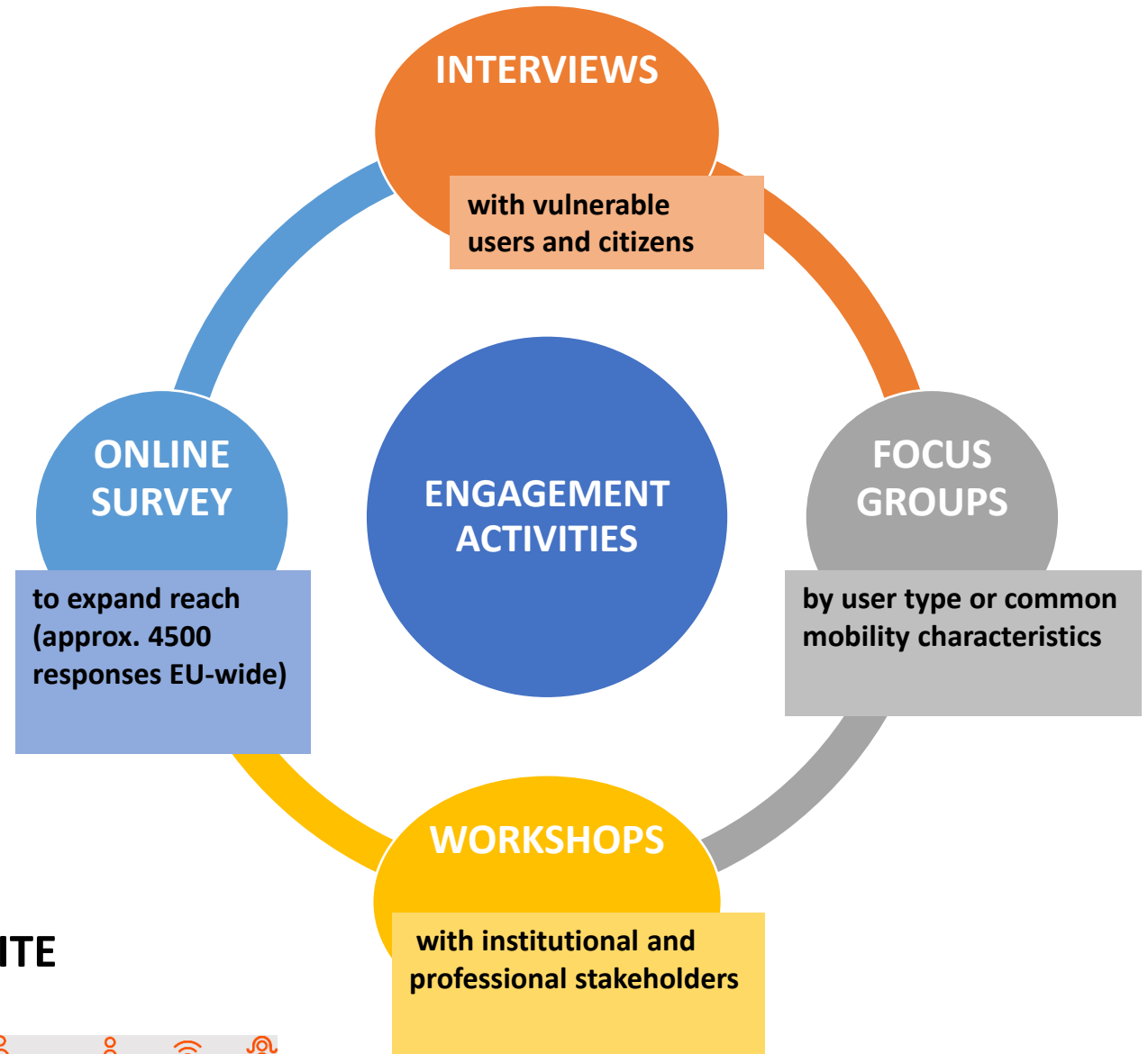


Province of Noord-Brabant

80 Interviews

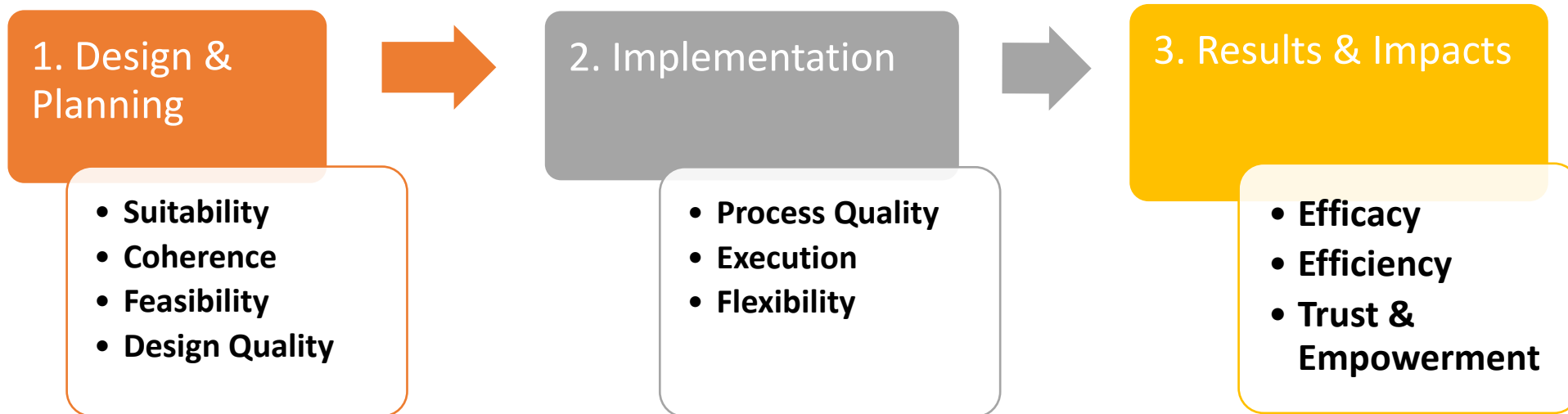
9 focus group, 3 workshop

3 ENGAGEMENT ROUNDS IN EACH RESEARCH SITE

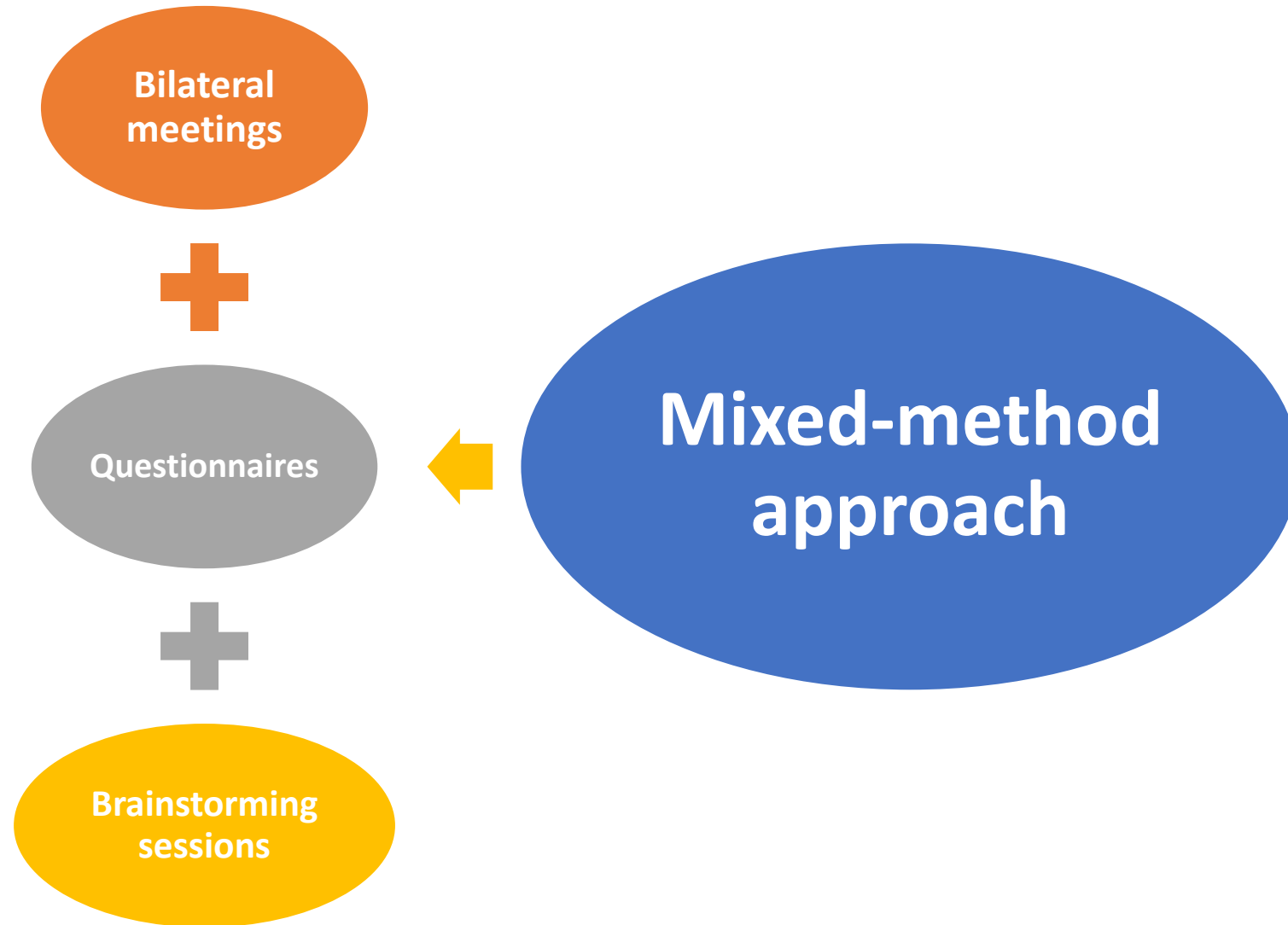


The SINFONICA Evaluation Framework

Three evaluation phases



The SINFONICA Evaluation Framework

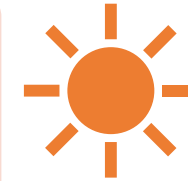


Key Evaluation Results



Challenges

Achievements



Need for better return mechanisms and communication strategies

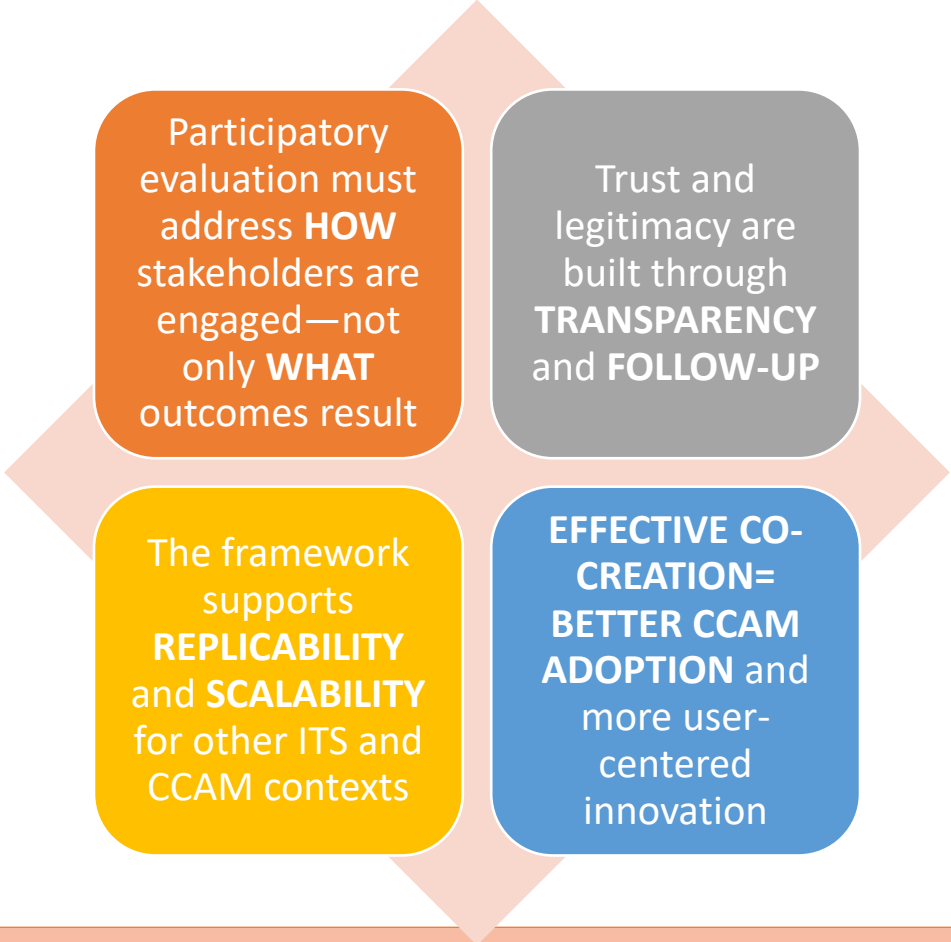
Difficulty maintaining long-term participant engagement

Strong sense of ownership and trust

Increased awareness of CCAM technologies

Improved stakeholder collaboration

Insights and Implications



The **SINFONICA Evaluation Framework** offers a concrete and adaptable **model** for measuring the **effectiveness of participatory processes**. It can help public authorities, researchers, and developers align mobility policies with societal expectations—especially critical in scaling up human-centric CCAM solutions.



For further information

- Deliverable 3.2: **Evaluation of engagement and data collection strategies**

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Demonstration of the SINFONICA Knowledge Map Explorer

Empowering Inclusive CCAM Planning
Through Data-Driven Insights

Evangelos Tsougiannis, software developer, ICCS
Giannis Panagiotopoulos, software developer, ICCS
Konstantinos (Kostas) Fokeas, project manager, ICCS
Maria Krikochoriti, software developer, ICCS

25/08/2025



What Is the Knowledge Map Explorer?

- An interactive web platform.
- Consolidates data from interviews, focus groups, surveys, and workshops.
- Offers tailored recommendations by stakeholder type.
- Built with ontologies and semantic reasoning.

A bridge between citizen voices and practical planning decisions for CCAM.

Knowledge Map Explorer – Objective

Built for these Stakeholders



Industry



Representative bodies



Transport / Mobility Operators



Legislators



Public administration



Research sector

Elderly, Cognitive Disabilities, Digital Vulnerable People, Women and gender related vulnerabilities, Migrants, Single Parent Family, Rural inhabitant, Cyclist, Physical Disabilities Low Income

To better serve the mobility needs of these users



Under the Hood

- Back-end: Ontologies, reasoning engine (Pellet), semantic search (SPARQL, Fuseki).
- Front-end: User-friendly interface developed with accessibility in mind.
- Built using agile and user-centered design.

Navigating the KME – Overview

- Home Page
- Stakeholder Category Selection
- Research Results
- Guidelines & Recommendations
- FAQ & Contact



Stakeholder Category Selection

- CCAM Industry, Public Authorities, Citizens, etc.
- Filters: Country, user group, context
- Output: Tailored guidelines



Research Results Section

- Interviews, Focus Groups, Workshops, EU Survey
- Interactive charts, disaggregated views
- Group comparisons by age, gender, mobility challenges, etc.



Guidelines & Recommendations

- Policy Recommendations.
- Guidelines on CCAM Based Public Transport Operations.
- Guidelines on Communicatio Regarding CCAM-Based Public Transport.
- Guidelines for CCAM Demonstration Projects.



Try It Yourself

- Link: <https://www.sinfonica-kme.eu/>
- Open access, free to explore.
- Feedback welcome.





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Wrap-up and upcoming events

Andrew Winder
ERTICO – ITS Europe

Capacity-building webinar 1: Connected and Automated public transport policy, information and awareness, 15 July 2025



Upcoming events

SINFONICA Capacity-building webinar 3

- Operation of Connected and Automated public transport: Recommendations for demonstration projects and public services
 - 15 September 2025

SINFONICA Final Event

- 28 August 2025
- The Hotel, Brussels
(near Louise / Porte de Namur metro)
- Free registration at SINFONICA website below by 26 August
- Members of the Group of Followers may apply for travel reimbursement (project partners excepted; to be agreed in advance)

- Keep up to date at:

- <https://sinfonica.eu>
- LinkedIn: SINFONICA project
- LinkedIn: SINFONICA Group of Followers



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Thank you!



www.sinfonica.eu



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SINFONICA Project is funded by the European Union under the Horizon Europe Research and Innovation Program (Grant Agreement n° 101064988). Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or CINEA. Neither the European Union nor the granting Authority can be held responsible for them.



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ERTICO
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RE:LAB



S-SENSE
GROUP

ISINNOVA
research innovation sustainability



West Midlands
Combined Authority



Systemx



e-trikala



TECHNISCHE
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DRESDEN



Provincie Noord-Brabant