



**INDIMO**



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# **Inclusive digital mobility solutions**

Breaking the barriers that people face in accessing digitally interconnected transport systems.

## — What is the INDIMO project?

The Horizon 2020 project INDIMO worked towards breaking barriers that people face in accessing digitally interconnected transport systems. The goal is to improve the lives of vulnerable people by providing a universal accessibility and inclusiveness in the use of digital mobility services.



Lower income residents



Rural residents



Ethnic minorities



Foreign people



Lower educated people



People lacking digital skills



Non-connected people



Older people



People with reduced mobility



Women

[...]

## — Who is INDIMO aimed at?

The project developed tools to improve existing and newly developed digital mobility services to make them more inclusive and accessible. These do not only serve end-users but also assist the work from developers, operators, policy-makers, and researchers.



**Citizens:** users and non-users of digital mobility services



**Developers:** hardware and software developers



**Operators:** digital mobility and logistics operators; transport and logistics operators



**Policy Makers:** local and regional transport authorities, municipalities

# — What has INDIMO achieved?

- #1 **Implementation of a co-creation process** with a **Co-Creation Community** of transport user representatives, policymakers, operators, and developers as well as **Communities of Practice** to create common knowledge on travel behaviour and barriers in the use of digital mobility and logistic services and to propose solutions.
- #2 Five Pilot Projects in **Antwerp**/Belgium (inclusive smart traffic lights), **Madrid**/Spain (cycle-logistics platform for deliveries), **Galilee**/Israel (informal ride-sharing for women in ethnic towns), in **Emilia-Romagna**/Italy (e-commerce in rural areas) and **Berlin**/Germany (on-demand ride-sharing integrated into multimodal route planning).

- #3 **Inclusive Digital Mobility ToolBox** developed together with a community of relevant stakeholders such as developers, operators and policy makers that was strongly involved through a series of workshops, consultations, surveys and interviews.

The tools are available open source here:

[www.indimoproject.eu/indimo-digital-mobility-toolbox](http://www.indimoproject.eu/indimo-digital-mobility-toolbox)

**5**  
Pilots

a total of **64**  
co-creation sessions  
in different formats  
with the CoP/CCC at  
INDIMO Pilots

total of **72** participants

**10**  
operator/  
service  
providers

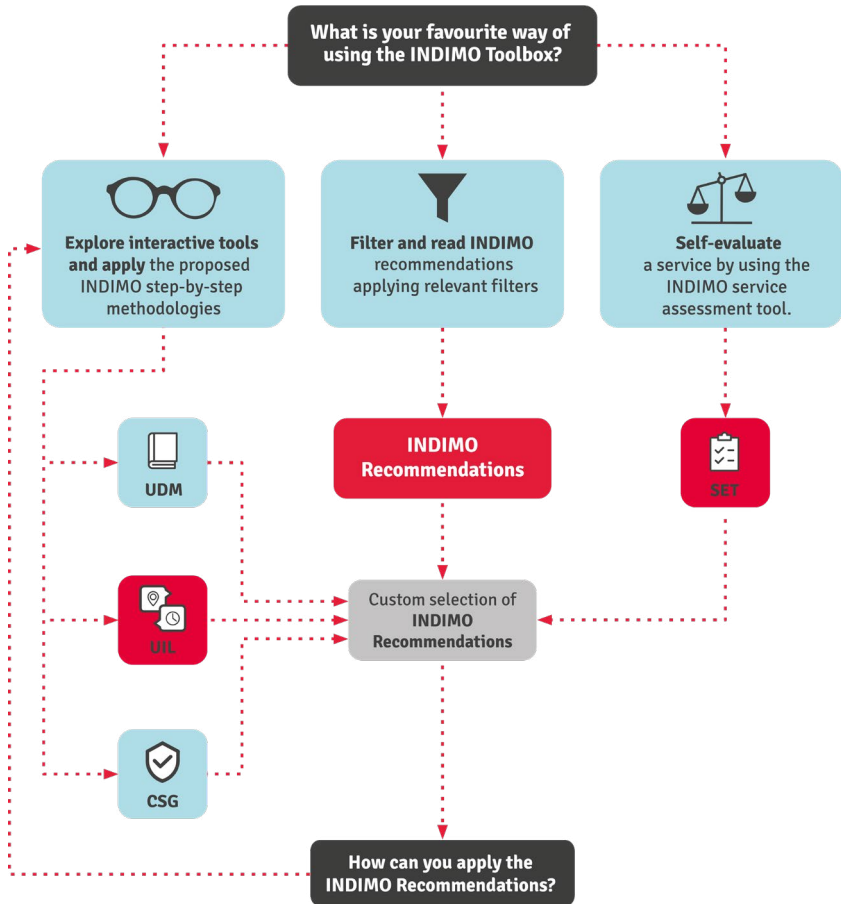
**11**  
developers

**39**  
end-users

**12**  
policy  
makers

**243** interviews and surveys conducted at INDIMO pilot locations, both online and in person

The INDIMO project developed an **Inclusive Digital Mobility ToolBox** providing four applications according to the seven principles of Universal Design.



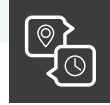


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### **Universal Design Manual**

incentivises a user-centric thinking and offers a universal design perspective.

- provides guidelines to mitigate barriers for using digital mobility services and to improve the accessibility of the user interfaces
- includes a checklist to self-assess a service



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### **Universal Interface**

**Language Icons** aims at overcoming barriers affecting the accessibility of mobility services and promotes awareness about the close connections among icons, visual interface elements and multi-modal cues.

- provides guidelines for the user-centered creation of icons as part of the user interface
- offers quick and easy exercises to assess users' comprehension of icons in relation to the user interface, starting from the prototyping phase until the finalisation of the development process



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### **Cybersecurity and Privacy Assessment Guidelines**

start from a user needs perspective and define more inclusive cybersecurity risk assessment framework based on ISO27001 for digital mobility and logistics services.

- provides evaluation and recommendations for cybersecurity and privacy assessment
- offers guidelines for designing user friendly data protection and cybersecurity procedures for digital applications and services



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### **Service Evaluation**

**Tool** is an online self-assessment tool for policy makers, operators and developers to evaluate the inclusiveness and accessibility of digital mobility services.

- supports policy makers to evaluate digital mobility solutions for both new and already in operation services of a city or region
- offers tailored recommendations to help developers and operators to create more accessible and inclusive digital transport services

# Contact

## Project coordinator

Imre Keserü | Vrije Universiteit Brussel  
imre.keseru@indimoproject.eu

## General information

info@indimoproject.eu



[www.indimoproject.eu](http://www.indimoproject.eu)

# Consortium

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analysing mobility, mobilising people

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