

CAR-SHARING & MICROMOBILITY

URBANISM NEXT EUROPE
2021



7.D. Understanding vulnerable citizens' needs by using a user-centered design approach

Moderator: Pasquale Cancellara, POLIS Network

Kristin Tovaas, Rupprecht Consult | Oliva García Cantú, Nommon | Samyajit Basu, VUB | Floridea DiCiommo, Cambiamo

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Reception



Sessions



Networking

HOUSEKEEPING

IN SESSION:

- Write your comments in the **Chat**.
- Submit your answers in the **Polls** section.
- View who is attending in the **People** tab.
- Ask questions in the moderated **Q&A** area.
- Maximise your screen by **hiding the chat** or tapping the **full screen icon**.

Event **Session**

Chat Polls People Q&A



Start typing...



Reception



Sessions



Networking

HOUSEKEEPING

- This meeting is being recorded - recordings will be made available online after the conference
- Please keep your microphone muted when not speaking.
- When speaking, be brief and to the point.



Event **Session**

Chat Polls People Q&A

Start typing...



Reception



Sessions



Networking

HOUSEKEEPING

AFTER SESSION:

- Check the **Event Chat, Polls, People** and **Q&A** tabs.
- Discover the other upcoming **Sessions**.
- Try the **Networking** function.
- Send **Direct Messages** to other Participants.



Event

Session

Chat

Polls

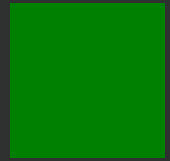
People

Q&A

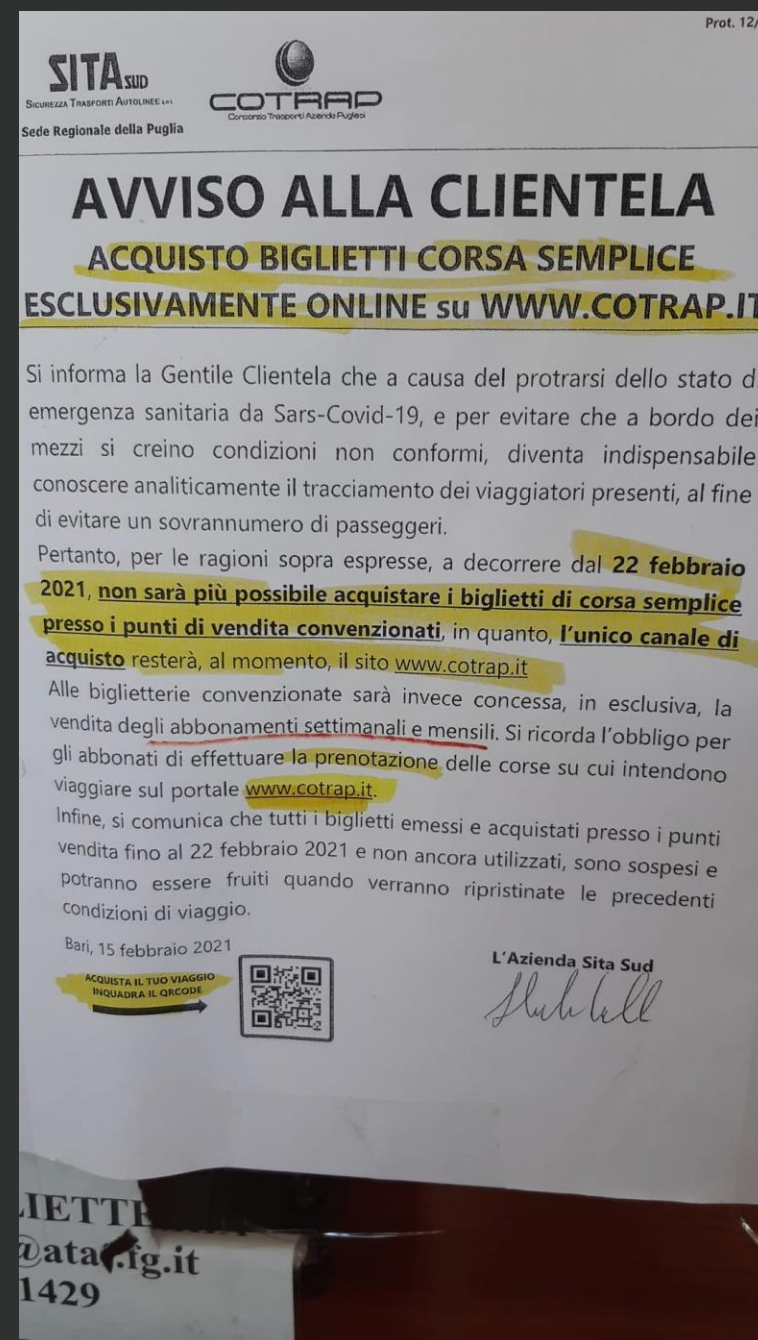
Start typing...

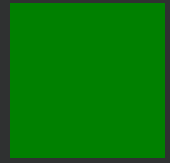


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Digitalisation: a barrier or an enabler to accessibility?





Scope of the session

- How to include vulnerable-to-exclusion citizens in a fast-changing mobility landscape?
- How can we make sure we all benefit from new mobility Innovations?
- How can a user-centred design approach overcome these challenges?
- What is the role of inclusive digital mobility solutions in this respect?
- How can local authorities, transport operators and service developers make use of a user-centred designed approach to fulfill citizens' needs?

SESSION SPEAKERS

- Kristin Tovaas, Consultant at Rupprecht Consult
- Oliva García Cantú, Chief Research & Development Officer - Nommon
- Samyajit Basu, Senior researcher, VUB
- Floridea DiCiommo, economist & urban analyst
cambiaMO | changing mobility

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