



Concept for a DSS for DIGNITY toolkit [Deliverable 2.4]

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Executive summary

This document describes the concept for a decision support system (DSS) for the DIGNITY toolkit. Within the DIGNITY project, several methods and tools are used to frame and bridge the digital gap in mobility in the pilot regions. All these tools combined is called the DIGNITY approach. Not all cities and regions will benefit from using all of the tools. They might have already information and knowledge available or are specifically interested in a part of the DIGNITY approach. In order to help cities choose their path in the DIGNITY approach, this DSS will provide advice on how to work towards inclusive digital mobility with DIGNITY tools. The DSS will guide cities in deciding what method to use and what method to skip based on their (local) needs.

This deliverable will show the structure, pathways and questions that are part of the DSS. The final version of the DSS will be developed in the toolkit as a webbased optional function that visitors of the toolkit can choose to use.

Document History

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1. Introduction

1.1. Project summary

The overarching goal of DIGNITY is to foster a sustainable, integrated and user-friendly digital travel eco-system that improves accessibility and social inclusion, along with the travel experience and daily life of all citizens. The project delves into the digital transport eco-system to grasp the full range of factors that might lead to disparities in the uptake of digitalized mobility solutions by different user groups in Europe. Analyzing the digital transition from both a user and provider's perspective, DIGNITY looks at the challenges brought about by digitalization. This will inform the design, testing and validation of the DIGNITY approach, a novel concept that seeks to become the 'ABCs for a digital inclusive travel system'. The approach combines proven inclusive design methodologies with the principles of foresight analysis to examine how a structured involvement of all actors - local institutions, market players, interest groups and end users - can help to bridge the digital gap by co-creating more inclusive mobility solutions and by formulating user-centred policy frameworks.

The idea is to support public and private mobility providers in conceiving mainstream digital products or services that are accessible to and usable by as many people as possible, regardless of their income, location, social or health situation or age; and to help policy makers formulate long-term strategies that promote innovation in transport while responding to global social, demographic and economic changes, including the challenges of poverty and migration.

By focusing on and involving end-users throughout the process of designing policies, products, or services, it is possible to reduce social exclusion while boosting new business models and social innovation. The end result that DIGNITY is aimed at is an innovative decision support tool that can help local and regional decision-makers to formulate digitally inclusive policies and strategies, and digital providers to design more inclusive products and services.

1.2. Work package structure

The project is split into six work packages (fig 1). The first package is used to better understand the digital division between users and digital mobility services. In the second package, the DIGNITY approach will be developed. The development of the Decision Support System is part of this phase. In the third package the DIGNITY approach will be tested in pilots and feedback will be used to optimize the approach. In work package 4, the DIGNITY approach will be evaluated and a toolkit will be developed. Work package 5 and 6 cover coordination and communication of the project.

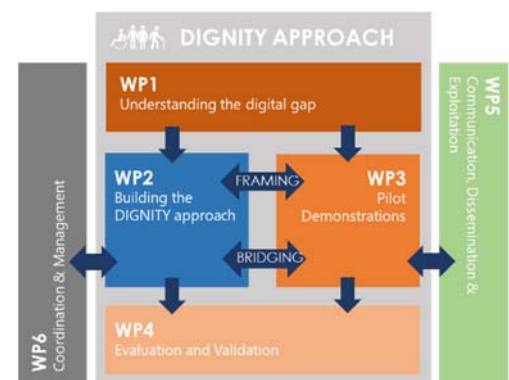


Figure 1 Work package structure for the DIGNITY project





1.3. Task and deliverable description

Deliverable 2.4 *Concept for a decision support scheme to feed into the DIGNITY toolkit* is part of Task 2.3 *Developing long-term inclusive strategies to bridge the digital gap: building a concept for a Decision Support scheme [DSS]*. This task aims to assemble, assess and harmonize all the information and experiences collected via the pilot activities in phase 1 and 2, to finalize the DIGNITY concept and approach. The development of the DIGNITY approach will be a continuous process where input from experiences from the implementation of the pilot regions will be adapted and lead to improvements in the approach.

This deliverable will be part of the DIGNITY toolkit (deliverable 4.6); therefore, communication and alignment with the development of the toolkit will be needed to make this DSS fit into the toolkit. In this stage, the toolkit will be a website with information about several tools. The DSS will be presented as a optional function that visitors of the website can use to get help in choosing the most suitable tools for their city or region.

1.4. Methodology

In order to build the Decision Support Scheme, the following steps were taken to get a clear understanding of the elements of a DSS, the functional and user-perspective requirements.

Method	Research question	Result
Literature study	Q1: What are the requirements that are relevant for the development of the DSS?	Overview of technical and design requirements for a DSS
Desk research – Workshop with DIGNITY partners	Q2: What are the key elements of the DIGNITY approach?	Clear picture of how the approach and methods can feed into the DSS
Interviews with end-users of DSS	Q3: What are the needs and requirements from a user perspective regarding the DSS?	Overview of the user needs of the DSS
Design process	Q4: How can a DSS be developed that is tailored to the needs of the end-user?	A concept DSS that brings all knowledge together

1.5. Outline of this deliverable

This document starts with an explanation of the DIGNITY approach and an brief introduction of all the tools that are part of this approach (chapter 2). Chapter 3 contains an introduction to DSS, technical requirements and user needs. The last chapter explains the concept for the DIGNITY DSS.



2. DIGNITY approach

2.1. Introduction to the DIGNITY approach

To help (regional) governmental institutions and mobility providers bridge the digital gap and help create more inclusive policies, products and services, several tools have been developed within DIGNITY. These tools together form the so-called DIGNITY approach. This approach is structured as a roadmap to frame and bridge the digital gap. The approach forms a circular process. The methodology is built from three different research perspectives:

- The micro-level (end-user perspectives)
- The meso-level (mobility products and services)
- The macro-level (government agencies)

The tools are structured in a specific order but can also be implemented independently. Figure 2 shows the approach. The inside of the model shows the different scale levels. The arrows symbolize the three phases, namely framing, bridging and evaluation. The text on the outside represents the DIGNITY tools linked to a specific phase in the approach.

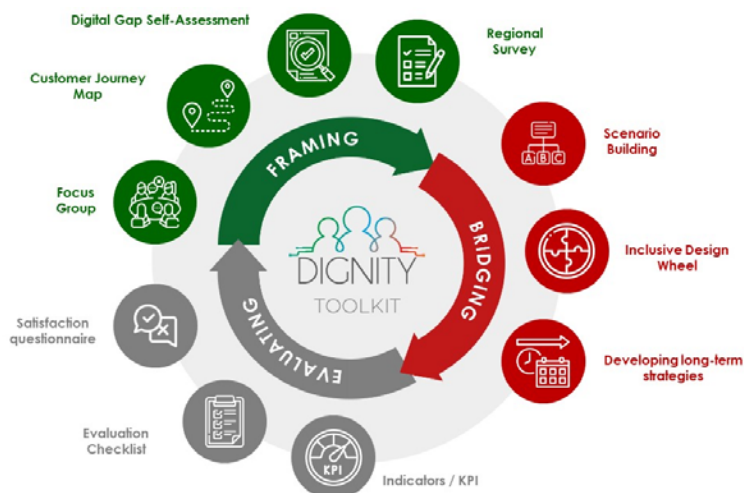


Figure 2 DIGNITY phases and methods



2.2. DIGNITY tools

In order to understand the tools that are part of the DIGNITY approach, all tools are briefly described in this paragraph. The first four tools are part of the framing phase and will contribute to more knowledge and information about the digital gap in mobility. The next three tools are part of the bridging phase and will provide information and solutions to reduce the digital gap in mobility. The last tools are the evaluation tools that could help to evaluate the actions that are done by a region.

Regional survey

The DIGNITY approach includes a set of large-scale regional surveys, conducted in various regions and countries across Europe. The survey questionnaire is also available for stakeholders to use to conduct a survey in their own region. The questionnaire was developed on the DIGNITY project to examine a range of factors that affect the use of digital mobility systems including technological access, technology use, limitations in travel, attitudes towards technology and basic digital interface competence. The data from these surveys provide valuable information about the digital mobility gap in a region, the characteristics of vulnerable-to-exclusion groups and their needs for digital mobility systems.

Digital gap self-assessment

The digital gap self-assessment provides cities and regions with a clear representation of the digital gap in mobility in their region. It includes the knowledge about digital abilities and mobility of citizens (micro-level); an overview of the current market supply of digital mobility products and services (meso-level); and the policy readiness to act on digitalization in mobility (macro-level). Figure 3 shows the breakdown by theme at the scale level. This allows the digital gap to be analyzed from different perspectives. Establishing the links between the levels allows for identifying areas where potential gaps in the inclusive digital mobility eco-system exist.

Results of this self-assessment method provide public authorities with an overall understanding of the size of the digital gap in mobility, allowing them to zoom into the different assessment levels and get more in-depth information of the macro, meso and micro levels to identify potential gaps in policy and supply of mobility services.



Figure 3 Digital gap self-assessment framework structure





Customer Journey Mapping

Customer journey mapping (CJM) is a method for gaining more insight into the interaction between a customer and provider and the steps a customer takes during the journey. The tool aims to understand the mobility challenges of selected vulnerable-to-exclusion groups—for example, the travel experience of a wheelchair user who travels by bus several times a week. The CJM allows the identification of specific obstacles in a predefined journey the user will make. The customer's perspective combined with expert knowledge makes it possible to develop effective solutions. Collecting these insights results in potential improvements for the mobility products/services needed to increase the journey experience of the end-user.

Focus groups with vulnerable-to-exclusion groups

The focus group considers end-users perspectives on digital mobility products and services. The tool's goal is to understand better and contextualize the results already known, adding another layer of information to the results and verifying and thus finalizing the DIGNITY framing phase. Given that the focus group mainly builds on the customer journey mapping results and the survey, the specific content can be adapted to the local context.

Scenario Building

Within the bridging phase, the scenario-building aims to inform policymakers about potential new challenges and help to develop robust strategic options. Within the scenario building, it becomes clear who will potentially be excluded in the future, which governance structures are necessary and what strategic options are there for policymakers? This tool provides a foundation for strategic decision-making, as it increases the ability of organizations and institutions to deal with hard-to-predict (near) futures. The tool is an inclusive process, as all affected stakeholders participate. Therefore, scenario building strengthens the political capacity of metropolitan cities and regions to act on inclusive (digital) mobility. The result of the scenario building can be summarized in an analysis of the readiness of the current situation in the administration, future scenarios regarding the digital mobility gap and the development of policies and action.

Inclusive Design Wheel

The Inclusive Design Wheel helps design teams to structure the inclusive concept design process to develop more inclusive digital mobility products and services. The wheel is composed of iterative cycles of Explore, Create and Evaluate phases, guided by a central Manage phase. The IDW offers a range of activities in each phase for design teams to select from. The Explore phase aims to gain a deeper understanding of the needs of stakeholders and thus of the criteria that the product or service needs to meet in order to succeed. The Create phase is about creating solutions to meet those needs. It includes co-creation with end-users and other stakeholders, as well as developing concepts, storyboards and prototypes. The Evaluate phase examines the concepts to determine how well they meet the needs of the stakeholders. Iterations of these phases lead to an improved understanding of the needs, better solutions and stronger evidence that the needs are met. The final result of this tool is a prototype product or service that meets the end users' and other stakeholders' needs.





Local strategy development

The output from all DIGNITY tools, especially the scenario building but also others, is used as a baseline for the development of a local strategy for an inclusive digital travel eco-system. The goal hereby is to develop a strategy that can inspire local policy on digital inclusion in mobility on the longer term. This tool or process is structured around two templates, each with its own focus: a general strategy one pager and a more concrete action plan. These two templates are completed by integrating existing knowledge on digital mobility and its inclusiveness on the local level. The general idea is to go through several iterations during which the strategy is refined. When completed, the two templates combined present an overview of the direction and focus of future local policy on digital mobility.

Evaluation tools

The evaluation process in the DIGNITY approach comprises a process assessment, namely the evaluation of the DIGNITY overall approach and its specific tools, combined with an impact assessment, more focused on the specific results of the local experiences. In both assessments the evaluation process is based on the collection of information at different levels (Macro, Meso and Micro) and phases (framing, bridging and final evaluation) of the project as well as on common data gathering methods, which comprise quantitative and qualitative tools. Among the different tools employed it is worth mentioning semi-structured surveys and semi-structured interviews, largely employed and main evaluation data source. Besides, more participative methods are also employed, such as group discussion/participatory dynamics and participant observation. The assessment of the results of local pilots, is based on a specific set of KPI, developed jointly with research partners, which consider the systemic and complex nature of digital inclusiveness in mobility through an assessment at the different levels of analysis.



3. DIGNITY Decision Support Scheme [DSS]

3.1. Introduction to a DSS

A DSS is a catch-all term for information systems that support decision-making activities. Its function is to help individuals with making 'better' decisions. DSS come in all shapes and sizes. In many cases, these schemes are very different, but the underlying idea is often the same. The logic under these models is built on the principle of a decision tree (Magee, 1964). Decision trees provide a structure to lay out options and investigate the possible outcomes of a decision (Olivier & Aldrich, 2021).

A decision tree is a conceptual model that starts with a statement and ends with a decision. The decision is made with the help of answers to this statement; this forms the model's input. The statement's answer is based on a dichotomous variable – true or false (Olivier & Aldrich, 2021). Figure 4 shows the essential elements of a decision support tree. The model below shows the elements of a multiple statement decision tree. The top of the tree is named a root node and is the first statement of the decision tree. This is usually a statement that splits the model into two separate sub-trees. The middle blocks are the so-called internal nodes representing other statements and are used to specify the decision further. The blue blocks are the so-called leaf nodes. This part represents the multiple decisions of the model. The decision tree works from top to bottom. The arrows between the blocks represent the answers to the statements. The different routes in a multiple statement decision tree can be described as pathways.

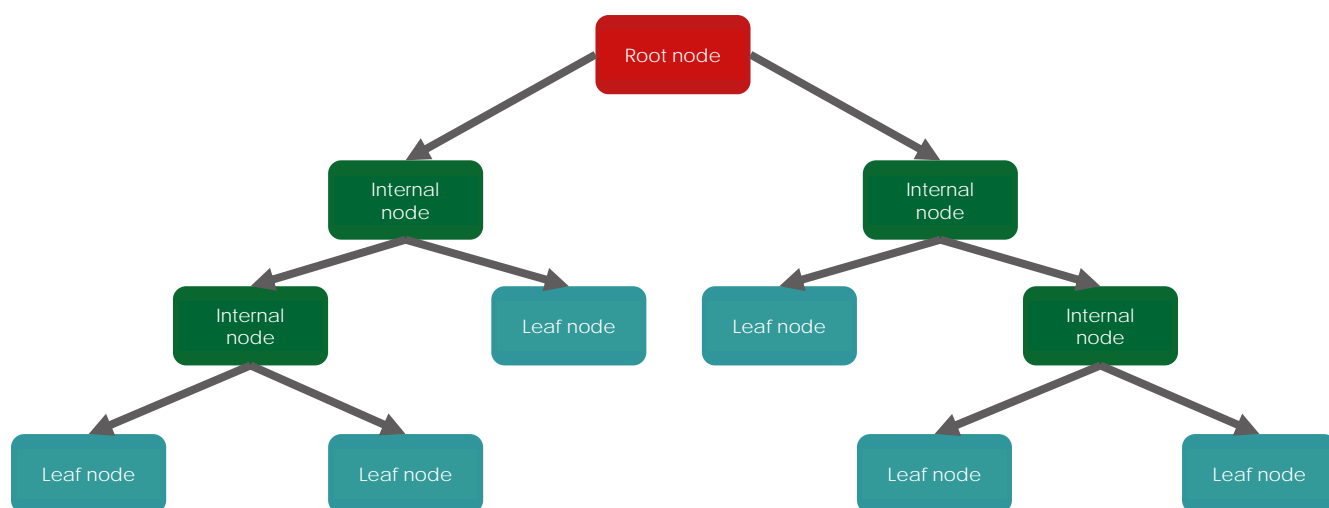


Figure 4 Essential elements of a decision support tree



3.2. DDS Objective

Within the DIGNITY project, several methods and tools are used to frame and bridge the digital gap in mobility in the pilot regions (see previous chapter). All these tools combined is called the DIGNITY approach. Not all cities and regions will benefit from using all of the tools. They might have already information and knowledge available or are specifically interested in a part of the DIGNITY approach. In order to help cities choose their path in the DIGNITY approach, this DSS will provide advice on how to work towards inclusive digital mobility with DIGNITY tools. The DSS will guide cities in deciding what method to use and what method to skip based on their (local) needs.

3.3. The target group for DSS

For the DSS, the target group is people working at municipalities, provinces and regional government organization like policy makers, traffic planners and strategic policy officers. Interviewing these people (n=7) gave insights into the need for a DSS. They mention a DSS would be helpful and can be used as an introduction to the relatively new topic of inclusive (digital) mobility. Other target groups such as mobility providers, research partners and representatives of user groups might be interested in parts of the DIGNITY approach. They can find all the relevant information via the DIGNITY toolkit (more about that in the next paragraph).

3.4. Technical requirements for DSS

The DSS will be part of the DIGNITY toolkit. This toolkit is a website that will provide information about the tools of the DIGNITY approach and will become available for everyone interested in tools that help to improve digital inclusivity. The DSS will be presented as a optional function that visitors of the website can use to get help in choosing the most suitable tools for their city or region. The DSS will not include all kinds of details regarding the tools. It will refer to the information that is available in the toolkit. The development of the toolkit is part of work package 4.

The DSS will focus on the DIGNITY approach and the tools that are part of it. It will use the same order and structure used in the project. No other tools outside the DIGNITY project are part of the DSS. The tools that are included in the DSS are:

- Framing phase: national survey, digital gap self-assessment, customer journey mapping, focus group with vulnerable-to-exclusion group
- Bridging phase: scenario building, inclusive design wheel process, developing local strategies
- Evaluating phase: evaluation of the pilot demonstrations, assessment of the framing and bridging tools, validation of the DIGNITY approach, policy recommendations





Based on the interviews, potential users would like to see a combination of tailor-made advice and the possibility to make their own choice in what method to use. Therefore, in all cases, it is possible to see other tools/methods that are not part of the advice (outcome) derived from the DSS.

3.5. User requirements

DSS must be easy to understand and helpful for policy makers, traffic planners and strategic policy officers to decide on methods to use. Considering the overall usability of the DSS, the following elements will be taken into account (Interaction Design Foundation, 2020):

- Effectiveness: The DSS provides support to users in completing actions accurately.
- Efficiency: Users can perform tasks quickly through the most uncomplicated process.
- Engagement: Users find it pleasant to use the product
- Ease of Learning: New users can easily use the DSS

In interviews with potential end-users of the DSS, questions were asked about when and how they would use the DSS and what functional aspects they would need for the DSS. In order to use one or more of the tools of the DIGNITY approach, end users want to know the tool's potential impact, benefits and outcomes. It needs to be relevant to society. Some functional aspects that are mentioned are:

- Clear and simple
- Available in the local language
- Explanation of definitions
- Easy to use

Solutions for this would be a help function, an FAQ about the DSS and a definition list. In the interactive model, definitions could be explained by hovering over the word or clicking an icon 'i' for more information.



4. Concept for DIGNITY DSS

4.1. Overall structure of DSS

For this DSS, the framing and bridging phase are considered in two parts. Starting with the questions related to the framing phase leads to advice regarding the framing phase methods. Then the DSS continues with the bridging phase, leading to advice regarding the bridging phase methods. The evaluation tools will be added as fixed parts in the advice. Appendix 1 shows the decision support tree for the two phases of the DIGNITY approach.

4.2. Structure of the framing phase

The DSS starts with the framing phase. This phase consists of four methods that can be carried out independently. The table below shows the framing tools in order with the questions asked in the DSS. Parts of the method are executed, partly executed or skipped depending on the answer. The first question in the framing phase is:

Q1: Do you need a clear picture and insight into your region's (digital) mobility gap?

- Yes, I would like that (first part of the table)
- No, I already have a clear picture of it (the last part of the table)

DIGNITY-tool	Question	Answer	Result
<i>In case they want a clear picture and insight into their region's (digital) mobility gap. Q1 = yes</i>			
Regional Surveys	Need for regional data about population characteristics, digital access, skills, and those experiencing mobility poverty?	Yes	Execute
		No	Skip
Digital Gap Self-assessment	Need for regional data about population characteristics, digital access, skills, and those experiencing mobility poverty?	If yes	Execute DGSA partly (micro)
	Need for information regarding regional stakeholders, the current supply of digital transport products and services and digital transport provision?	If yes	Execute DGSA partly (meso)
	Need for knowledge regarding governance structure, policy and budget allocation regarding inclusive digital mobility	If yes	Execute DGSA partly (macro)
	All of the aspects above	If yes	Execute DGSA
	None of the aspects above	If yes	Skip

Customer Journey Mapping	Need for qualitative knowledge of the experience of a specific target group during a specific journey?	Yes	Execute
		No	Skip
Vulnerable to Exclusion Focus group will be automatically added (executed) to validate the results from the framing phase.			
In case they already have a clear picture and insight into their region's (digital) mobility gap. Q1 = no			
Vulnerable to Exclusion Focus group	Validate or better understand the current insights of the (digital) mobility gap in the region with citizens?	Yes	Execute
		No	Skip

4.2.1. Pathways of the framing phase

The pathways form all possible tool combinations. This set of tools also constitutes the final recommendation of the DSS. In the framing phase, there are nine possible combinations. Seven outcomes contain more than one method. One option shows only the focus group, and another shows framing tools. The table below explains all pathways of the framing phase, and in appendix 2 two possible pathways are shown in the decision support tree.

Framing pathway	Methods in framing phase	Explanation
FPW1	Survey, DGSA, CJM, Focus group	
FPW2	Survey, DGSA partly (micro-level), CJM, Focus group	
FPW3	DGSA partly (meso and/or macro), CJM, Focus group	
FPW4	CJM, Focus group	
FPW5	Survey, DGSA, Focus group	
FPW6	Survey, DGSA partly (micro-level), Focus group	
FPW7	DGSA partly (meso and/or macro), Focus group	
FPW8	Only Focus group	a) the region needs a clear picture of the (digital) mobility gap, but none of the methods seems to fit, or b) to validate or get a better understanding of the current insights on the (digital) mobility gap in the region
FPW9	No methods in the framing phase	no need for a clear picture and no need for validation or a better understanding of current insights



4.2.2. Questions of the framing phase

The framing phase is completed using the four questions below.

First, it is determined whether there is a need for the framing phase. This is done with Q1. Based on this question, there are two possible answers. The first option is that the user is interested in the framing phase. When this answer is filled in, the follow-up question two is asked. If the user does not want to use framing methods, the alternative Q2 question is presented.

Q1: Do you need a clear picture and insight into your region's (digital) mobility gap?

A: Yes, I would like that

B: No, I have already a clear picture

In the second question, the DGSA and survey are followed. Here the needs are assessed on several levels: A (Micro), B (Meso) and C (Macro).

Q2: I would like to know more about

A: Characteristics of the population, digital access and skills of the population and characteristics of those experiencing mobility poverty

B: Regional stakeholders, the current supply of digital transport products and services and the digital gap in transport provision

C: Governance structure, policy and budget allocation regarding inclusive (digital) mobility

D: None of the aspects mentioned above

The question below is presented when the user has indicated no need for the framing methodology. The alternative Q2 tests the need to validate the existing data.

Alternative Q2: Do you want to validate or better understand the current insights of the (digital) mobility gap in the region with citizens?

A: Yes, I would like to have that

B: No

The last question concerns the need for the CJM.

Q3: Is there a need for qualitative knowledge of the experience of a specific target group during a journey?

A: Yes, I would like to have that

B: No



4.2.3. Outcome of the framing phase

Each pathway leads to advice for the user of the DSS. To give an impression figure 5 and 6 show two examples. The first example is pathway 8 of the framing phase. Only focus groups will be advised based on a) the region requires for a clear picture of the (digital) mobility gap, but none of our methods fit or b) to validate or get a better understanding of the current insights on (digital) mobility gap in the region. As shown in the picture below, all methods will be visible, but the one part of the advice is clearer (bright color). The text above will show the user why this advice fits his needs. Furthermore, extra information and how to continue will be explained as well. Example text for FPW8:

Based on your preferences, we advise you to use the focus group to better understand the region's digital mobility gap and/or to validate your current insights.

Find more information about this and other tools in the framing phase below. To continue with tools in the bridging phase, click the arrow

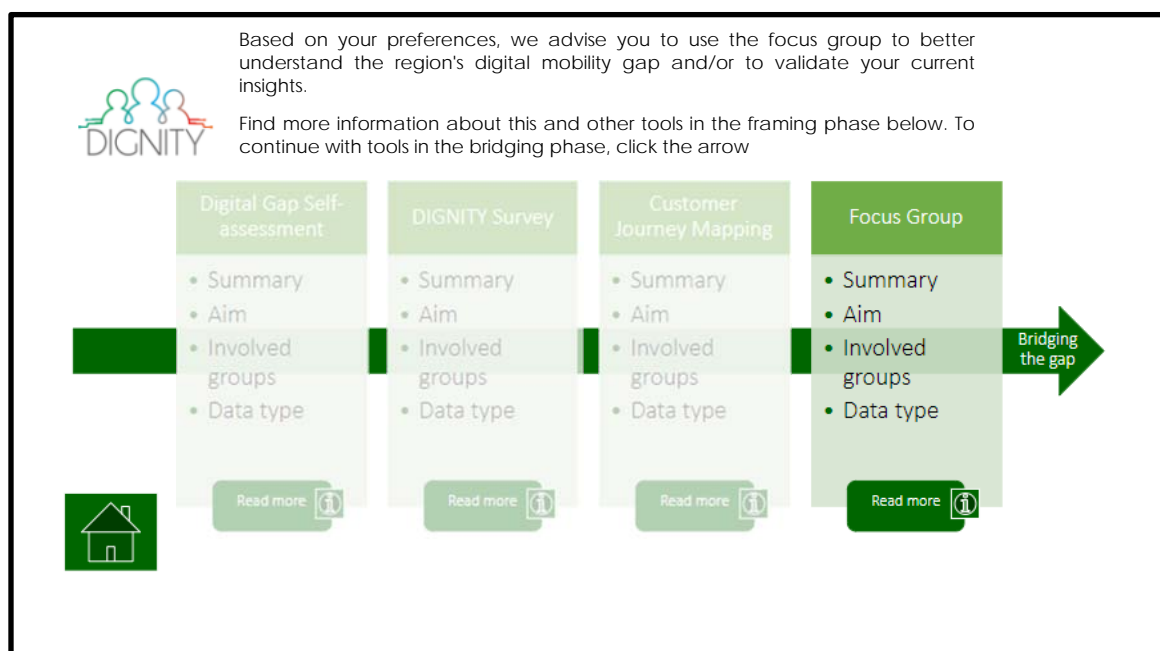


Figure 5 Impression of outcome of FPW8

Another example is FPW2. In this pathway, all methods will be visible, and the explanation in the text will show why all methods are advised. Below a potential text for this pathway and a way to visualize it.

Based on your preferences, we advise you to use the methods below to get a clear picture and insights into your region's (digital) mobility gap. Start with the survey in combination with the digital gap self-assessment (focus on the micro-level), continue with the customer journey mapping and end the framing phase with a focus group.

Find more information about the tools below. To continue with tools in the bridging phase, click the arrow

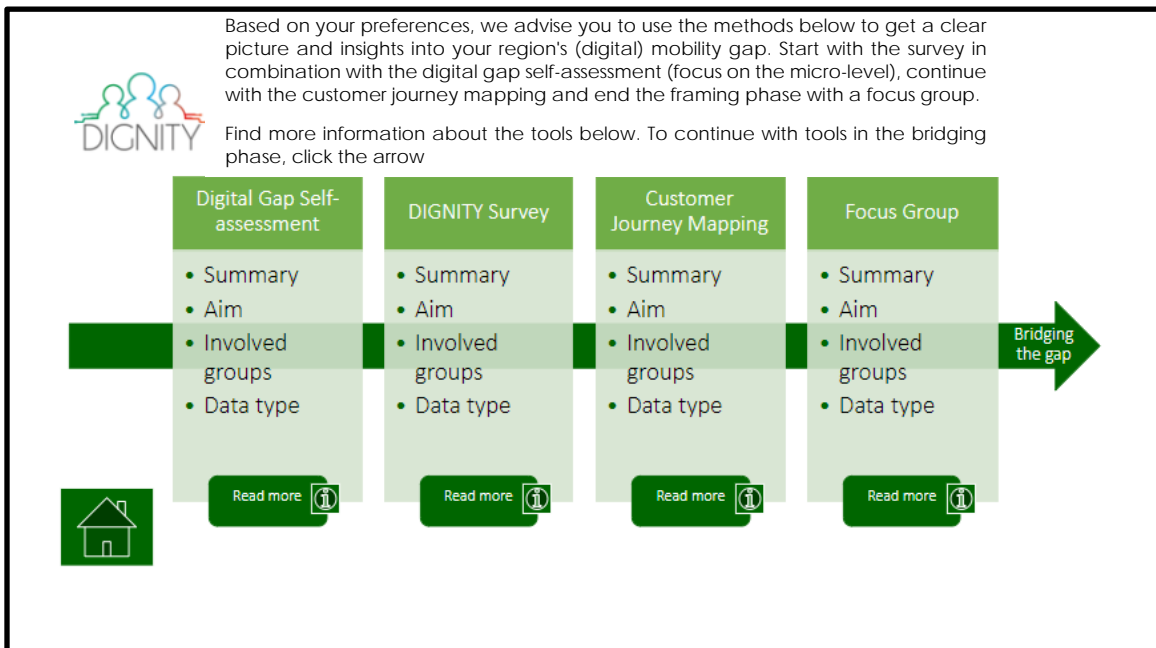


Figure 6 Impression of outcome of FPW2

4.3. Structure of the bridging phase

The second part of the DSS focuses on the methods in the bridging phase. The user has a choice to start the DSS for the bridging phase. After finishing the first part, the suggested tools will be presented as an advice and the user can choose to continue with the bridging phase. This part includes three methods that can be carried out independently. The table below shows the methods with the question asked in the DSS. Depending on the answer, the method is executed or skipped. The first question in the bridging phase is:

Q1: Do you need information and solutions to reduce your region's (digital) mobility gap?

- Yes, I would like that (first part of the table)
- No, I already have or do not need that (last part of the table)

DIGNITY-tool	Question	Answer	Result
In case they need information and solutions to reduce their region's (digital) mobility gap. Q1 = yes			
Scenario Building	Know more about one or more of the following aspects: <ul style="list-style-type: none">- Strategic options for political administrators and urban planners to reduce the potential (digital) mobility gap in the region- Governance structures that are necessary to reduce the potential (digital) mobility gap in the region- Part of the population that will potentially be excluded from mobility and/or digitalization in future	Yes	Execute
		No	Skip
Inclusive Design Wheel	Need for creating new inclusive transport products or making an exiting one more inclusive (i.e. more accessible and usable for a wide range of end users)?	Yes	Execute
		No	Skip
Local Strategies will be automatically added (executed) to create local strategies using the results from the bridging phase methods.			
In case they do not need (other/extra) information and solutions to reduce their region's (digital) mobility gap. Q1 = no			
Local Strategies	Need to develop local strategies related to inclusive digital mobility?	Yes	Execute
		No	Skip

4.3.1. Pathways of the bridging phase

All possible combinations that are derived from the DSS are called pathways. In the bridging phase, there are five possible pathways. Three of the pathways consist of more than one method; one pathway contains only creating the local strategies, and another does not contain methods from the bridging phase. The table below explains all pathways of the bridging phase, and in appendix 3 two possible pathways are shown in the decision support tree.

Bridging pathways	Methods in bridging phase	Explanation
BPW1	Scenario Building, IDW, Local strategies	
BPW2	Scenario Building, Local strategies	
BPW3	IDW, Local strategies	
BPW4	Local strategies	a) the region wants information and solutions to reduce the region's (digital) mobility gap, but none of the methods seems to fit, or b) the region has the need to develop local strategies related to inclusive digital mobility

BPW5	No methods in the bridging phase	There is no need for information and solutions to reduce the region's (digital) mobility gap and no need to develop local strategies related to inclusive digital mobility.
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4.3.2. Questions of the bridging phase

The bridging phase is completed with the help of the questions below. The first question is intended to determine whether the end-user needs the bridging methodology. Question 2 is presented when the user indicates that they want more information. If this is not the case, then the alternative question 2 is asked.

Q1: Do you need information and solutions to reduce your region's (digital) mobility gap?

A: Yes

B: No

The second question concerns the Scenario Building. Here, several central topics are proposed. The moment the user indicates interest in one of these topics, scenario building is proposed.

Q2: I would like to know more about

A: The population that will potentially be excluded from mobility and/or digitalization in the future

B: Governance structures that are necessary to reduce the potential (digital) mobility gap in the region

C: Strategic options for political administrators and urban planners to reduce the potential (digital) mobility gap in the region

D: None of the aspects mentioned above

The alternative second question appears when the user has indicated in question one that they are not interested in the bridging phase.

Alternative Q2: Is there a need to develop local strategies related to inclusive digital mobility?

A: Yes

B: No

The third and final question concerns the DIGNITY Inclusive Design Wheel. It explicitly asks whether there is a need to make a digital product or service more accessible.

Q3: Is there a need to create a new inclusive transport product or service or make an existing one more inclusive (i.e. more accessible and usable for a wider range of end users)?

A: Yes

B: No



4.3.3. Outcome of the bridging phase

All five pathways of the bridging phase lead to an advise regarding the bridging phase methods. The three methods are visible and based on the preferences all, some or none of the methods are highlighted. The guided text explains what methods will be advised for the user. To give an example, pathway 4 (BPW 4, only local strategies) could have the follow guided text:

Based on your preferences we advise you to use the guidelines for creating local strategies for digital inclusive mobility in order to reduce the (digital) mobility gap in the region.

Find more information about this and other tools in the bridging phase below.

We highly advise you to take a look at the evaluating tools that could help you in the future to evaluate your approach.





References

- Interaction Design Foundation. (2020). *Usability*. Derived from <https://www.interaction-design.org/literature/topics/usability>
- Magee, J.F. (1964). Decision Trees for Decision Making. *Harvard Business Review*.
- Olivier, J., & Aldrich, C. (2021). Use of Decision Trees for the Development of Decision Support Systems for the Control of Grinding Circuits. *Minerals*, 11(6), 595. <https://doi.org/10.3390/min11060595>



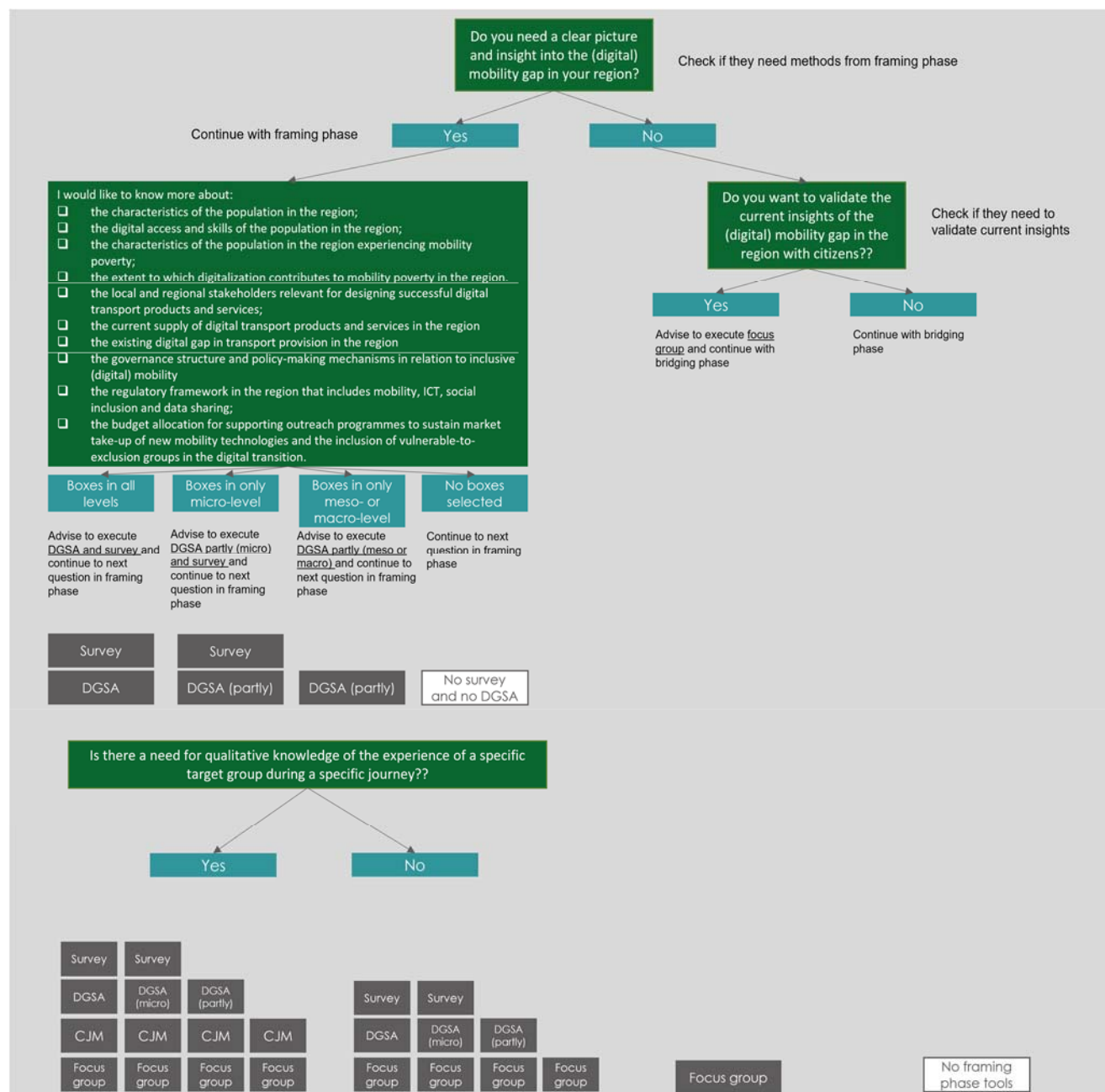


Appendix

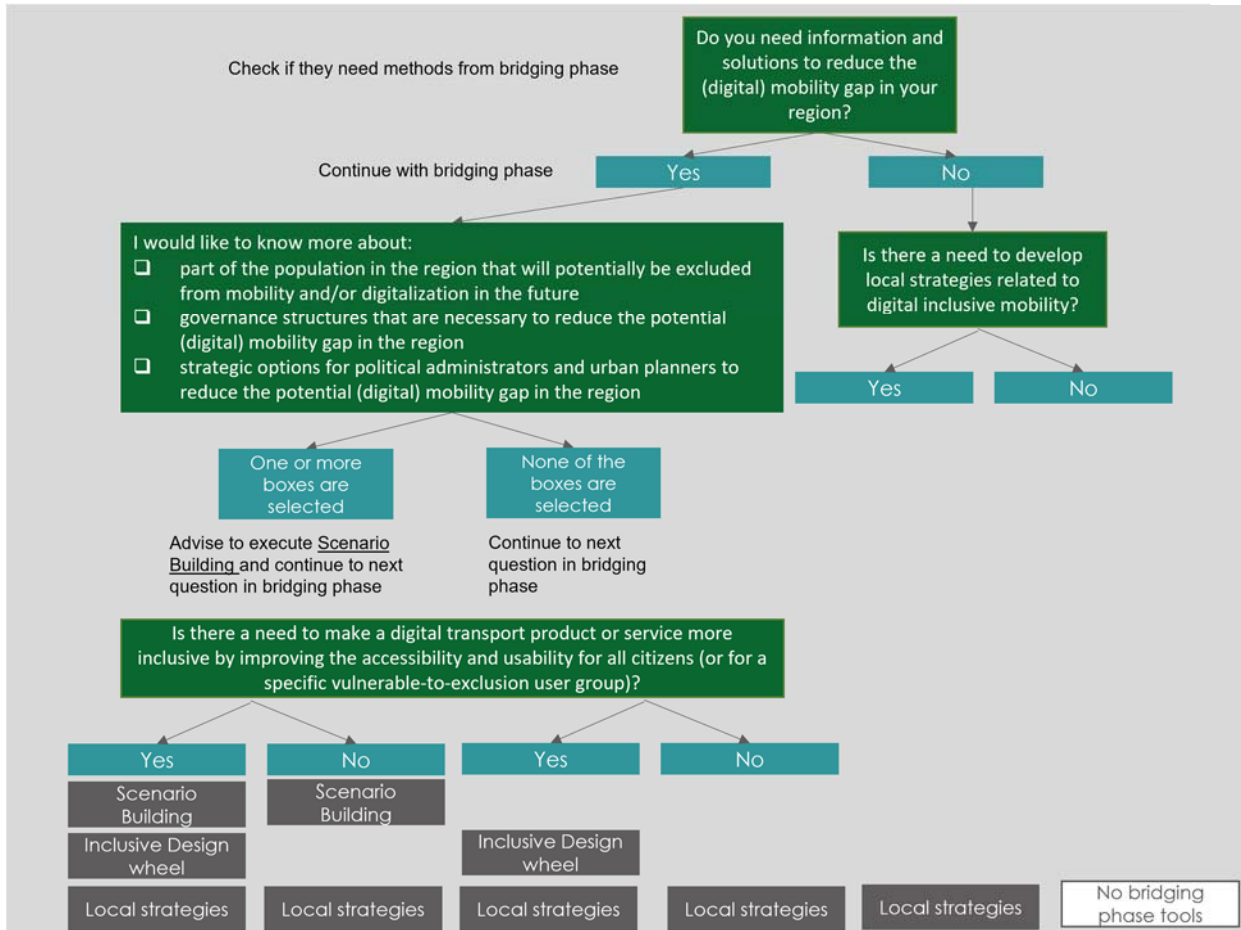


1. DIGNITY DSS – decision support tree

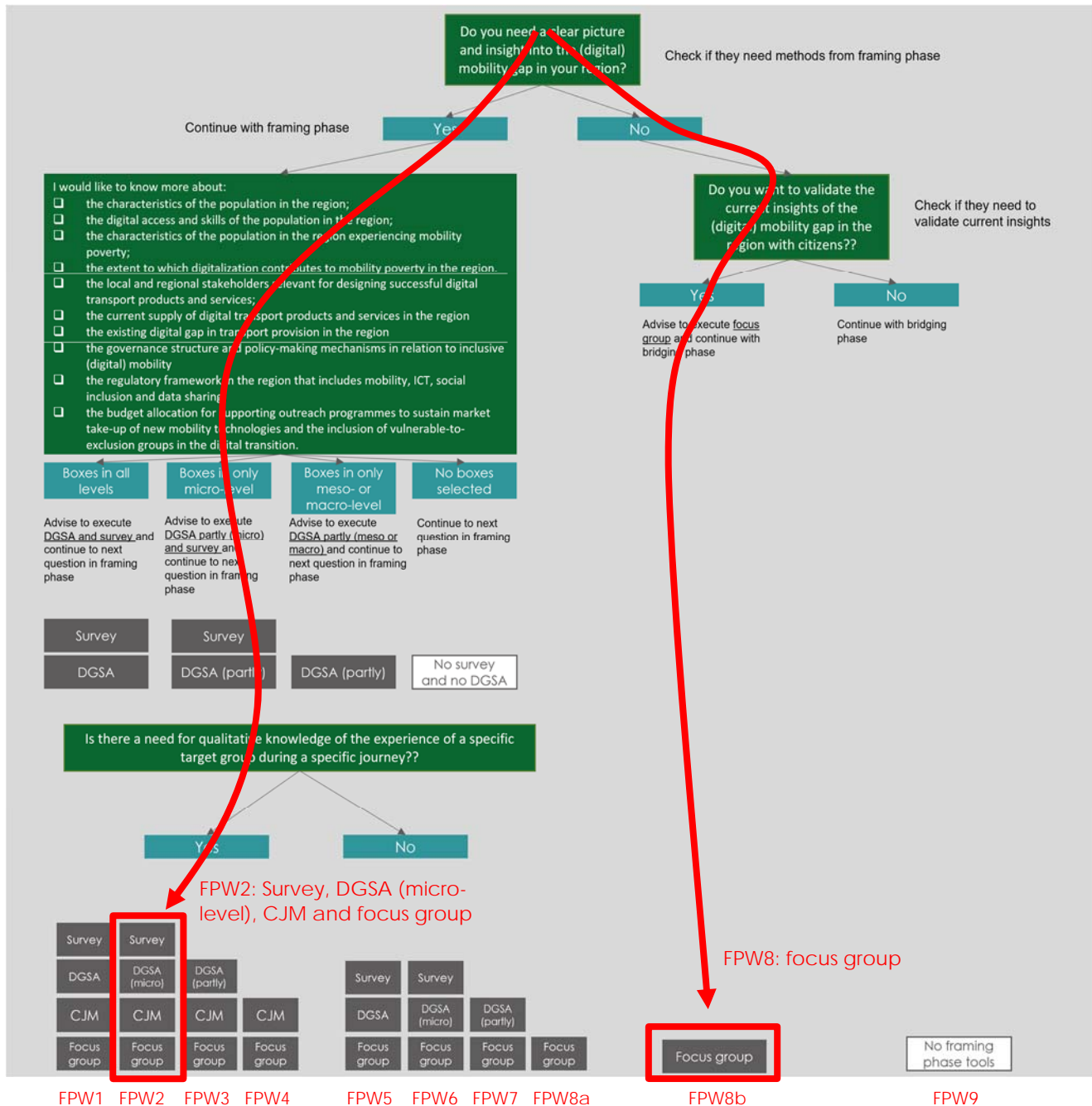
Framing phase



Bridging phase



2. DIGNITY DSS – framing phase pathways



3. DIGNITY DSS – bridging phase pathways

