

OUTPUT FACT SHEET

Diagnosis Training - Graz

Version 2

Project index number and acronym	CE1671 DYNAXIBILITY4CE
Output number and title	O.T2.1 Dynaxibility trainings for public transport authorities on low-carbon mobility planning capacities
Responsible partner (PP name and number)	PP13 - City of Graz (Graz) PP2 - Rupprecht Consult (RC)
Project website	https://www.interreg-central.eu/Content.Node/Dynaxibility4CE.html
Delivery date	02/2021

Summary description of the implemented training measure(s), explaining the specific goal(s), target groups and transnational added value

Dynaxibility4CE's diagnosis training aims to analyse (and build capacities for such exercise) the current situation in the FUAs of project partners in terms of "readiness" to plan and implement new innovative mobility solutions and policies - from the areas of CCAM, MaaS and UVAR- in a complex and dynamic environment. The diagnosis training aims to create a clear understanding of the current "readiness level" of the FUAs and increase their dynaxibility (as the ability to plan and act in complex and dynamic environments) based on a critical examination of the organisation and joint analysis of the changes required to enable informed decision-making on the deployment of new mobility solutions.

The designed methodology for the diagnosis training workshops is described in deliverable D.T.2.1.1. It follows the systemic change management model OSTO, which stands for Open, Social, Technological and Economic system parts in a holistic System Model perspective. The project follows the structural version of the model and focuses on design elements and (system-) behaviour, to facilitate the management of the steadily increasing dynamism and complexity of mobility systems and to find new action strategies to plan transformation towards innovative low-carbon or zero-emission mobility systems respectively.

In the case of the City of Graz, the workshop aimed to develop, discuss and prioritise an incentivising strategy for the local MaaS-application that is constantly being developed, including monetary and non-monetary incentive schemes to promote the use of MaaS-apps. The event (held online) was moderated and coordinated by PP2 RC. Stakeholders from the local MaaS-Steering Group in FUA of PP13 Graz, participated, including City of Graz (Mobility planning department and EU-Unit), Holding Graz Public Transport Operator, Graz Energy Agency, Regional Management of the FUA Graz, the Government of Styria and the Styrian Public Transport Network.

NUTS region(s) where training(s) have been conducted (relevant NUTS level)

The training was directed to the City of Graz (Austria) and its FUA, including the following NUTS regions:

- AT221 Graz
- AT22 Styria

Expected impact and benefits of the trainings for the concerned territories and target groups

The local authorities participating in the training have received first-hand guidance on useful methodologies to assess the city's readiness to plan for innovative mobility solutions and enhanced their knowledge and capacities to make informed decisions about the deployment of Mobility-as-a-Service (MaaS) in the Graz FUA.

In addition, the training methodology (and tools used) builds up capacities to perform a diagnosis analysis, through a structured assessment of the different system components that need to be addressed towards the MaaS implementation scenarios. The workshop's format also guided local authorities through the consideration of the different perspective and needs from each target (user/stakeholder) group, evaluating challenges and opportunities to define effective incentive schemes and optimal scenarios for MaaS deployment. These included, monetary incentives, (virtual and physical) Living Labs to allow testing and awareness raising, mobility behaviour monitoring and personalised information/promotional strategies, among others. In addition to the interactive workshop, the training included presentations on the methodological approach for a user-centred scenario assessment, as well as guidance on key aspects and examples of testing and participation concepts in Living Labs, to increase public acceptance of the MaaS solutions, and manage the MaaS market. The contents of these presentations aim to provide a frame and common understanding of the topic at hand before the interactive discussion session, but also to strengthen the capacities and knowledge of local public (transport) authorities.

Through the discussion of the strategic vision towards MaaS and characterisation of the implementation scenarios, key steps were taken towards the development of an Action Plan (D.T1.2.3) for the Graz FUA. The results of the workshop will be used as a basis for the action planning towards the implementation of low-carbon mobility solutions, and the assessment of needs and knowledge gaps for their realisation. The training strengthens local practices for MaaS implementation planning, to more effectively address the FUA's mobility challenges and the needs of its citizens.

Besides, it serves to identify key challenges and support needs that will guide the development of Dynaxibility4CE's tools and methodologies for low carbon mobility planning. In particular, the analysis and findings of the scenario assessment study, provide useful input for the ongoing preparation of Dynaxibility4CE's topic guide for the integration of MaaS in SUMP processes and MaaS-readiness self-assessment tool.

Sustainability of the training(s) and developed training material(s) and their transferability to other territories and stakeholders

The methodology (and tools) that guide Dynaxibility4CE's diagnosis training are published in deliverable D.T2.1.1. This document serves as guidance to other cities/stakeholders that aim to tackle the challenge of planning for low carbon innovative mobility solutions.

Besides, the experiences and results from the conducted analysis on the project's FUA (and action plans to be developed) will provide valuable good practice examples for other transport authorities and stakeholders. The strategies and lessons learned (e.g., the analysis on incentive schemes for MaaS deployment in Graz) serves to inform other territories.

Furthermore, the identified support needs (for a variety of local contexts) will guide the development of new tools and methods for planning for low-carbon mobility trends and to improve air quality, which can be exploited by other cities and regions.

References to relevant deliverables and web-links If applicable, pictures or images to be provided as annex

The following deliverables describe the methodological approach implemented for Dynaxibility4CE's diagnosis training and report on the results of the training conducted in each FUA.

- D.T2.1.1 Report on design, methodology and content of diagnosis trainings
- D.T2.1.2 Report on trainings and evaluation of diagnosis trainings

The deliverables will soon be available at:

<https://www.interreg-central.eu/Content.Node/Dynaxibility4CE.html>

The listed deliverables include pictures, images and results from the diagnosis training.