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# INCLUSION Project

## Deliverable D3.1

Database of case study nominees with provisional selection and provisional allocation to in-depth or overview category

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The dissemination status of this deliverable was originally defined as "confidential". After explicit approval of all consortium partners, this has been changed to "public". The prime reason for this is that the findings of INCLUSION's case study activities will gain credibility if the methodology is open to public scrutiny.



## Document Control Page

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<b>Abstract</b>	This document presents those 50 cases, which will be investigated and analysed as official INCLUSION case studies. They were chosen for two main reasons: Firstly, because of their apparent potential to alleviate the risk of mobility exclusion for a comprehensive range of social groups. Secondly, we aimed at selecting a broad range of solution types in terms of innovativeness, organisational approach, technological strategy etc. Ten of these cases will be studied in depth, leading to case study documents of ca. 10 pages each. 40 of them will be studied at a more superficial level, resulting in factsheets of ca. 2 pages each. In addition, around 15 additional case studies with particularly strong ICT components will be done from within WP2. A comprehensive analysis across all cases will be conducted later on.		
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## 1 Introduction

This document presents 50 initiatives, projects, business models (in short: “cases”), which are intended to alleviate the risk of exclusion from transport for a broad range of social groups in a variety of spatial settings and with a diverse set of approaches. These cases will be investigated, documented and analysed as part of INCLUSION’s WP3. Ten of these cases will be studied in-depth, resulting in formal case studies of around 10 pages each; 40 of them will be studied at lesser depth, leading to fact sheets of around 2 pages each. The entire output of this project activity (Task 3.3) will therefore culminate in a document of around 180 pages in total.

Section 2 briefly describes the process through which nominations for potentially interesting cases were solicited, who submitted related suggestions and how they were stored. Section 3 describes the selection process and articulates the rationales for (de-)prioritising certain cases over some others. Section 4 contains the actual database of the 50 chosen cases and chapter 5 analyses this composition with regards to the intended balance across beneficiary groups and types of approaches.

## 2 Case nomination process

Cases study candidates were collected through five main channels:

- Staff members of the WP- and task-leader Rupprecht Consult have been following the discourse on inclusive mobility for quite some time and therefore had already collected information about relevant cases before the start of Task 3.1.
- The task leader Rupprecht Consult spent considerable time to identify new cases, mainly through online research and in pertinent literature, both journal articles and monographs.

- Rupprecht Consult set up an online nomination tool at [https://qeuropa.eu.qualtrics.com/jfe/form/SV\\_6g7KslRsaTnURz7](https://qeuropa.eu.qualtrics.com/jfe/form/SV_6g7KslRsaTnURz7) (last access on July 3 2018) through which the general public could contribute case nominations. In practice, the majority of nominations through this channel came from individuals working in related areas who were reached through special requests in a number of newsletters (e.g. CIVITAS, INCLUSION project, Polis)
- Some members of INCLUSION's Stakeholder Forum also contributed some cases.
- A large number of cases were also nominated by members of the INCLUSION consortium. Initially, any relevant case with an aspect of inclusivity were added to the database regardless of the main beneficiaries or type of approach.

At this point, we took stock and assigned each nominated case to one category of the following two main dimensions:

- **Horizontal categories: Types of approaches**
  - Subsidised, lower-cost public transport offers
    - Subcategory: Free public transport
  - Ticketing solutions (not simply low price but also, e.g. accessible ticket vending machines)
  - Ride-sharing
  - Vehicle-sharing (cars, bicycles, cargo-bicycles, scooters)
  - Public transport routingSpecial routes
  - Demand responsive transport
  - Volunteer-driven schemes
  - Special vehicles (design, ramps, ...)
  - Traditional, fixed-route lines
  - Training of transport service providers
  - Training of users
  - Provision of support to users by service staff
  - Improvement to stations and stops
  - Provision of information (through signage, ICT, etc.)
    - Subcategory: Information in alternative languages
- **Vertical categories: Beneficiary groups**
  - People with a cognitive disability
  - People with a sensory disability
  - People with a physical disability
  - Women
  - People living in poorly served areas (incl. rural)
  - People without a driving licence
  - Parents with small children
  - Migrants, refugees, ethnic minority groups
  - Low income
  - Job seekers
  - Elderly
  - Children, teenagers, students

This made us realise that the database contained few cases with women and migrants as main beneficiaries. This spawned a second round of nominations by all INCLUSION partners.

Eventually, all of the above steps resulted in 191 nominations (available upon request), which did not leave any severe gaps in terms of types of approaches or beneficiary groups.

### 3 Case selection process

The case selection process proceeded along the following steps:

1. A short description of all 191 nominated cases was consulted to determine whether a certain case has any specific relevant to INCLUSION's overarching mission. Cases which were not clearly addressing the risk of transport exclusion to any specific social group were removed from the database.
2. Cases with any of the following characteristics were either eliminated or were marked to signify a low weighting<sup>1</sup>.
  - Case appears not very innovative (while ensuring that tried-and-tested down-to-earth approaches are not excluded)
  - Apparent transferability problems (e.g. because of very particular context conditions)
  - Case is heavily dependent on significant long-term subsidies
4. Short descriptions of all remaining cases (ca. 158) were printed on index cards, which were physically positioned in a two dimensional matrix with the two axes mentioned in section 2 above.
  - Horizontal categories: Types of approaches and
  - Vertical categories: Beneficiary groups

The result is shown in figure 1.

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<sup>1</sup> The latter option was chosen to retain the possibility to include a case in the final selection after all, just in case no related case(s) would be available to cover a certain aspect. In other words, we wanted to keep the option open to choose a sub-optimal case rather than no case at all for a certain category



**Figure 1: Two-dimensional positioning of case study nominees**

Table 1 shows the numbers of cases in each cell of the two dimensional matrix.

150 unique cases 50 selected	Subsidised, lower cost PT	Solutions for workers and	Free PT	Ticketing	Routes / new offers	Ridesharing	DRT	Volunteer-run	Car & bike sharing	Fixed-route services	Vehicles type	Training providers	Training users	Stations / stops	Info provision	TOTAL
Children/ youth/students						3				3			2		2	10
Cognitive disability												5	4		4	13
Elderly	1		1			6	5	4			3	5	7		2	34
Job seekers		6				3			1							10
Low income	1		2	2		7	1	1	1		1					16
Migrants/ refugees						1							1		3	5
Parents with small children							1		1							2
People w/o driver's license						2	1	1								4
Physically disabled	1		1			4	3	3	2	1	9	5	5	10	9	53
Poorly served areas (e.g. rural)			1	1	1	7	18	6	5	3	3					45
Sensory disabled			1	1						1		5	3	5	19	35
Women				1		2	1								2	6
TOTAL	3	6	6	5	1	35	30	15	10	8	16	20	22	15	41	233

**Table 1: Number of cases in each cell of the two dimensional matrix.**

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Please note that the sums are greater than the number of unique cases because duplicate entries were recorded, for example, if a certain case nominee addressed more than one important beneficiary group.

5. Particularly innovative cases were pre-selected into the list of 50 case studies (without yet deciding between overview and in-depth case study). In this step we also prioritised cases, which have multiple beneficiaries over those that address only one narrowly defined social group.
6. We identified those categories (both horizontal and vertical) which were not covered by the pre-selected cases from step 5 and proceeded by selecting specifically interesting cases, which did fill these categories.
7. This resulted in a list of 35 cases, which were definitively chosen; however, they did not cover all categories equally well. Therefore, the remaining 15 cases were selected to improve this balance, while acknowledging the need for some deliberate different weightings, autocorrelations and near-duplicate similarities.
8. The above steps resulted in 50 cases; we then decided which ones to investigate as in-depth case studies and which to study at a more superficial level. This decision was mainly guided by the attempt to have at least one in-depth case study per beneficiary group. We also aimed at having a balanced number of cases per area type (as defined in WP1) and per solution type. Another selection criterion was the relevance for activities planned in the INCLUSION Pilot Labs.

The final result is presented in section 4.

## 4 Case database

Case no.	Case study type	Name	Essential idea
1	In-depth	Die Mitfahrerbank (The Passenger Bench)	Car sharing from a fixed pick up stop in rural Germany - Benches placed along roads in rural areas with signs that waiting travellers can put up to indicate which direction they want to travel (or none if they'd just like to sit). Like semi-organised hitchhiking, but it relies on the close social network or rural areas - if you don't want to drive with a stranger, you can wait until a familiar face stops.
2	In-depth	RideAustin	Nonprofit rideshare via app - Direct Connect is a one of a kind feature that allows riders and drivers to pair directly through the RideAustin app. Includes live ETA.
3	In-depth	Manchester - travel training	Travel training is provided for a range of target groups including disabled people, young people with special needs, and older people. While training formats for these groups differ, including provision of short-term and long-term support, they all aim at enabling and encouraging independent and safe travelling by public transport.
4	In-depth	Gender mainstreaming in Vienna	Taking note of women's transport needs after a survey
5	In-depth	RideshareKC's Guaranteed Ride Home programme	Guaranteed Ride Home program that people can sign up for so they can get home in case of an emergency or illness — day or night, weekday or weekend. Up to 2 free rides per year. Call a taxi or use a transportation service like Uber or Lyft. Pay for the ride, then submit the reimbursement form within 10 days.
6	In-depth	KOLLA (Kollektivtrafik för alla) project	In 2005 Göteborg embarked on a six-year project to improve public transport for people with reduced mobility. As part of this, the city's public transport authority identified and removed obstacles and barriers on streets and public areas, adapting in the process all tram and main bus stops. This, and its other work on improving accessibility, helped Göteborg win an award in 2014 for Europe's best accessibility project.



Case no.	Case study type	Name	Essential idea
7	In-depth	APP&Town Compagnon	App&Town Compagnon tackles mobility challenges for: <ul style="list-style-type: none"> <li>a. People with cognitive, sensorial and physical disabilities. Replacing Paratransit Services by Public Transport.</li> <li>b. Older adult with memory dysfunctions. Allowing to move safely by themselves.</li> <li>c. Children, immigrants and refugees. They have a contextual disability, because of a lack of knowledge and experience. Training them to use autonomously the Public Transport.</li> </ul>
8	In-depth	Wheels2Work (W2W) scheme	Aimed at unemployed people with a job offer or training placement but who do not have any way of travelling to their place of work. Particularly important for young people living in isolated rural communities where public transport is inadequate. Currently 34 schemes operating in the UK that offer the loan or rental of mopeds, small motorcycles, bicycles, subsidised bus travel. Schemes run by local authorities, charities, social enterprises and community interest companies on not-for-profit basis
9	In-depth	Wensbus ("Wish bus") Limburg	Wensbus is additional demand influenced transport run by volunteers supported by the province of Limburg. Run with minibuses (occasionally cars) that are suitable for transporting a maximum of 4 to 8 people. The Wensbus runs in areas where there is no public transport left do to cutbacks on public budgets. Mainly geared at the elderly with no private car or no license. Operates in several municipalities in Limburg
10	In-depth	Route4U	Global app that facilitates crowd-sourcing info on accessibility of different locations, not particularly pertaining to transport. Especially useful to show temporary obstructions such as constructions.
11	Hybrid	RATP (Paris) Audio Atlas Project	An app that helps disabled or those unfamiliar with the PT network, to guide them to a specific platform, exit or connection within one of the metro or RER stations
		Ways4all (also operated under this umbrella are Ways4Me, Aim4It)	Ways4me supports people with special needs when they are using public transport. It is a barrier-free acoustically advanced smartphone application allows route planning and full indoor and outdoor navigation for blind people, it includes traffic information systems, communication with public transport and facilitates the ticket purchase.

Case no.	Case study type	Name	Essential idea
12	Hybrid	Be My Eyes app	Free app that connects blind and low vision people with sighted volunteers and company representatives for visual assistance through a live video call
		Aira app	Using augmented reality, Aira connects people who are blind or low vision to a trained professional agent who is dedicated to further enhancing their everyday experience – completely hands-free assistance at the touch of a button. Aira is today's fastest growing assistive community. One tap of a button instantly connects you with a sighted professional agent who delivers visual assistance anytime and anywhere.
13	Hybrid	Training brochure for bus drivers and PT service staff	Elaborated in cooperation with representatives of citizens with disabilities, published by the association of bus operators of Baden-Württemberg
		Disability Equality and Awareness Training Framework for Transport Staff	Outcome of a Research by the Disabled Persons Transport Advisory Committee (UK). Training framework that is to help transport providers identify the requirements of disabled passengers, and the training staff requires to help assist them properly.
		Transit Access Training Toolkit for Drivers in Public Transport A145	The World Bank's Disability and Development Team compiled this Transit Access Training Toolkit for transit authorities and practitioners to allow them to educate their co-workers in the field of inclusive transportation.
		Disability Awareness training for service staff	This training focuses on how employees can best assist passengers with vision and mobility impairments. Later, Transdev Auckland paired with Deaf Aotearoa to create an additional training program to help passengers with hearing impairments including identifying deaf passengers and signing.
		Dialogue between Handicapped advocacy groups and Transport Operators	The dialogue showed what issues are generally to consider when interacting with passengers with a handicap, it also laid out what transport staff is allowed to do (concerning legislation, insurance issues, etc.). Passengers with handicap could explain their issues to transport officials on site (in the busses, at stations, etc.) to allow for a greater understanding.

Case no.	Case study type	Name	Essential idea
14	Hybrid	First Mile Last Mile ride share home-bus stop	Allows riders in some Phoenix areas to use Lyft at a reduced rate for rides between their homes and one of more than 500 city bus stops. (similar initiative in Philadelphia, partnership between Uber and SEPTA)
		MBTA-Uber-Lyft partnership for on-demand wheelchair-accessible paratransit	MBTA conducted a one-year pilot to reinvent paratransit service by subsidising rides on Uber and Lyft. A contract between the MBTA and ride-hailing companies "allows us to exert pressure on Uber and Lyft to have more accessible vehicles," said Bill Henning, director of the Boston Center for Independent Living.
		PPP between Uber and SEPTA	UBER has partnered with the SEPTA transit agency to provide rides from 11 commuter rail stations at a 40 percent discount. The collaboration incentivizes a greater supply of drivers in those more-remote areas, promotes the first-last mile barriers that often hinder transit ridership, and discourages commuters from parking their own car at the station.
		Ridesharing (Uber) and PT partnership	City subsidises 20% of Uber costs, helps to provide accessibility in areas poorly served by public transport
15	Overview	Go Go Grandparent	Ride sharing for elderly - A third party hotline that seniors can call if they can't or don't want to use a smartphone to get a ride using Uber or Lyft. Drivers are carefully screened, making sure they're wheelchair and walker accessible.
16	Overview	Bürgerbuses in NRW	110 Bürgerbuses where there is no regular bus service
17	Overview	Via (on demand ride share via app)	First-ever on-demand PT system (via app) as alternative to bus service in Arlington, TX, replacing the city's single-route bus service and offering transportation options in areas where none existed before. Via is also working closely with city staff to design a groundbreaking fully dynamic city-wide service that will complement other public transportation options.
18	Overview	Rennes wheelchair accessible public transport	Worked with local disability groups to provide the best possible transport services for people with disabilities.

Case no.	Case study type	Name	Essential idea
19	Overview	Krakow - more accessible public transport stops	The City of Krakow developed a scheme to modify or rebuild public transport stops in the city to make access safer and more comfortable for all of its customers. The scheme, coordinated by the City of Krakow, the Road Transport Management Board and the local public transport operator, also speeds up vehicle loading times.
20	Overview	Krakow - extra help for elderly using public transport	Young assistants were based at stations at selected periods of the day to help older people enter and exit buses and trams, to provide information on connections and schedules, and to help with e-ticket machines.
21	Overview	Donostia - public transport for over 60s	To increase the use of public transport amongst the increasing 60+ age group, the municipality carries out travel training within the AENEAS project. Instructions are provided on how to improve safety, bus lines, transfers and ticketing are explained, while bus drivers are briefed about the needs of older passengers.
22	Overview	France le Busway	A 7 km long BRT line which connects the ring road to the centre of Nantes in less than 20 min. Accessibility is guaranteed through low-floor buses with automatic ramps and stations with level access, passenger-boarding assistance, adapted seats for persons in wheelchairs and acoustic interfaces for ticketing and information.
23	Overview	Toulouse signage at interchanges	Signage at interchanges adapted to communication-impaired people, non-native and illiterate individuals. To comply with accessibility law. In 2009, Tisséo adopted the Schéma Directeur d'Accessibilité, which involves various activities to be implemented by 2015 aimed at achieving suitable mobility that is easy and convenient for everyone.
24	Overview	UK free public transport for the elderly	Nation-wide free PT pass for the elderly (UK)
25	Overview	Reading's 'Claret Spritzer' student bus	Two-level buses designed to be fun, relaxing and productive. Runs on a regular route (University and Reading College)
26	Overview	Wiener Linien Barrier free mobility	95% of tram and bus stops are level access, tactile guidance system at stations, bus and tram stops, text to speech facility on website, accessibility App to prompt next stop/destination

Case no.	Case study type	Name	Essential idea
27	Overview	E-Paper	Improvement of passenger information at stations by replacing old-fashioned printed timetables. The E-paper system will show the current timetables and will be equipped with a text-to speech mode that will enable blind and visually impaired persons to receive information by voice output.
28	Overview	Taxi-Scuola	Operates basically like the typical yellow school buses in the US. Seems to be an innovative concept in Europe.
29	Overview	She Taxi	Initiative of the Gender Park under the Social Justice Department to make travelling of women safe. Female taxi drivers, female passengers.
30	Overview	GoKid Carpool app	App that allows children to carpool to school with families they know. Schedule and track.
31	Overview	GO MOBIL	PPP initiative that is part of the PT system. Provides last-mile solution in 31 peripheral communities where PT service was insufficient. Available to all, but especially helps elderly and young people to travel safely on their own.
32	Overview	Accessible ticket machine designed and proved in cooperation with the organizations for disabled people	Not everyone is always able to validate, activate or change their ticket when there is no train conductor on board. To address this, an accessible ticket machine was designed together with the provider and the organisations for disabled people. Touch screen with good contrast, tactile buttons with embossed printing, spoken information, different height, guide path to the ticket machine and multilinguality.
33	Overview	CarSharing Pfaffenwinkel	CarSharing Pfaffenwinkel works in a relatively rural area, mainly because of the closely knit social network and the vast amount of energy volunteers have put into the system during the early phases
34	Overview	TaxiCard scheme	Taxicard allows the user to make a set number (up to 144 per annum) of subsidised journeys in licensed taxis. The number of trips allocated differs depending on location; e.g. TaxiCard London entitles eligible users to receive a discount of up to £10 per taxi trip with the passenger paying the initial £2.50 per trip and anything above £12.50. Fares can still be expensive so TaxiCard is more likely to be used to make essential journeys. Health related trips make up around 40% of TaxiCard journeys

Case no.	Case study type	Name	Essential idea
35	Overview	ITNCountry	Transportation is provided by private automobiles 24 hours a day, for any purpose, through a combination of paid and volunteer drivers. Riders become members by opening Personal Transportation Accounts, which hold ride credits that can be earned in several ways- by driving, by trading in cars or by purchasing. This innovative business model enables delivery of sustainable transport more rural areas.
36	Overview	Formentera Taxibus	Taxis are being utilised in the non tourist season to provide FTS for local people. The main objective was to reduce cost, maximise the use of existing resources (taxis with limited demand in winter) and also improve the level of service for residents. The taxi only operates on the route if it is called on demand by passengers though intercom devices installed at the bus stops. It never runs empty. In addition to cost savings of over 25% there has been a reduction in CO2 emissions of over 70%.
37	Overview	Travel Buddy	Travel Buddies are fully trained adults with disabilities who are paid to accompany service users on their required journeys offering advice and practical support to increase independence, confidence and personal safety awareness whilst in the community and when using public transport (buses, trains and tubes). Eligibility: aged 16 or over and have a disability (learning disability, autism, physical disability, mental health difficulty, sensory impairment or a long-term health condition).
38	Overview	De Bij Bus	To fill transport gaps locally for elderly /lightly handicapped and wheelchairs. 4 8-persons buses in possession of the Bij Bus Foundation. Run by volunteers. Contributions for costs covered by local funds and a monthly contribution of € 35 per member. 34 recruited voluntary drivers and one centralist collecting requests. Active from Monday to Saturday 09.00-17.00 p.m. tow days in evening. Outside Wassenaar only to medical facilities max 5 km. Buses financed by awelfare Foundation SWOV.
39	Overview	Free Municipal Public Transport in the Metropolitan Area of Piraeus Port City	Free Public Transport was established in 1995 with the aim to increas mobility of vulnerable social groups, living in hilly neighbourhoods. These areas are not conducive to walking/cycling and cannot be reached by public transport. The scheme is consisting of 5 minibus lines, and is the largest free transport scheme in Greece. It is funded every year through the municipal budget.

Case no.	Case study type	Name	Essential idea
40	Overview	Mobuur neighbourhood service	Through this neighborhood initiative, residents of Kerschoten and De Naald who are less mobile can book short trips. Volunteers then transport them in an electric shared car. The municipality of Apeldoorn supports Mobuur with advice and a subsidy and pleads for sustainable zero emission transport for less fortunate, lightly handicapped and elderly.
41	Overview	Haltetaxi Zeeland	Haltetaxi (start: March 2015) runs on routes/times where standard PT-bus or 'Buurtbus' lacked, at a low rate, similar to public transport fare. Haltetaxi runs as a supplement to a local bus that does not drive early in the morning and in the evening. The Haltetaxi allows only trips not served by local bus services. GVC Gemeentelijke Vervoerscentrale (pro) coordinates demand, combines vehicles with (WMO-legal beneficiaries). Passengers of Haltetaxi pay € 0,89 euro boarding rate and € 0,15 per km.
42	Overview	T2E - Transport to Employment	A centrally co-ordinated shared taxi service, providing access to workplace, training and childcare where no alternative transport is available. The flexibility of using taxis enables the chaining of trips allowing access to child care and then on to the work location. Users pay equivalent to bus fares (approx. 35p per mile). Av. trip length=11 miles. Service was fully sustainable with 3 passengers per journey. Ran into funding problems but still lessons to be learned.
43	Overview	Pak de PlusBus	The PlusBus is a hybrid between a door to door service and a fixed-destination service (stations, nursing homes and hospitals). One (out of 3) PlusBus is wheelchair accessible. The scheme is run by 6 coordinators and a pool of 50 voluntary drivers. Passengers must become members of the foundation. Most members are 65+.
44	Overview	De Witte Raaf (The white raven)	Thanks to the enthusiastic efforts of a large group of volunteers, older people and people with other mobility restrictions can move to Eindhoven with a high level of service and for a low fee. Users must be members of the association. Three wheelchair buses + one ordinary car. Each bus runs with two volunteers so that they can properly accompany and support each other.
45	Overview	Love-Europe App	This app helps refugees and newcomers find the information they need most (free WiFi locations, public transport, hospitals etc.). The app will also help you communicate during your travel and stay. The app is multilingual and always displays information in two languages.

Case no.	Case study type	Name	Essential idea
46	Overview	SafetiPin (score) My SafetiPin, SafetiPin Track, SafetiPin Nite	A suite of complimentary apps: 1. My SafetiPin - collecting safety related information in different cities; 2. SafetiPinTrack - helping women stay safe through alerting their friends and family to their location and possible dangers; 3. SafetiPin Nite - collecting data using moving vehicles to capture photographs at night
47	Overview	Disabled persons Freedom Pass	The travel pass for disabled people allows free travel across London and free bus journeys nationally.
48	Overview	Pegode	Car sharing (optionally incl. drivers) with wheelchair friendly vehicles in rural area of Belgium
49	Overview	Solidariteit voor het Gezin	Corporate vehicle fleet of wheel-chair accessible e-cars that are available for rent (optionally with driver) to serve local people in need of transportation. Corporate initiative but not for profit.
50	Overview	Blue badge	Blue badge, which reads "Please give me a seat" to help people with invisible disabilities.
		Safe journey card	Free print-out that helps passengers let the driver know if they need any help with their journey (e.g. visually impaired, hard of hearing)
		Customer Injury Cards	A customizable card for regular customers with special needs. These cards help drivers identify and aid people with special needs that are less known or not directly visible. Showing the card mandates the driver to act appropriately



## 5 Analysis of chosen case composition

The composition of the 50 chosen cases is shown below, first by type of solution and then by main beneficiary group.

158 unique cases 50 selected	Subsidised, lower cost PT	Solutions for workers and	Free PT	Ticketing	Routes / new offers	Ridesharing	DRT	Volunteer-run	Car & bike sharing	Fixed-route services	Vehicles type	Training providers	Training users	Stations / stops	Info provision
Number of unique cases selected	1	4	3	1		13	6	6	4	4	4	1	4	4	10

**Table 2: Composition of chosen case studies by type of solution**

It is important to bear in mind that an additional set of ca. 20 case studies will be conducted within WP2; these cases are all characterised by a particularly heavy ICT component, which is in line with the overall mission of WP2, called "Social innovation, enabling ICTs and data intelligence".

158 unique cases 50 selected	Children/ youth/students	Cognitive disability	Elderly	Job seekers	Low income	Migrants/ refugees	Parents with small children	People w/o driver's license	Physically disabled	Poorly served areas (e.g. rural)	Sensory disabled	Women
No. of unique cases selected	5	4	14	4	6	4	1	3	21	9	15	4
				9								

**Table 3: Composition of chosen case studies by main beneficiary group**

The 20 additional case studies conducted within WP2 (mentioned above) will complement the composition of all case studies and thus contribute to an even broader coverage, both of solution types and beneficiary groups.

## 6 INCLUSION consortium



For further information  
[www.h2020-inclusion.eu](http://www.h2020-inclusion.eu)



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