

11.06.2020

# Qualifying the debate about public transport in Aarhus

Evaluation report and Impact Assessment

## Objectives of the project in Aarhus

When entering the GreenSAM project, the City of Aarhus had a need for exploring how the dialogue on public transport, especially between senior citizens and the city administration and the public transport authority could be improved. Although there is a relatively low share of senior citizens in Aarhus compared to the rest of Denmark, the city was still looking into the same trend as many other cities, with a grow in numbers of senior citizens. Between 2020 and 2040 it is expected that the number of senior citizens will increase from around 50,000 people to 70,000 people and thereby constitute around 20% of the population in the municipality.

Prior to the GreenSAM project, seniors were already organised in the city through a Senior Citizens Council, a body that has been part of the municipalities in Denmark for the last some 25 years. The main aim with the GreenSAM project was to improve the dialogue between this Senior Citizens Council and the mobility department and public transport planners, but also to see how senior's opinions can be collected in other ways than through this institutionalised body, and by meeting the seniors where they are.

Through the project Smart Mobility, which ran in Aarhus between 2014 and 2017, a strong co-operation between the mobility department and the health department was establish. This continued in the work with the just recently adopted Pedestrian Strategy. As the process of having the Pedestrian Strategy approved was ongoing during the lifetime of the GreenSAM project, this strategy was also used as a lever to improve the dialogue between the Senior Citizens Council and the Mobility Department.

The main objective of the project in Aarhus is to develop framework to accompany the current and future evolution of the city's transport system. On one hand, the framework will allow new green mobility solutions to become more needs-driven, on the other hand the advantages of innovative and environmentally friendly new services can be demonstrated to seniors who have been unaware of these services so far. Thus, in practice, the framework will apply GreenSAM participatory methods with two aims:

- 1) Public Authorities learn from seniors: Public authorities systematically exploit the needs and knowledge of seniors, whether specifically through special mobility panels, such as the senior citizens' council.
- 2) Seniors learn from public authorities: To complement the aforementioned activities, the Mobility Bazaars aims at offering concrete green mobility alternatives to seniors to encourage them to switch from their private car to new, often unknown mobility services.

Based on an incrementalistic process (going back and forward between point one and two), interventions will be planned to connect the two points. There are currently developed four interventions.

To institutionalise the new procedures, PP2 already established good contacts and gained mutual understanding on the topic with relevant local stakeholders, most importantly the local transport authority and the Senior Citizens' Council.

Based on the learnings from the project, there is a need to change the output of the project, based on an adaptation of the pilot project in Aarhus towards a more cost-effective and self-sustainable model.

The project still contributes to the objectives of the GreenSAM project.

The framework developed and applied through the GreenSAM project to meet the objectives above will be evaluated, using the project evaluation framework, and is addressing all aims of the evaluation of the project:

- understand how effective the participation tools are at addressing the mobility challenges.
- support using resources efficiently.
- increase the quality of engagement<sup>1</sup>;
- improve future engagement practices (including transferability of engagement tools).
- bring the knowledge about problems and needs to the planning phase.
- raise awareness of user behaviour.
- get users' feedback on the acceptability and usefulness of implemented mobility measures.
- share success stories.

## Activities

Aarhus entered the GreenSAM with the aim of qualifying the debate about seniors and mobility. The first task was to gather the right people organisationally.

As of January 2019, as the project was kicked-off, the mobility department intended to gather a group with participants from more parts of the municipality, to ensure that the Section of Mobility which is responsible for the implementation of WP3 could get as much information on how to approach the user group (senior residents) as possible.

The group consisted of representatives from the Department of the Elderly and Care, the Regional Public Transport Authority, the secretary of the Senior Citizens Council, the editor of a magazine for senior residents in Aarhus called VITAL and the Section of Mobility at the City of Aarhus. However, before the group had the chance to meet for the first time, organisational changes were ongoing, have a huge impact on the working group, with two employees being moved other sections, one employee resigning and the Head of the mobility department being dismissed. On top of that, three other working group members were on maternity leave as of May 2019. This should not be an excuse for not performing, but it is a good example on, why a project must continuously adapt to the local situation. Political and organisational changes cannot always be anticipated, and therefore the adaptation of the project will take place as a reaction on the event, rather than in advance.

Not being able to gather the group in a format that seemed feasible for the project, the mobility department reached out bilaterally to the Department of the Elderly and Care to be directed to the most important people there to start the pilot actions. Remember, the pilot actions were two-folded:

1. *seniors counsel authority: "for me good mobility requires..."*
2. *Authority counsels seniors: "a new mobility offer matching your needs could be..."*

With the direction on how the project setup in Aarhus could be, the first reach out was to get an understanding of how the department of the Elderly and Care currently worked on the topic mobility with the seniors.

<sup>1</sup> During evaluations information about carrying out activities is collected. This enables analysing what should be improved next time when same or similar activities are carried out. The more that during evaluations written report or conclusions are compiled.

## a. Understanding mechanisms for reaching the user group

In this process by the end of June 2019 we were heading in two different directions, testing how GreenSAM tools could be applied to the “**prevention**” and the “**volunteering**” engagement of the department of the elderly and care would be the best way to counselling the user group and for the user group to council the authorities.

On the 27<sup>th</sup> of June, the local project management group of GreenSAM met with the head of “prevention” and the head of “volunteering work” at the department of the Elderly and Care and the management group was invited to the meetings describe just below.

The Department of the Elderly and Care has a group of “**prevention consultants**” that offer consultation to citizens age 65 and up about “getting older”. On July 3<sup>rd</sup>, 2019, the local project manager of GreenSAM participated in a network meeting for prevention consultants in Aarhus. Their feedback was that mobility indeed was concerning the GreenSAM user group, and in that respect, these consultants could be a way forward regarding (2) above. 10,000 inhabitants in Aarhus are in the target group for prevention home visits and in total 2,000 – 3,000 home visits are carried out every year. Focus is on how to manage your own life and the biggest target group is not surprisingly 80+. There is a potential for getting out to people at the age between 65 and 80, but as this is an offer that you as a senior resident CAN get, the information about mobility also has to be integrated in a bigger package. A channel to get information out to the senior residents about how they can get around and this will be addressed when the inspiration catalogue (final output from Aarhus) is ready by May 2021.

The second contact person was representing the “**volunteering managers**” at the City of Aarhus. The managers manage volunteers (both user group and others) making activities locally for the senior residents. On the 5<sup>th</sup> of July 2019, the project manager of GreenSAM met with the managers at a meeting in Tranbjerg local community centre. It became clear that meeting the user group through this setup would be the most feasible to get information on mobility topics, barriers, drivers, and concerns (1).

### Lessons learned understanding mechanisms for reaching the user group.

It was relatively easy to explain the aims of the GreenSAM project and the need to consult the user group regarding green mobility, and the management group of GreenSAM in Aarhus was quickly invited to speak to the two branches that we considered most prominent to reach the senior residents.

The project description vaguely describes the Mobility Bazaars as the platform for consulting the user group, however, it became clear, that a new, and single event would not be the right platform for the consultation. The framework to reach the user group and to get their feedback was already in place, and the GreenSAM management group could fill in content, specifically using activities at the community centres orchestrated by the volunteering managers.

### Recommendations I

Investigate how to consult the user group using existing platforms, and applying your own tools (i.e., GreenSAM tools like interviews, conversations, or observation to the platform).

## b. Councillng the user group

During the next months (until October 2019) three local community centres were visited, and mobility challenges were mapped through conversations and observations. The visits were planned after the meeting with the by the volunteering managers who led the project manager from the Green SAM project in this direction. The tool: conversation was chosen, as this was initially planned as a first and very informal meeting, but at the end proved to be the most valuable way of getting information from the user group. Minutes are available from all three meetings.

### **Klostergadecentret (Conversation with target Group) – September 20<sup>th</sup> , 2019**

Klostergadecentret is a socio-economic association run by an employed manager and 40 volunteer seniors. They define themselves as a cultural association and emphasized that they differ from other community centres and that their users' value this highly.

"Getting into a cultural centre is important [to the users]. When you are a user of a community centre, you are old"

Klostergadecentret facilities 50 different senior associations: E.g., men's groups, patchwork, genealogy, choir, Dancing café. 100 volunteers a week come to the café and support the associations. The café has 1000 registered members and 2,000 visits per week. 65+ and up are the most common user group. The target group comes from the entire municipality. The vast majority are self-sufficient and get there without problems by bus, car, or by bicycle.

#### **Challenges:**

The most vulnerable users have mobility problems. When vision, hearing and balance fail, there is a risk of isolation. The bus is especially a problem and a challenge when you are challenged on the balance. They often hear that bus drivers drive "badly" or "dangerously" especially due to hard braking when getting on and off.

#### **Action Points:**

**Priority one:** Klostergadecentret wants to understand how the GreenSAM project can support that a more effective visiting service can be made in collaboration with churches, the Red Cross, and other senior citizens organisations. They provide examples from SIND (An associations for people related to vulnerable citizens) who have a dedicated resource to match visiting friends and the socially vulnerable citizens. They want the same scheme, so that in a match between a visiting friend and the elderly, you can focus on mobility problems so those visiting friends are also given the task of turning the elderly company into association activities / doctor visits, etc. and try out bus, on demand traffic or walking.

**Priority two:** Can GreenSAM enter a dialogue with Midttrafik (The regional public transport authority) about bus driver training.

Klostergadecentret get information from their users from the catchment area of the city regarding the on demand flexible bus scheme in Aarhus, that the users have to count on waiting time. They have experienced users who have waited for two hours for a "flex journey" and have often had to contact Midttrafik about this.

As it is now, Klostergadecentret borrows buses at community centres. They want a shuttle bus so they themselves could pick up the vulnerable group and bring them in for activities and home again; They want an in-house service

### **Hjortshøj Community Centre (Target group (1) and user group (4))**

You can use bus line 12 to the city centre and the light rail when you need public transport. A user group of particular interest is the elderly with disabilities who are at risk of becoming isolated. There are people in the local area who never or rarely come out to social events and meetings due to fear of falling etc.

The majority of users of the community centre do not have ipad, iphone, computer and the like. Therefore, it is desired those solutions should not be available analogically.

The community centre in Hjortshøj has a small bus that runs on excursions. The capacity is eight users plus volunteer driver. There are 2 volunteer drivers attached to the scheme.

### **Challenges prioritized:**

1. Everyday shopping. The senior citizens do not think “Dagli 'Brugsen” (Local grocery store) in Hjortshøj is an attractive place to shop, especially due to the prices. People challenged with balance, back problems and the like cannot come to the store for shopping and the store do not deliver to the users. Alternatives to shopping can be found in surrounding towns of Lystrup, Skødstrup and Skæring, but it is difficult to reach without a car.
2. Mejlbj (another town nearby) lacks connection to the community centre (7 km) There is a community centre bus, but you have to pay for it, and it is a barrier.
3. Visits to the doctor and dentist are difficult for those without a car.
4. There are too few planned excursions where the users go together.

### **Wishes / solutions**

1. The participants in the meeting express a desire to recruit more young pensioners and more young people as volunteers.
  - The center council will, in consultation with a volunteer consultant, investigate whether and how more volunteer drivers can be recruited.
  - Mobility can be brought into play in relation to help with recruitment if needed.
2. More information about on demand transport is required.

Community Centre Hjortshøj are planning for a prevention consultant visiting the community centre to inform about on demand transport. It was agreed at the meeting that the participants themselves arrange a meeting at the community centre with a prevention consultant and sign up for mobility with a date where Midttrafik can visit for joint event with the residents of the small towns outside Hjortshøj (Todbjerg, Hesselballe, Mejlbj, Brændstrup).

By agreement, the mobility department sends maps with existing on demand transport hubs and fares. Also, the mobility department will bring back to the responsible people in the administration that the senior users of the community centre in Hjortshøj wants a stop at DOKK1 (Municipal community centre, citizens service centre and library).

3. Users want to go to Skæring for grocery shopping

- The users dream of a couple of regular on demand trips a week to the neighbouring city. The mobility department examines whether this is possible.
- Some users already use the REMA 1000 delivery service. The community centre board is investigating whether they can help each other shop online at a weekly coffee gathering.
- The community centre board initiates planning of social trips, where shopping is included as part of the trip home.
- The mobility department investigates whether a garbage café / food bazaar can be made at the community centre, where senior citizens can come and pick up food brought out that would otherwise have been wasted. If it could become a regular feature, some of the purchasing problems could be solved with it.

#### 4. Accompaniment

The church is the coordinator of “*visiting friends*” in the area. The mobility department examines whether there is a need amongst the senior citizens for companionship to become part of some visiting friends' task. It is being investigated whether the church can then pass this on to the senior citizens and visiting friends.

#### **Sabro Community Centre (User Group)**

##### Challenges:

Sabro is growing and the community centre is located on the periphery. This means that many do not have easy access to it. There is a concern with the user board that the new subdivisions for elderly housing do not have a natural connection to either the community centre or public transport.

Lack of knowledge about on demand services. The users want a new stop at DOKK1, so they can use the many offers that are here.

Buses: The bus stop in front of the community centre has been moved after the routes were changed. There is no bus stop at the community centre. The schedule has change and is not logical for the user group. For example, a bus arrives at 9.10 and again 9.22 and then you have to wait until 10.10 for the next one.

##### Agreements for the meeting:

The mobility department arranges a visit from Midttrafik (users want to know more about on demand services - how to use it, price, where it stops, etc.) Here they also want to give their input for a new stop at DOKK1.

Sabro community centre finds a suitable event for reporting back to the mobility department

The mobility department deliver inputs about the planning in the area to relevant people in the administration.

The community centre board finds a driver and a passenger for case story in VITAL magazine about how to solve many challenges in Sabro with the help of volunteers.

These meetings were followed up by observations carried out in Sabro (the village of one of the community centres) in October 2019 and test of the personal narrative's method in a local bus in December 2019.



## Lessons learned II

The users and management at the local community centres were very willing to share their thoughts on mobility when the mobility department visited them. Many of their concerns and challenges could be solved by volunteers in the area, but there was also a need to find other volunteers amongst younger people. Other challenges should be addressed by the mobility department and the public transport authority and some of the challenges, such as the establishment of following friends should be done in cooperation with the department of the elderly and care.

Visiting the user group and the management of the community centres at their premises made a good foundation for an honest and clear conversation. As described above, not only challenges were presented to the GreenSAM management, but also solutions were elaborated.

The intention was to include the regional public transport company in the work with informing the user group about their opportunities – specifically about local routes and on demand services. It was specifically mentioned that a certain on demand service hub was needed at the library. It has been investigated, but unfortunately not been realised yet.

Due to the covid-19 pandemic the community centres closed in March 2020 and would remained closed until summer 2021.

## Recommendations II

The following recommendations for the engagement of Midttrafik was sent on March 11th 2020

- **Easier access to shopping**  
Sabro residents refer to Dagli 'Brugsen (local grocery store) as the city center. Here, the senior residents believe that they can get everything they need. The road to and from Brugsen is thus their primary route. There is a great desire to facilitate access to it. They even mention narrow and harmless sidewalks as one obstacle. In addition, the lack of opportunities for transport within the city is mentioned as another challenge.
- **Making Sabro "smaller"**  
Most of the older residents do not talk about the need to "get out of town" but rather about getting "around town". Thus, there is a greater desire among this group to improve internal transport options. They cite bus closures and fewer departures as causes that have made the city inappropriately large. They have the feeling that there is a demand between the bus stops in the city.
- **Easier access to and more information about Flextrafik**  
Far from all the senior residents in Sabro are familiar with "Flextrafik" (Public on demand transport). Many people seem interested in this solution because with flex traffic they avoid the hassle of having to walk to a bus stop. Flex traffic could thus be a solution for many, but at present it is not an available solution. They lack information on how, when and how much they can use it. In relation to this, economics also play a major role for this group, and most of them believe that the expenses within the flex traffic solutions are too high.
- **Bus line 14 must be Denmark's most age-friendly bus**  
The senior residents in Sabro should be able to experience an improvement in the level of service, knowing the driver on the bus and that when it comes to Sabro, the line can be more "demand responsive", perhaps only on specially selected departures. The main question is can this be possible within the municipality's planning paradigms, and what exactly is needed?

Midttrafik was in general positive about the suggestions, however at the same time, the covid-19 pandemic forced the country to close, including public transport where restrictions were specifically tough. Being able to keep seniors and mobility on the agenda during the pandemic has been the biggest achievement of the



project. During the following section, it is described, how new organisational setups were established to ensure that seniors will be remembered in mobility planning.

### **c. Institutionalising seniors and mobility into everyday planning practice.**

The pandemic was the starting point of two crucial activities in Aarhus that should adapt the project activities to the new situation as priorities both at the mobility department and the regional public transport authority were changed toward crisis-management rather than developing new methods for involvement of senior residents.

Even though there was a wish just before the pandemic hit from the city side to “Rethink Public Transport”, this fast became a wish to investigate how to minimizing the economic loss from operating public transport rather than rethinking it. This, however, became a key topic for a newly establish working group within the mobility department. The head of mobility and two project managers meet to address the topic “senior residents and public transport” every other week. In this group, involvement of the senior citizens council has been discussed, and one meeting with the secretary of the council has been held. The group is also having a memorandum in the making, suggesting that the senior citizens council meets with the municipal political committee of technical issues.

The work carried out as part of the GreenSAM project in Aarhus will result in an inspirational catalogue that can be used by many stakeholders in the city. The catalogue, that will also include the memorandum of understanding between the city and the senior citizens council, will consist of two main sections:

- 1) Mobility Package, how do the city and the public transport authority address the needs of the user group
- 2) Involvement framework, how can we involve the user group when planning for mobility in Aarhus.

The inspiration catalogue will serve as a guide that can be used when developing the next public transport plan in Aarhus. This will be finalised by 2023.

#### **Lessons learned III**

The inspirational catalogue is still under development. It has been delayed due to other obligations. This is also an interesting learning. The GreenSAM project is carried out as a every other task in the mobility department. The project is therefore also subject to prioritising amongst other projects and tasks that should be carried out. While working in a political administration, there will be changes in priorities over the lifetime of a project. However, the strongest institutionalisation of a project will happen if the tasks of the project are carried out as part of everyday work in the city.

## Indicators

Below in a table there are indicators of the pilot. These are set so that they support evaluating the implementation of all measures and activities and achieving all goals of the programme, project and measure. As measures and local situations are different, there are compulsory indicators that come from the project objectives and voluntary indicators that assess the aims of implementing a certain tool or realizing a pilot and that help understand if and what should be changed to use the tool more effectively (compulsory indicators in green; voluntary indicators in black).

Project indicator	Local indicator	Target value	Way of measuring	Result	Time frame
no of events	Here we are looking specifically on <b>reporting on all meetings taking place in the GreenSAM</b> , not only with the user group, but also stakeholder meetings. We will map how awareness of the project itself, the objectives, and the way of thinking the user group into our planning practice of public transport is spreading and the target group is extended.	<p>3 meetings held at community centres with both target group and user group</p> <p>3 meetings held with target groups prior to the meetings at community centres</p> <p>1 meeting held with a senior citizens council representative</p> <p>Meetings every 2 weeks between the head of the mobility department, the project manager of GreenSAM in Aarhus and the responsible for public transport at the mobility department.</p>	Everything is documented in this report	The result of the consultation meetings with the user group showed that their challenges were very much based on their everyday lives. The outcome has been discussed internally in the Mobility Department as well as presented to the Regional Public Transport Authority to encourage a stronger co-operation with	<p>Stand-alone meetings carried out in 2019</p> <p>Bi-weekly internal meetings have been held since the summer of 2020.</p>

				seniors, i.e., at community centres.	
no of participants/people involved		Approximately 20 people	Monitoring	In total more than 25 people have been involved in the project	Continuously
Materials compiled or developed during implementing the tool/ pilot					
decision makers' knowledge about the needs of senior citizens and the seniors' knowledge about green mobility solutions has increased	This is a highly relevant package of indicators for the City of Aarhus. We have early in the project introduced the idea of <b>the perceived mobility radius</b> which is a basic understand of how far everyone in the user group can reach out. In other words, is the mobility system supporting the life	Increased mobility radius	Interviews	Since the covid-19 pandemic has had huge impacts on the travel habits of the user group, it doesn't make sense to measure a perceived mobility radius. It will of course have decreased	-

	<p>that you want to live? The aim of the project is to increase the perceived mobility radius. Based on the methods that we have applied for the participatory process (primarily the “conversation”), we will have to downscale the number of participants, and instead upscale the quality of the data we get and then generalise data.</p> <p>The final output of the project will in form of a inspirational catalogue with:</p> <ol style="list-style-type: none"> <li>1) A mobility package for non-mobility professionals</li> </ol>			<p>during the pandemic, and will start to increase, but based on the lifting of restrictions rather than the related to the GreenSAM project.</p> <p>As for the decision makers knowledge about the needs of the seniors, the pedestrian strategy was presented for the senior citizens council in the summer of 2020,</p>	
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	2) An involvement package for mobility professionals			and they gave their comments to the city council. Focus was on accessibility and security.	
recommendations for changes/ to support development of green transport		One inspiration catalogue	Final Output with recommendations (mobility package)	The recommendations are available in the inspirational catalogue.	August 2021
behavioural change of participants and a decrease in perceived barriers, skills or capability of participants			Conversations to clarify if the user group has got new information and are involved more than before the project	Whether this makes sense at all must be clarified. It is not very likely that we see any change based on GreenSAM activities as they collided with the	August 2021

				upcoming covid-19 pandemic.	
improved engagement of people in silver age		Yes (Framework for consulting the senior citizens council more systematically regarding mobility)		This message has been delivered to the responsible project manager for public transport and the head of the mobility department. This also included a meeting between the secretariat of the senior citizens council and the head of the mobility department.	November 2020



as people's voice was heard, appropriate changes were done in the transport system and more silver age people are using green transport and are therefore more active in social life; their health and wellbeing have improved	<b>It will be difficult to see any direct impact of senior citizens using the respective offers.</b> And we must be very clear about this throughout the project and in all cities. One of the aims is of course to make mobility greener for the user group, but it will be practical impossible to measure it through traditional mobility indicators ( <b>such as modal split</b> ). We will rely on our participatory approaches and methods to carry out the impact assessment and base its qualitative data alone. This can be justified, as the final three bullet points above will be the end of our journey, to have the	One inspiration catalogue	Final Output with recommendations (both packages)	There is a huge focus on improving the mobility system for all in Aarhus, including senior citizens. During the lifetime of the GreenSAM project, a new accessibility strategy has been adopted and a Pedestrian Strategy was approved in March 2021. During the public hearing of the pedestrian strategy, the GreenSAM	May 2021
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	<p>participatory methods and the knowledge gathering institutionalised. The aim of the impact assessment is therefore also to organise data and knowledge in a way that is applicable for public authorities. In that way, we get a high impact from the project, only if we understand how to make the data describing the impact useful.</p>			<p>project manager consulted the Senior Citizens Council and got their feed back on how they feel that accessibility should be addressed in the plan. After the hearing the plan was adapted where possible.</p> <p>Both with focus on accessibility, safety and security.</p> <p>There are ongoing organisational changes in the</p>	
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				<p>administration, moving public transport planning closer to the planning of a coherent and age- friendly mobility system.</p> <p>The inspirational catalogue will be used as a guide for the elaboration of the new public transport plan of 2023.</p>	
<p>increased capacity of urban transport actors (authorities, ports, infrastructure</p>	<p>The final output of the project will be in form of a inspirational catalogue with:</p>	<p>One inspiration catalogue</p>	<p>Final Output with recommendations (involvement package)</p>	<p>When the catalogue is delivered to key actors in the</p>	<p>August 2021</p>

providers and operators, transport users)	<ol style="list-style-type: none"> <li>1) A mobility package for non-mobility professionals</li> <li>2) An involvement package for mobility professionals</li> </ol>			municipality it will be accompanied with a short survey, so that we can assess how the catalogue will be used by the recipients.	
increase in the effectiveness of green urban mobility offers through higher shares of senior citizens using the respective offers (significant increase in the number of senior citizens using the bicycle sharing systems, increase the acceptance and confidence of senior	<p><b>It will be difficult to see any direct impact of senior citizens using the respective offers.</b> And we must be very clear about this throughout the project and in all cities. One of the aims is of course to make mobility greener for the user group, but it will be practical impossible to measure it through traditional mobility indicators (<b>such as modal split</b>). We will rely on our</p>			<p>Since the covid-19 pandemic has had huge impacts on the travel habits of the user group, it doesn't make sense to measure a perceived mobility radius. It will of course have decreased during the pandemic, and will start to</p>	

citizens towards Shuttle-on-Demand services)	participatory approaches and methods to carry out the impact assessment and base its qualitative data alone. This can be justified, as the final three bullet points above will be the end of our journey, to have the participatory methods and the knowledge gathering institutionalised. The aim of the impact assessment is therefore also to organise data and knowledge in a way that is applicable for public authorities. In that way, we get a high impact from the project, only if we understand how to make the data describing the impact useful.			increase, but based on the lifting of restrictions rather than the related to the GreenSAM project. It will not be possible to see the impact within the lifetime of the project, but it will be monitored in the future when implementing the Pedestrian Strategy and when preparing the next Public Transport Plan for Aarhus in 2023.	

improved capacity to implement participatory processes	inspiration catalogue is used to increase the quality of engagement and decision making	Yes	When the catalogue is delivered to key actors in the municipality it will be accompanied with a short survey, so that we can assess how the catalogue will be used by the recipients.	Yes	
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## Impact

We have an impact of the project, when we can change something and when the challenges regarding mobility for the user groups is understood and can be met by the public authorities. As the project has been influenced by the COVID-19 pandemic, and as previously described, the priorities of mobility authorities and the seniors during this time has changed dramatically, it has been very difficult to create real and visible impact. As the aim is to qualify the debate about public transport and finding new improved ways to get information from and give information to the user group, it was a challenge that we could not build on already existing practises during the pandemic.

The project results in Aarhus, therefore leads towards a potential institutionalisation of planning for Green Silver Age Mobility in both the mobility sector and the health sector, when things returns to normal.

## Success

The project is successful if we have managed to a) involve the user group in the development of better services for seniors, b) point out the barriers, bring forth the recommendations and ensured that they are integrated in the decision-making.

More information about the success of the project can be found from here:

[www.greensam.eu/portfolio/pilot-city-of-aarhus/](http://www.greensam.eu/portfolio/pilot-city-of-aarhus/)