



## Project

### **What is this project about?**

MaaS4EU is an EU Horizon 2020 funded project exploring possibilities of new mobility services. If you would like to know more about the overall project and the partners involved, please visit: <http://www.maas4eu.eu/>

### **Why do you need participants in the project?**

Part of the project is examining how new mobility services impact travellers decisions. As such, we are inviting citizens to take part our surveys so we can understand how they travel now, and how they would with the introduction of new services. We also collect information about their preferences for the new services, so we can create these to best fit their needs.

### **What does this survey entail?**

The first wave of the survey has 4 steps: (1) complete pre-survey, (2) download MaaS4EU app, (3) complete 7-day activity diary, (4) complete post survey.

### **How long will this take me?**

The pre-survey asks questions about your current travel habits and preferences for potential new services (approx 10 min to complete). The MaaS4EU app can then be downloaded from the app store and all you need to do is log in with your details and activate the tracking (approx 3 minutes). Then during the next week, whenever you have time, log back into the online user centre to verify you activity diary (approx 10 minutes). Finally, after the 7 days, we ask you to full out a post-survey to let us know about any issues you encountered (approx 5 minutes).

### **Why do you need so much information?**

In order to develop the transportation network and bring new solutions to ease you travel in and around the city, researchers and policy makers need information about the way you travel and your preferences for new mobility solutions.

### **What happens after I've completed all steps of the survey?**

After completing all the steps of the survey, you are welcome to keep tracking yourself if you wish. We would also like to invite you back for the next phases of the project in the coming years, when we will provide real services to users. Hope to have you on board!

### **What will the results be used for?**

The data and the models developed with them will be used to help make better transportation decisions, including where best to invest in projects to improve the efficiency and reliability of the daily travels of citizens.

### **Will you keep my data confidential?**

Confidentiality is critical to the success of our survey. We want you to feel secure in providing candid responses to our questions and in providing us with your travel information. All information will be held in strict confidence. For more information, please see our Privacy Policy [here](#).

### **What if I need help or I would like to talk to someone?**



If you have any questions/ concerns or need help, please send us a message via the chat function at the bottom of this page. Alternatively, you can contact our team at: [info@maas4eu.eu](mailto:info@maas4eu.eu) We will do our best to get back to you as soon as possible.

## Mobile application

### **Can more than one user be on the same account?**

Because the application tracks locations, if more than one person uses the same account the traces will be incorrect. Please have each household member create his or her own account.

### **Can the application be used on more than one device?**

You may run the application on more than one device; however, you should only be signed in to one account at a time. If the application is tracking locations on more than one device, the location traces will be incorrect.

### **Can I run the application on my iPad?**

The application will run on the iPad; however, you may find that it drains the battery fairly quickly. The app is primarily designed to be run on smartphones.

### **Do I have to have a data plan to run the app?**

You do not need to have a data plan to run the app. Under the app's Settings Data Sync preferences, you may set the app to sync collected data using a mobile data plan only, Wi-Fi only, or both the Wi-Fi and mobile data plan. If you do not have a data plan, you may set the sync to "Wi-Fi only".

### **How long should I run the app?**

The app may be run at all times for maximum data collection; however, should you wish to discontinue use of the application due to battery concerns, because you are not currently moving, because you do not wish to record certain traces, or for any other reason, you may turn off the tracking within the app.

### **How much of my data plan will the application use?**

While the amount of data uploaded will vary depending on your phone model and travel patterns, on average, the daily data usage is about 4 – 8mb. For 7 days of participation, the total will be about up to 56 mb.

### **What about my phones battery?**

It is possible that use of this app on top of your normal phone use will drain the battery faster than the rate to which you are accustomed.

You should plan to charge your battery regularly and monitor the battery level.

## Activity diary

### **What if my activity icon is in the wrong location?**

Your activity location may be slightly off due to the aggregation of data points. In these cases, you may move the icon by clicking on it with your mouse and dragging it to the proper location.

### **What is the difference between non-travel activity and travel activity?**



A travel activity is when you used a mode of transportation to move between two locations. This mode can include walking or biking in addition to motorized forms of transportation. A non-travel activity is something that you did when you stayed at one location, like shopping, work, a medical appointment, or staying at home, for example.

**What is a change mode activity?**

Sometimes, you will use more than one form of transportation to travel between activities (for example, walking to the bus stop, or transferring from car to a bus). The “change mode” activity reflects that point of change.

**What if I have changed my mode but this activity is not reflected in my activity diary?**

If you know that you have changed mode, but this is not shown in your diary, please treat this as a missing activity and add a non-travel activity.

**Why are “exclamation points” showing up on my activity?**

If the times shown for the activity are inconsistent (for example, if an activity is shown as ending before it started, or if two activities overlap), the display of that activity will change to indicate the error.

**Why are my traces so ‘spiky’?**

Our app uses GPS, GSM, Wi-Fi, and accelerometer data. Sometimes, when GPS data isn’t available, we will collect location data from the nearest cell towers, which give us less accurate locations. This data collection will result in ‘spiky’ traces, or straight lines between activities.

**What if I participated in more than one activity at a certain location?**

If you took part in more than one activity, first choose the activity that you would consider ‘primary’ and then choose the additional activities.

**What do the asterisks after my start and end time on my first and last activities of the day mean?**

One asterisk indicates that an activity began on the previous day, while two indicate that the activity continued into the following day.

**What if I travel to another city or country while running the app?**

The app is created so that it can track travel anywhere in the world, so don’t be worried if you travel.