

Ministerie van Infrastructuur
en Waterstaat



Kennisinstituut voor Mobiliteitsbeleid (KiM)

Toegang geweigerd: Digitale ongelijkheid in het slimme mobiliteitstijdperk

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Niels van Oort

CVS 2019, Leuven

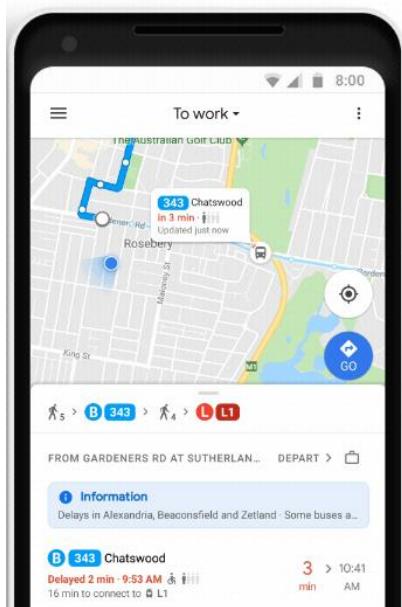


Even over mezelf

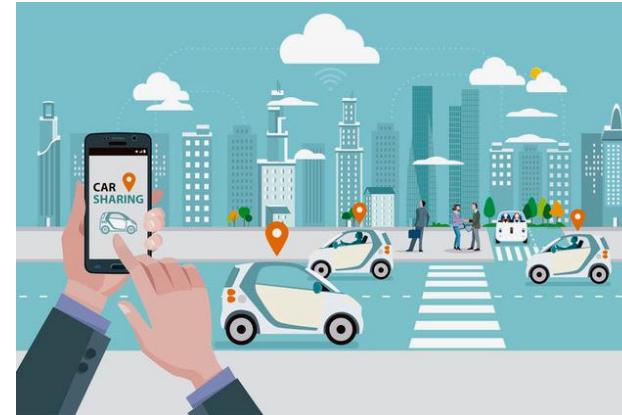
- › Onderzoeker bij het KiM
- › PhD-kandidaat bij de TU Delft



Digitalisation in transport services



want.nl/google-maps-realtime-train-bus/



Whim Unlimited

499€

per month (cancel any time)

INTRODUCTORY OFFER

Modern alternative for owning a car. At the price of owning a car you get unlimited access to public transport, taxi or a car according to your daily need.

Whim



2.5 Miljoen mensen digitaal niet meer zelfredzaam

Algemene Rekenkamer (2016)

'Ook voor digibeet moet ov toegankelijk zijn'

De Telegraaf, 14 mei 2019

Rover:

20 mei
2014

Onvoldoende aandacht voor reiziger bij digitalisering

15 mei
2019

"OV moet ook voor digibeten toegankelijk blijven"



Research agenda

- > Who encounters difficulties?
 - 'At-risk' groups
 - Latent issues within the population?
 - Coping strategies?
- > Outcomes?
 - Contribution digital inequality to transport disadvantage?
- > Strategies to address this?



In the rest of this presentation

Why is it relevant to investigate the potentially exclusionary effects of digitalisation in transport services?



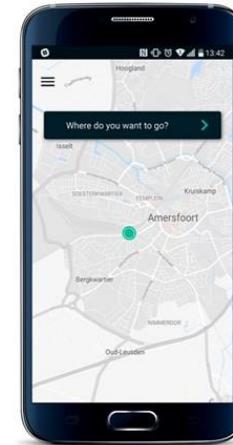
ICTs play an increasingly important role in transport services



The Guardian – Alamy



Dominant: schone mobiliteit is een dienst; vervoersmiddelen zijn laagdrempelig toegankelijk, eigen bezit (vooral in stedelijke gebieden) minder noodzakelijk en aantrekkelijk.



Tranzer

ITS in de praktijk: slimme mobiliteit voor groenere steden

Connekt



Digital inequality research

Attitudes and
motivations



Digital inequality research



Algar Telecom



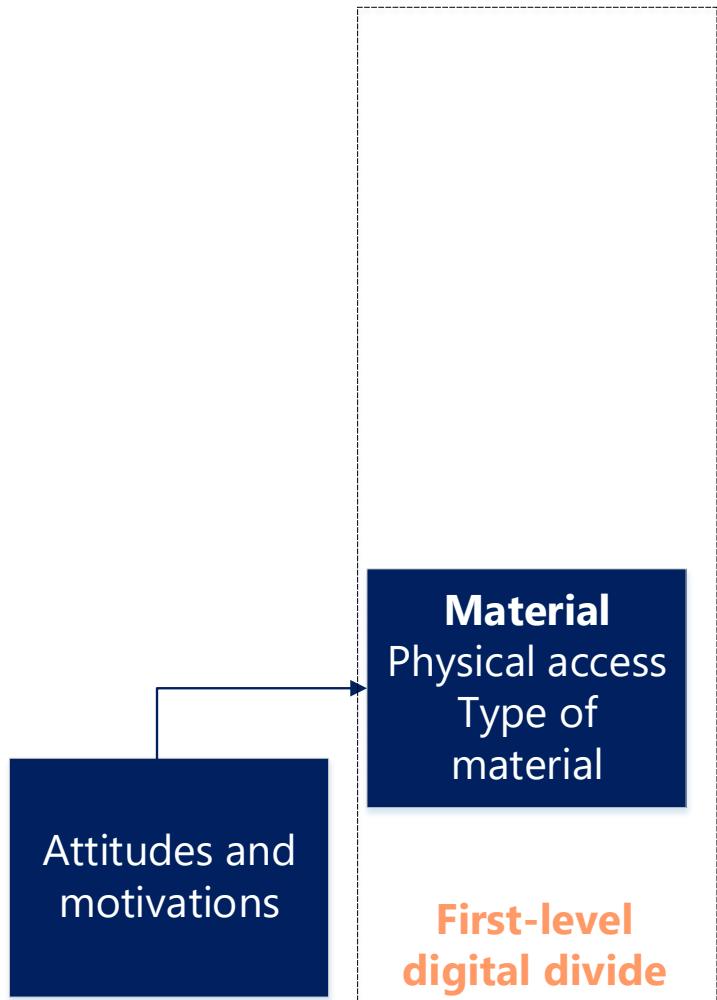
Greenmouse Technologies



MetroNieuws



Digital inequality research





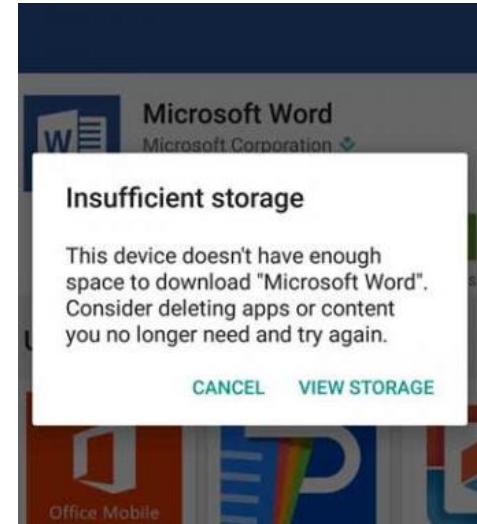
Digital inequality research



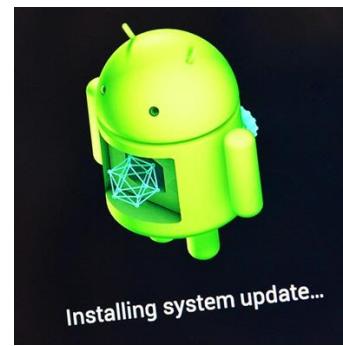
SpeedCheck app



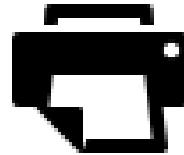
Senioren Tablet



Screenshot Android

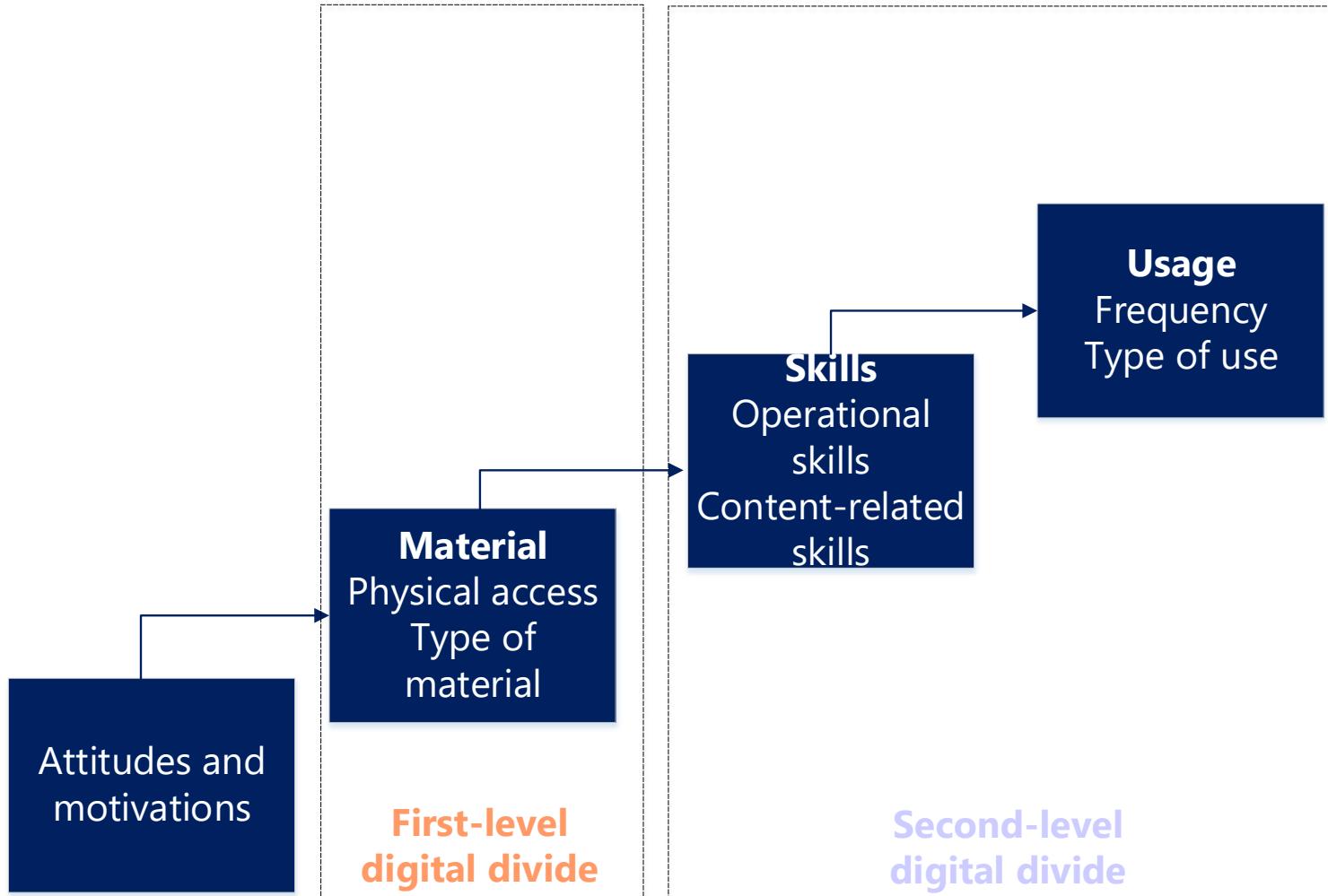


Picture Android screen



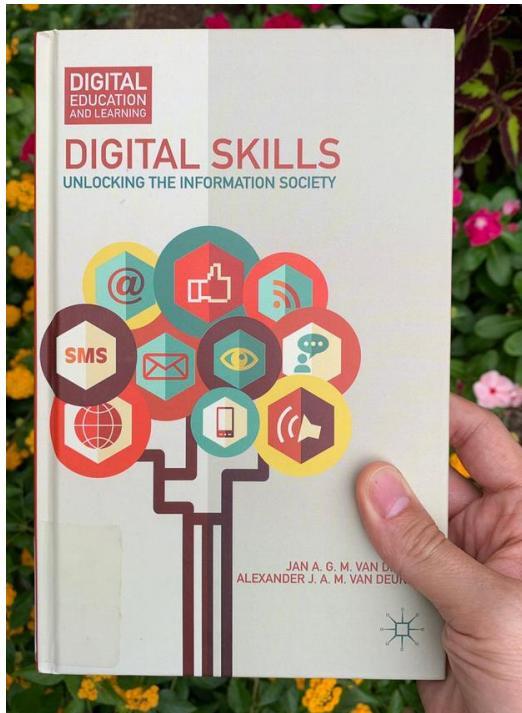


Digital inequality research





Digital inequality research

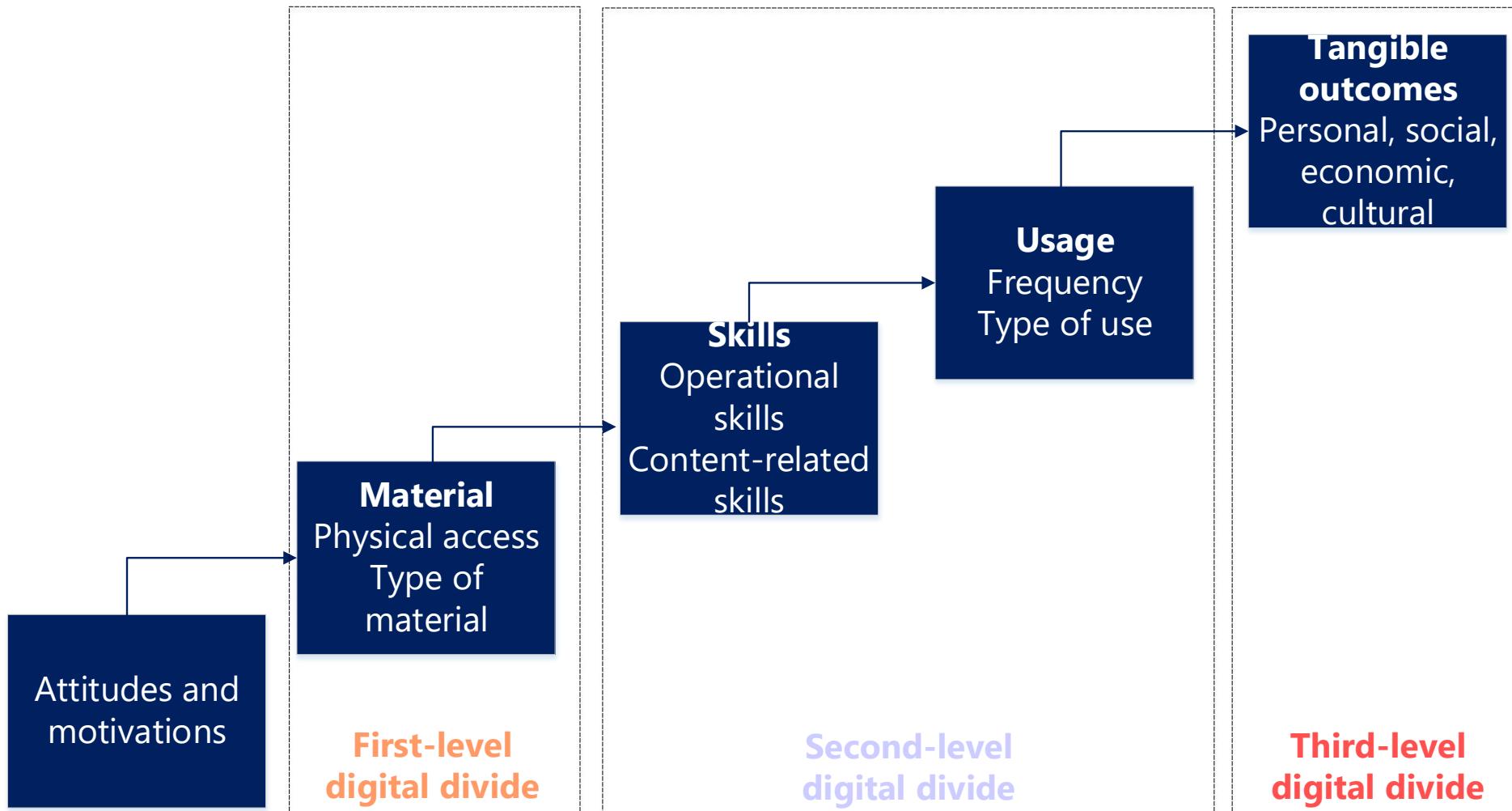


Twitter; Cristobal Cobo





Digital inequality research





Digital inequality research

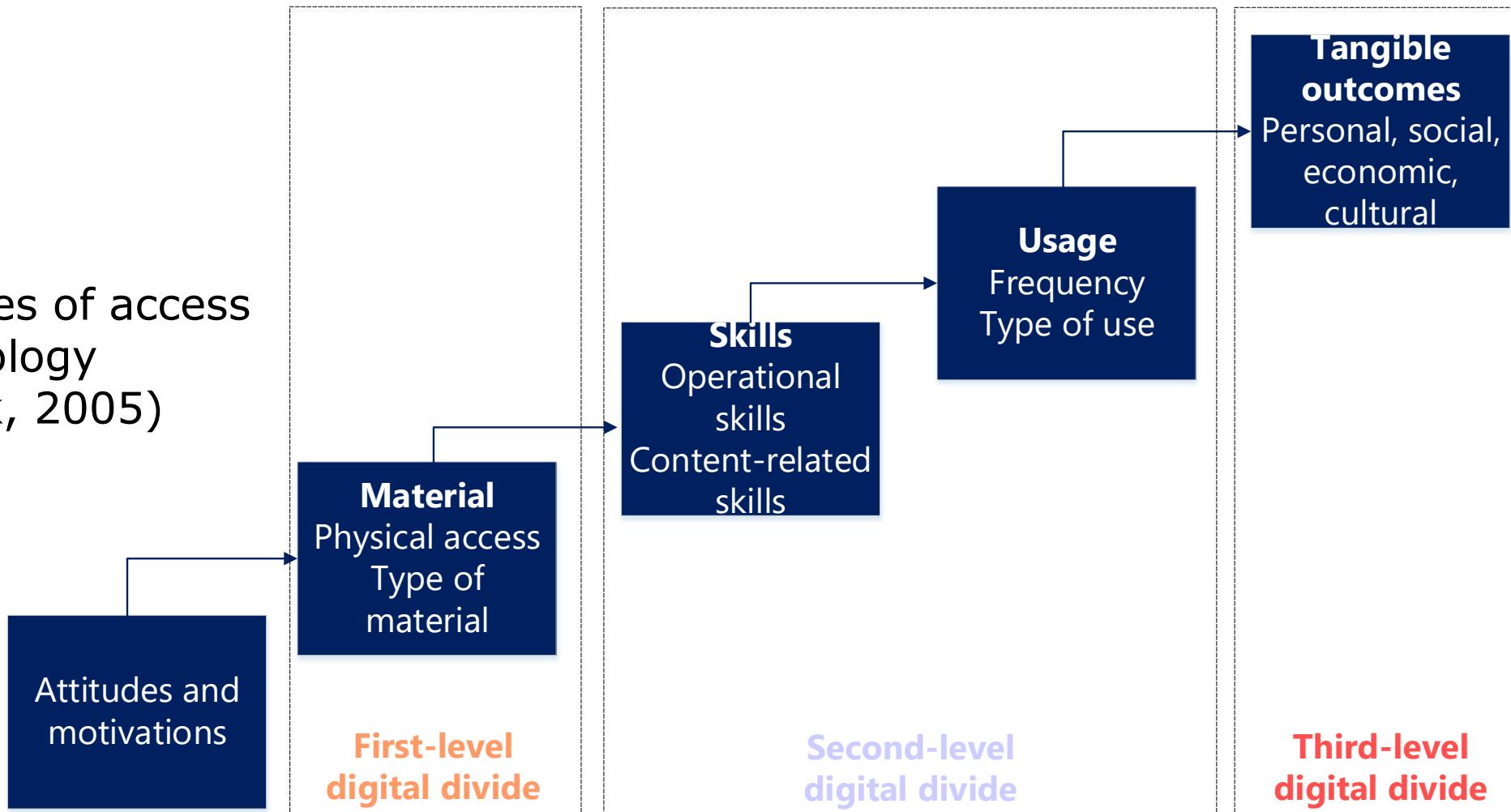


Joe.ie



Digital inequality research

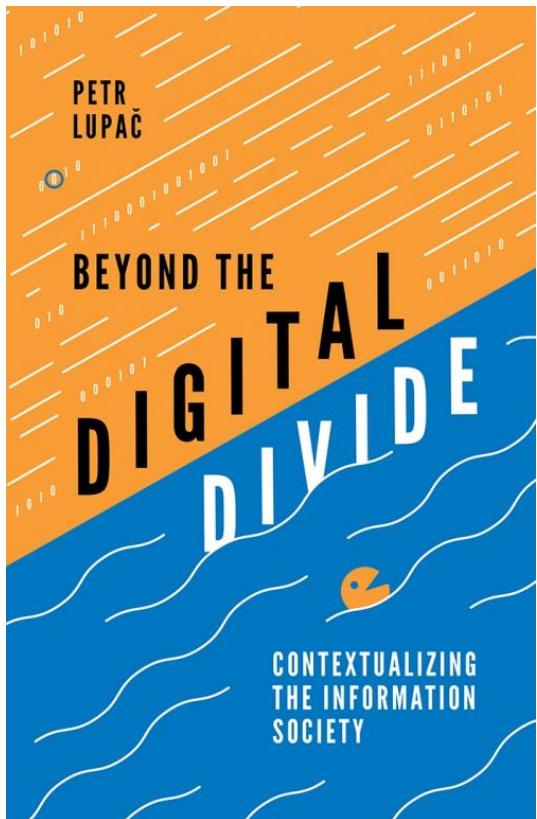
The stages of access
to technology
(Van Dijk, 2005)





'Digital by default'?

Attitudes and motivations



Indispensability



Voorbeterov.nl

A decade ago (in the US and Canada):
“Other [PT operators] suggest that [...] the new Web and smartphone applications are merely optional gadgetry that only builds upon the existing baseline of available information for the sake of convenience” (Rizos, 2010)



Conclusion

- › Trend to rely on ICTs in transport services likely to keep going on (and it benefits many!)
- › Who are we leaving behind, with what consequences?

- › Literature on that topic in its infancy
- › We need more research



Planning

- › Interviews with policy/operators/consultants/scholars

In 2020:

- › Spring: KiM report
- › Scientific paper: literature review
- › First fieldwork



Vragen?



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