**Research questions and routing of the semi-structured interviews**

**Main research question**

To what extent does digitalisation in transport services impact the mobility and consequently the social inclusion of people?

**Sub-research questions**

* To what extent do vulnerable groups experience difficulties coping with digitalisation in (public) transport services, and what kind of difficulties are these?
* To what extent do vulnerable groups develop (consciously or unconsciously) coping mechanisms to deal with digitalisation in (public) transport services, i.e. to go about with their mobility (or not) and to participate to activities of value for them (or not)?
* To what extent is vulnerable groups’ mobility enhanced or restrained due to digitalisation in (public) transport services?
* To what extent do low levels of engagement with digital technologies in (public) transport services contribute to transport disadvantage and transport-related social exclusion?

**Routing of the questionnaire**

