

FOR CITY COUNCIL MEMBER Michele Fioroni

1. "How did you come up with the idea that started this project?"

The main reasons that led to the realization of the project was the age gap between people who do not know how to use digital services correctly and those who are used to it. This problem is found above all in elderly people and given that little inclusion has been created, people's digital competence had to be increased.

2. "What were the main reasons for the implementation of the project?"

The main reasons that have pushed to the implementation of the project are the necessity of public services for the digital competences, the need to use technology with an analytical method and the necessity of digital inclusion for development.

3. Are you satisfied with the project?

They are not fully satisfied with the realization of the project because they are still far from the idea of modern innovation and would like to go beyond simple social inclusion.

4. Will it end here or will you expand later?

They have implemented an acceleration programme of enterprises in which they have incubated regional resources. They would like to take young people's ideas for business and give them the legs to realize them.

FOR THE DIRECTOR OF THE SERVICE WHICH DEALS WITH DIGIPASS ASSISI Sabrina Paolini

1. The project was financed with the FESR 2014 -2020 Regional Operational Program of the Umbria Region. Why did the Region choose to allocate part of the program resources to DigiPASS?

The region chose to allocate part of the resources of the program to DigiPASS services since they want to bridge the digital criticalities and the digital gap of citizens. In fact a large number of citizens do not know how to use technology.

2. How will you possibly manage to keep the project running?

From the 2014-2020 program they will move on to the 2021-2027 program: the programming is consecutive and they will take the good from the old to evolve it.

3. The end date is not visible on the Opencohesion page. If the project ended, when did this happen? If it is not completed, how do you intend to continue and with what timing?

The projects were partly financed by Europe at national level and partly by the region. DigiPASS collects data of all projects at regional level. Projects should be closed by June 2023. The project has been over for some time. Some projects are lagging behind but it was completed by June 2023 despite the date not being entered. There are 12 projects, there is a time gap but they are all completed.

4. How is the progress of the project monitored?

All projects have physical and financial monitoring. Each euro must be reported.

FOR REGIONAL OFFICIAL Andrea Castellani

1. Was there any market research before the start of the project? What were the results?

The City council member carried out market research prior to the project, traveling to large cities, such as Seattle and San Francisco, which are also the main research centers, to get information to start the project in our country.

2. How long did it take to plan the DigiPASS Assisi?

The design of the DigiPASS Assisi took a semester. Twelve projects were made considering the different needs of the 12 social areas that participated, like Assisi .

3. Are the people in charge of Digipass services volunteers or employees?

Digipass service providers are digital facilitators and cannot be defined as volunteers nor employees.

4. How were the funds used and by whom?

The funds are used by the municipalities and 20% was used for local renovation to adapt the buildings to Digipass use. 30% was instrumentation and purchase of technical products; 50% was used for the organization of free events.

5. Why is the payment, according to the Opencohesion page, not fully made?

The project has been concluded and payments have been made, but reporting has not yet been made and uploaded on the Opencohesion site.

6. Has an existing building been built or used?

Already existing buildings have been used, 20% of the funds go in fact for the restoration of the seats.

7. Did you face any difficulties during the implementation of the project? If yes, how were they solved?

The biggest difficulty was the ability to advertise these places and to make people understand that there is someone available to help them.

8. What events are organized?

There are events with open participation, but you can organize specific events by inviting people of different age groups (teenagers, adults, seniors).

9. How is the project advertised?

The project was spread through online advertising and billboards scattered around Perugia and surroundings.