

IC-IC: Enhancing interconnectivity through infoconnectivity

Enhancing interconnectivity of short and long distance transport networks through passenger focused interlinked information-connectivity

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Coordinator: STAR, Nuray Kous-Giousouf



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Project Information

Abstract

If you arrive by air in Europe, information is provided in the local language and - usually - also in English. Our information systems are hostile to visitors who do not speak these two languages. Can Europe afford to disregard all possible visitors (many of them potential tourists) who neither speak English nor the local language?

The ageing population is steadily growing. Should older people stay at home? Optimising information for travellers with special needs is possible. Employing an "Age Simulator", a special suit, developed for simulating the problems old age people encounter when they climb stairs or operate self-service equipment will lead up to insights on which information could be improved.

A traveller who needs to transverse from one transport system to another is expected to adjust to infrastructures determined by technological principles at interfaces at given borderlines where he/she enters a new world in which other rules and conventions apply. No chance for her/him, to get information beforehand - if we exclude the possibility to find it on the Internet. However, most Internet information is good for computer screens. Without a computer you have difficulties, and even if you have one, without having obtained most, if not all information, prior to departure at home or in the office, you might get lost. Designing information (systems) for people on the move, able to access the information they need at a given time in a given situation is a design challenge worth taking on.

The effectiveness of public transport often depends on how long it takes to change between different modes/lines of transport. This can become even more critical when it comes to transferring from long to short-distance transport networks and vice versa. If "interconnectivity/intermodality" between transport networks is to be enhanced, measures focusing on improving "InfoConnectivity" between transport networks and their customers are indispensable. Highest possible effects in accelerating passenger transfers may be expected by introducing the concept of intertwined information of and between transport networks. Other aspects to be considered are, as said above, problems encountered by old age passengers, by visitors unfamiliar with local conventions and by (potential) travellers who neither understand the local language nor English, which usually is provided, at least in air terminals.

IC-IC develops an ICS (InfoConnectivity System), involving the airports of Amsterdam, Frankfurt, Paris and Vienna, related ground transport and airlines, representing both short- and long-distance transport.

By providing currently missing information, which travellers already wish to have with regard to facilities and services of their next immediate destination and/or next transport provider(s), the ICS is expected to improve the travelling experience and to increase the ease of change between transport modes. Much of such information can be provided while waiting, e.g. in the airport train/bus, the lounge, the airplane, utilizing camera mobile phones to connect to information provided by QR (Quick Response) codes, and mobile phones fitted with NFC (Near Field Communication) able to connect to respective tags.

To provide ICS information to the multi-lingual target group of travellers, language translation software will be employed to offer all information in 14 languages if required, with English as the reference language. Requirements of the ageing population are considered by utilizing the "Age Explorer", a suit that lets test persons experience the obstacles old persons encounter when moving, filling out forms, operating "Self Check-in", or a ticket machine.

4500 persons in three different countries were interviewed, information of Stakeholders collected, model ICS applications developed and implemented to serve in real live situations. The effectiveness of the InfoConnectivity improvements will be assessed with regard to travel experience and/or gained ease of passenger transfer between transport networks.

Project Goals

- Identification of current practice in passenger focused information in interconnections between short- and long-distance transport networks
- Suggestions of innovative passenger focused information supply
- Suggestions of mobility enhancing concepts of interaction between transport networks and their passengers in zones of intertwined information
- Model applications to show how intertwined information, "designed for all" in a multitude of languages, could work
- InfoConnectivity guidelines for optimization of existing interfaces between transport networks and passenger target groups addressing design, planning and deployment aspects

Project Partners

- Star Engineering GmbH (Coordinator, Germany)
- IIID - International Institute for Information Design (Austria)
- FH JOANNEUM Gesellschaft M.B.H. (Austria)
- Stichting Hogeschool voor de Kunsten Utrecht (The Netherlands)
- Hochschule der Medien (Germany)
- Ecole Nationale Supérieure des Arts Décoratifs (France)
- Attoma sarl (France)
- IN2 search interfaces development Ltd (England)
- Fuenfwerken Design AG (Germany)
- Fluidtime Data Services GmbH (Austria)
- ESPI Designers bv (The Netherlands)

Contact Information Coordinator

Nuray Kous-Giousouf
Star Engineering GmbH
Otto-Lilienthal-Straße 5
71034 Böblingen
Germany
E: Nuray.Kous-Giousouf@Star-Cooperation.com
T: +49 7031 62881027
F: +49 7031 6288199