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1. Project Proposal Information

Project Proposal Title	Door to Door Passenger Assistant
Project Proposal Acronym	D2PASS
Call	Mobility for Growth 2014-2015
Topic(s)	MG1.3 - Seamless Air Mobility
Keywords	Airport, Personal Assistant, Multi-agent systems
Abstract (Max. 2000 words)	Nowadays, airport passengers are suffering a lot of problems with respect to other transport modes due to heavy security procedures, longer time to organize the travel, numerous steps to cope with embarking procedures and lack of personalised information services. The last become the most critical when the door to door travel is taken into account due to the complex process bringing any passenger from its current door up to the destination door. If you look at the airport, it is often well structured to give basic information to passenger but rarely you can find personalised services supporting in the airport site crossing. When you try to organise a door to door travel, it became a wood of travel and ancillary services to aggregate and manage. Even using available calendar based assistants, for frequent flyers and tourists manage a complete travel is a nightmare. Tragic experiences are faced when there is a flight disruption in particular in some critical time slices. Moreover, business travellers using general aviation are in a worst position due to the absence of information channels reserved to commercial flights. It is even more complicated when they use secondary or tertiary airports because in this case sometimes even basic information are not available or partially available through hard-to-get aviation standard information channels. Even Passenger with Reduced Mobility are in a bad position due to the lack of adequate location based services. When the passenger arrive at the airport, if not accompanied, generally has to fight before gaining the due support by dedicated airport services specially when they arrive by car.

	All these problems are panEuropean and cannot be solved locally because door to door travels involve different countries, different airlines and different travel service providers. Important steps have been performed by Europe in the frame of SESAR and CDM procedures. Following these good experiences Europe is titled to extend gate to gate CDM approach to other contiguous segments to certify A-D2D airports as a more graduated patent then A-CDM. The lack of a credible solution in the next years could compromise expected traffic growth moving passengers on other modes that are now cheaper and faster to use. The driving idea of D2PASS is based on the conception of an hand free intelligent personal assistant able to interactively support any airport passenger in ~~planning~~ organizing his door to door travel and gaining awareness of the current status of each travel element. The challenge is more than integration of services in a mobile platform easily exploitable by any kind of passenger. Forecasting of travel deviations will be a core facilities around which the personal assistant will be able to alert and support for a rearrangement of any door to door element. Multimodal approach will be followed by strictly avoiding to implement multimodal tri planning services but integrating available web oriented trip planning services to acquire related data and references to build up the global itinerary and maintaining updated each travel segment. This approach to leverage the power of the assistant on the existing travel planning capabilities and to le open to any future extension the result of D2PASS study. The research of human interaction with a mobile device will be strongly coped to dramatically simplify the exploitation of such enhanced services. Emphasis on PRM will be given to design services able to improve passenger assistance at any stage of the travel path through mobile interfaces. Augmented navigation and augmented reality technologies together with Indoor positioning will be analysed both to improve technology effectiveness in the airport arena and to augment passenger experience supporting advanced way-finding services within and outside the airport. The human interaction will be conceived to be applied even to operative staff. Operators will be assisted using a similar model of passenger where

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	travel steps will be tasks assigned and vehicles will be transportation means to be used.
Project Description (Main Work Packages)	Analysis of passenger requirements Definition of the reference system Definition of validation modality Implementation of a field demonstrator Live demonstration session management and results dissemination
Current Consortium (Partners, Organisation Types)	Software Design S.p.aItaly SICTA Italy CIRA Italy GESAC Italy Muoversi CAMPANIA Italy Disabled People International Belgium Engineering Belgium Belgium FL3XX Austria
Deadline for Responses	18 March 2014

2. Profile of the Partners Sought

Organisation Type	
Required Skills and Expertise	Indoor Localization, Personal Assistant Tools, App
Role in the project	Participant
Other Requirements	Experience in airport ICT business

3. Project Proposer Information

Name of the Organisation	Software Design
Organisation Type	SPA
Country	ITALY
Fields of Activity	AIrport ICT solutions
Contact Person	Luigi Perreca

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Position in the Organisation	Marketing Director
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Previous FP Projects Participated	None.