GOOD PRACTICES – PUBLIC TRANSPORT INTERCHANGES

INFORMATION ABOUT THIS GOOD PRACTICE IS PROVIDED BY THE CALABRIAN REGIONAL ADMINISTRATION (PP1)

MULTI-CHANNEL INFORMATION SYSTEM ON MOBILITY AT REGIONAL SCALE

General information

Description

The Service Centre "Moving" acquires, processes and distributes information about the entire mobility system of the Campania Region. The particular characteristics of the service are: completeness of the information related to the entire regional system of mobility, and the "intercanalità", namely the dissemination of all media from the data and information received and processed by the center.

The information is acquired either directly interfacing with the operators of transport systems that operate in the region. The direct acquisition takes place using video cameras for traffic monitoring, placed on the main roads of regional interest. The interface with the operators is defined both by the level of computerization of the managers that the type of information to be acquired. In some cases it has been made a direct connection between the service center and the central control period, in other occurs through the transmission of text messages. The information thus acquired are included in the database of the computer platform.

When preparing the information to be validated and localized. The location allows you to correlate information from different sources and related to the same geographical area. At each item of information is assigned a priority level based on the type of the transport system and the duration of the event. The priority level assigned to information regulates the spread.

For the distribution of the news editors of the Service Center produces newsletters (audio and video), containing real, virtual animations and virtual animations on real

images. The information is disseminated through the dedicated website, also available in mobile format, and the facebook page.

Backround and Context

"Muoversi" was realized in 2004 and was:

- Reported among the projects submitted for the Prize "Regionando 2005, le Regioni e le politiche per la sicurezza" given to the Forum for Public Administration;
- Winner of the "Progetti, sistemi e soluzioni per lo sviluppo del sistema città – edizione 2005", promoted by Assolombardia and ATM, in "Il cittadino al centro del sistema mobilità e degli altri servizi pubblici";
- Included in the report EITO 2005, European Monitoring Centre for Information Technology, one of the 12 best practices in Europe.

The Service Centre interfaces with the Capodichino Airport (Naples), with the managers of roads (Tangenziale di Napoli, Highways, ANAS), with the Municipal Police of five provincial capitals, with the managers of rail transport services (Circumvesuviana, Metronapoli) and the operators of public transport services by road (ANM, SITA, AIR and others). In the following the main organizational architecture of the service is proposed and the facebook page.
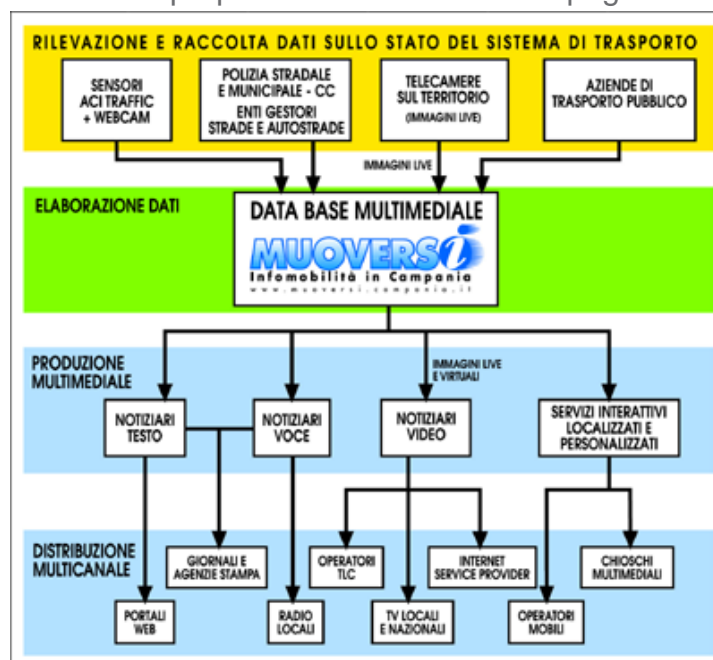
Policy design details

Policy Design Steps and Timing

The project was launched in 2004, with an initial trial of 2 years and thereafter regime. To date, the cooperation between the Region and ACI is regulated by a Convention with start date in April 2012 expiring in June 2015.

Actors Involved

- The Campania Region - Department of Transportation - has financed the construction of the Service Center;

- ACI - Automobile Club of Italy - the technological partner in the region, has designed and built the system;
- ACAM - Agenzia Campana Mobilità Sostenibile - coordinates the activities of the project moving.

Decision Making Process

The decision making process is regulated by Campania Region and ACI.

Implementation details

Implementation Steps and Timing

The creation of the service center took about 5 months.

To date, the cooperation between the Region and ACI is regulated by a Convention with start date in April 2012 expiring in June 2015.

ICT/Infrastructures needed

FTP server access.

In this first stage, the data and the information are collected in service center database.

In this second stage, the information coming from heterogeneous sources are processed and validated according to the reliability of the source. The system also checks, using the geo-information, the absence of errors .

In this third stage, the news is provided by the Service Center to all media participating in the project, by several channels (e.g. video, radio , web, etc.).

At first there was a server in a operative platform; successively, the server is available on cloud computing. The operative platform is connected at web and it is accessible by any remote user. Moreover, there are a network of 40 webcam to traffic monitoring finalized to informer real time. The total cost (ICT and Infrastructure) is about 400'000 €/year.

Human Resources

- 5 operators;
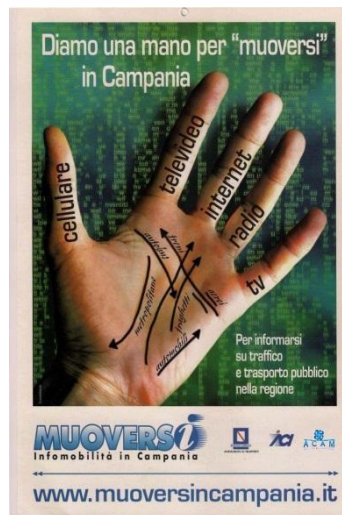- 1 coordinator;
- Several technological partners.

Monitoring Procedures

The monitoring process is realized by Campania Region and ACI.

Supporting Mechanism

Awareness/Information Campaigns

To raise awareness of the service, various information campaigns have been carried out over the years; e.g.:

Partnerships/Key Supporting Stakeholders

Synergic action among:

- Campania Region;
- ACI;
- ACAM.

Results

Qualitative Results Achieved

The project allowed to extent the monitored area of Campania Region.

Key Considerations

Primary Obstacles

Limited available to release traffic data by local authorities.

Critical Success Factors

Strong technical and administrative coordination and support from all partners.

Transferability Considerations

The project has been designed to be transferable.