Discussion: Service quality

Subject: The provision of assistance services for travellers with reduced mobility and disability (PRM)

Proposed title:
PROMOTING TECHNOLOGICAL INNOVATION FOR THE COMPLETE USE OF INFORMATION IN THE STATION AREA (focus 1.2)

Brief context
The proposal consists of the development of hardware and software technologies aimed at supporting passengers with disabilities and reduced mobility throughout the railway system.
Currently, RFI is working to create an app that can guide PRMs in all phases of travel. In particular, the software tool should provide a series of information and functionalities that can facilitate travel, regardless of the person's disability.

Proposal
The goal is to create a mobile application with the following features:
1) provide indications on the accessibility level of a given station (info accessibility);
2) request the Sala Blu (Blue Room);
3) guide PRMs through the station spaces (indoor geolocation);
4) provide information on the circulation of trains and their positioning on arrival platforms;
5) update the passenger during the journey.
Indoor geolocation (point 3) is carried out using beacons that, working with the application, can provide the position of the user with little margin for error. In this way, PRMs will be able to autonomously identify obstacle-free routes around stations.
This mobile software implementation would reduce the current gap regarding the public information process, which is sometimes compromised.
The study is being carried out by various companies, together with Almaviva. The official drafting of the project road map is scheduled for the end of February.