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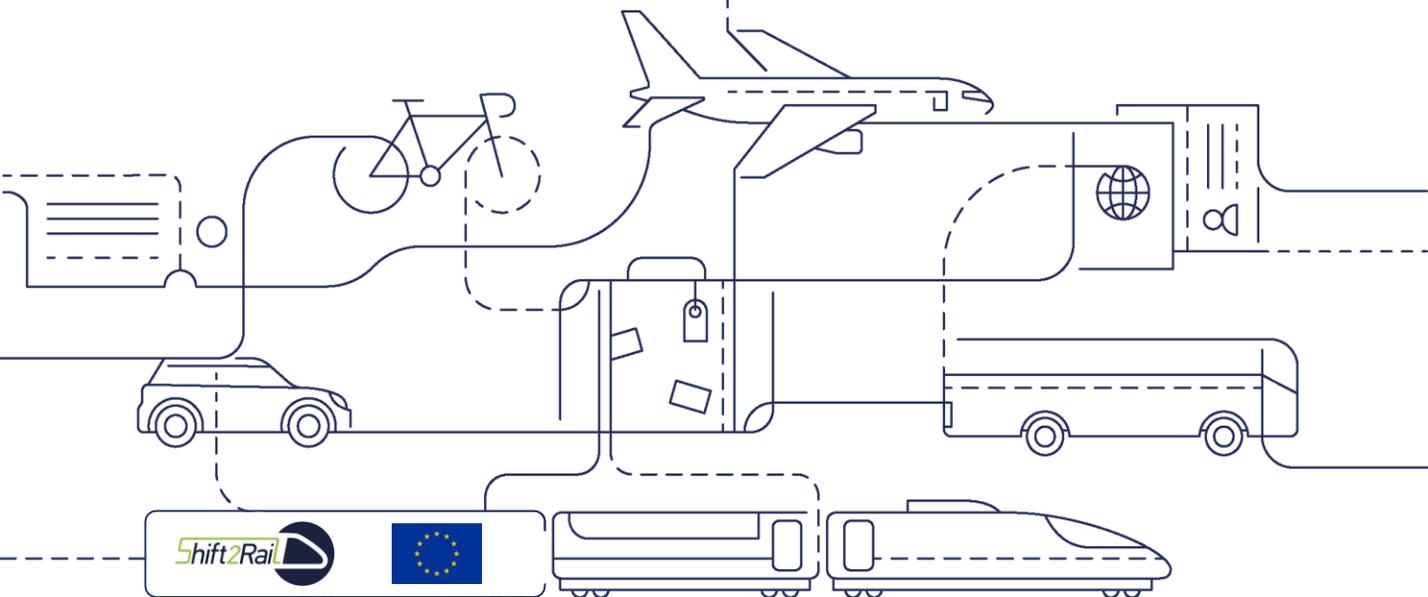


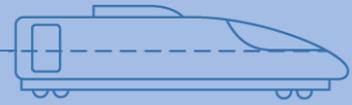
Dear Reader,
Welcome to MaaSive project!

The MaaSive team welcomes you to the 2nd Issue of our Newsletter and introduces you to project's latest developments in the area of three out of five project functionalities. Namely, Booking and Ticketing, Travel Shopping and Trip Tracking.

Thank you for your time and enjoy reading,

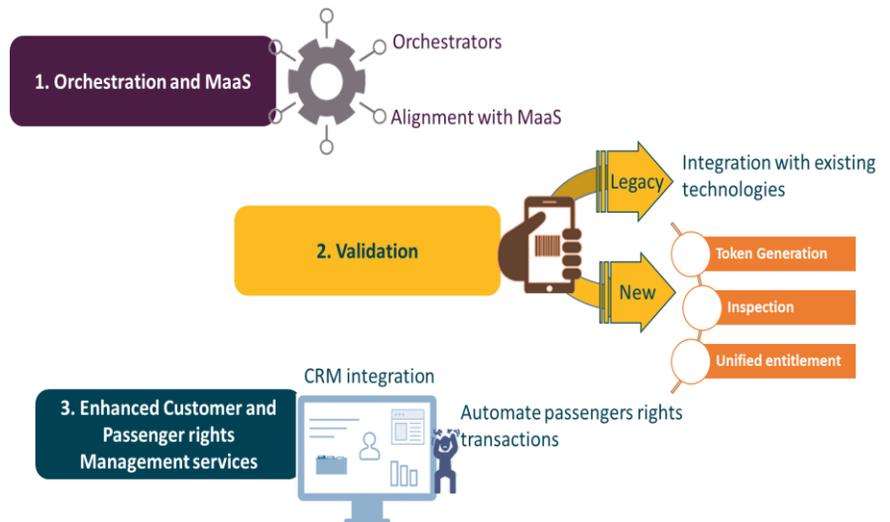
The MaaSive project team





Booking and Ticketing

In a multimodal environment, a perfect orchestration among the Transport Operators that participate in the creation of a complete door-to-door journey is one of the keys to providing one-stop-shop functionalities to the users, and therefore to reduce the complexity of booking and ticketing functions in journeys that combine several modes of transport and providers.



MaaSive project is working of functionalities that cover:

- ✓ Enhancement of the booking and issuing capabilities that were initiated in Co-Active to facilitate the user experience
- ✓ Introduction of the Mobility Packages concept in the IP4 ecosystem that allows users to purchase products to travel within different transport operators
- ✓ Facilitate Multimodality by developing solutions that cover both legacy and new validations schemas and an innovative electronic inspection solution for the benefit of both transport operators and passengers
- ✓ Take care of the customer experience integrating a CRM module that allows operators to improve the relationships with its customers and in particular handling the passenger rights claims by introducing a new component that manages real-time information of the operations.

The scope of work will extend the passenger and transport operators capacities in mobility that contribute to the development of the concept of MaaS in the IP4 environment.



Travel Shopping

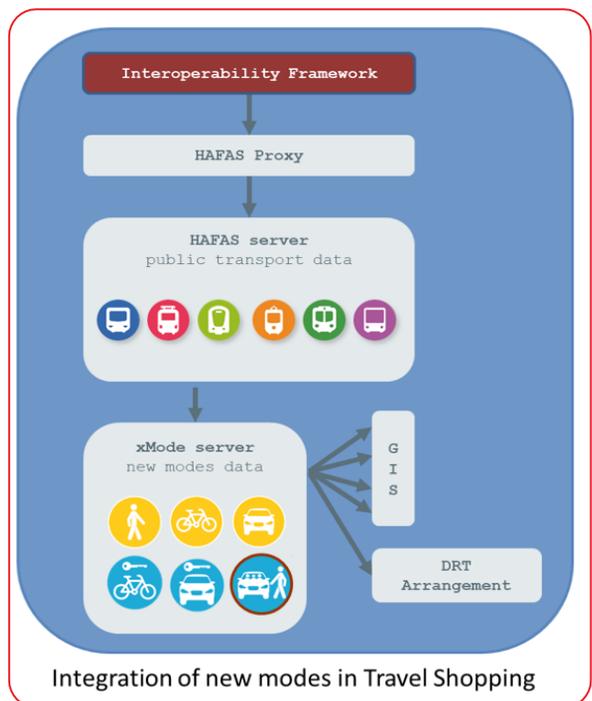
The Travel Shopping aims to provide the customer with a list of door-to-door itineraries corresponding to their mobility request, with combinations of air, rail, coach, and urban public transport throughout Europe. It identifies smartest routes and aggregated offers from various travel providers in order to build itinerary offers.

HOW?

1. New features regarding demand responsive transport have been added. This is an important step towards door-to-door itineraries as it often covers the first and last mile of any travel route, but especially improves travel solutions in rural areas. Demand responsive transport combines public and private transportation services. Common examples are bike and car sharing, the implementation of these services is very challenging, due to their high level of flexibility.

2. Additionally, we are analysing Multi User Capabilities with the focus on group travels, travel arrangements, and travel sharing. New features regarding this special travel option have been added in order to insert, store and process group information.

3. The final effort this year was to add mobility packages, this includes subscription tickets and ticket packages from different transport providers. This is an important step towards the main goal of providing Mobility as a Service (MaaS)- a combination of transport methods to guarantee the most convenient route for the traveller.



Integration of new modes in Travel Shopping

In summary, an eco-system of journey planning expertise is configured in real-time for each travel request. Different portions of the customer's trip are calculated and then combined to produce a list of travel options.



Trip Tracking

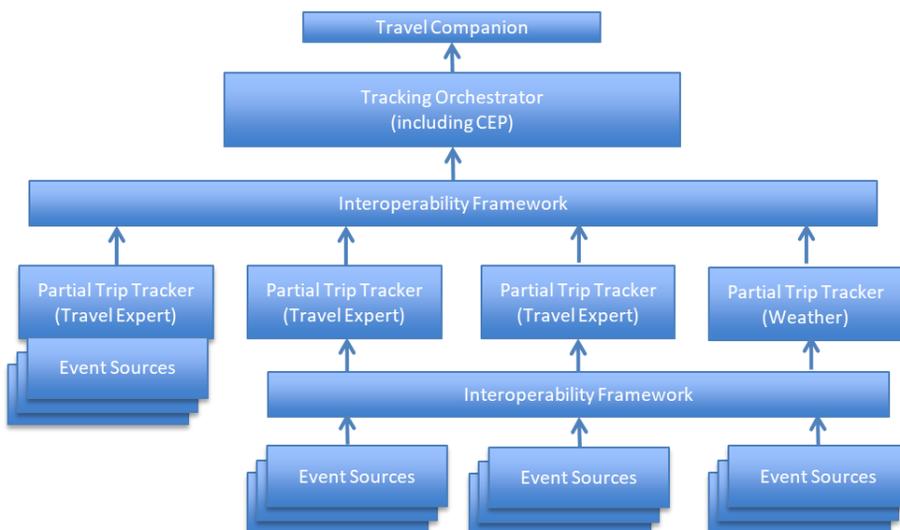
The Trip Tracker will give travelers in-trip assistance when navigating transport nodes, while also providing personalized information (related to predefined preferences) and up-to-date status reports on remaining parts of the journey. In case of a disruptive event impacting the travel route, the affected user receives an alert message. The user can ask for alternative solutions, can choose the most suitable option and continue travelling without worries.

HOW do we achieve this?

In order to achieve this goal we always monitor traffic irregularities and transport system failures. Incoming events are constantly captured and processed to ensure a realistic representation of the current situation. These events can come from different data sources depending on location, mode of transport, and event type.

To facilitate such a service, each event type is being processed by a dedicated partial Trip Tracker (pTT). The pTT collects events and forwards impact notifications through the Interoperability Framework (IF) to the Tracking Orchestrator (TO). We identify if the event has an impact on the specific route of the traveller by using complex processing algorithms. Only in that case an impact notification is generated and send to the Travel Companion to ultimately reach the user.

Currently, the project is focusing on more complex event processing by using defined use cases that will enhance the trip tracking functionality. Within this use case we are integrating a graphical tool to design, test, deploy, and monitor the new event processing rules. Furthermore, we are analysing the relevance of Machine Learning in order to better predict disruptive events and the status of traffic.



This feature is a modular solution which can expand the monitoring of European traffic irregularities and transport systems failures. Such a solution must be interoperable with existing technologies of travel providers and able to process large amounts of real-time data.

Past events



Shift2Rail Innovation Days

22-23rd October 2020



On the 23rd October 2020, an array of webinars were held for the Shift2Rail Innovation Days as an opportunity to showcase all the results achieved and the efforts made by our members and partners working in the Shift2Rail Research and Innovation programme.

A project introduction including the objectives for MaaSive was given. The structure of MaaSive was outlined, covering all the Work Packages and phases of the project. The benefits of MaaSive was pinpointed for travellers, operators, and travel service providers and retailers. Regarding the Technology Demonstrators (TD4.2 Travel Shopping, TD4.3 Booking and Ticketing, TD4.4 Trip Tracking, TD4.5 Travel Companion), each of their challenges and solutions were thoroughly covered. To conclude the MaaSive presentation, the collaboration with 'My-TRAC' was underscored, as well as the main objectives and key results.

This was a very informative and important event in the European railway 2020 calendar, and for having the opportunity to exchange together on future R&I activities.

For those who missed Innovation Days, you can watch all webinars in the link below:

<https://shift2rail.org/shift2rail-innovation-days-webinar-recordings/>



Facts and figures

MaaSive:

Passenger service
for an enhanced multi-modal transport
eco-system including
Mobility as a Service

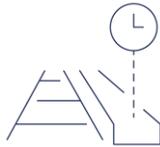
1st November 2018

Start date



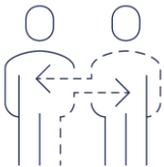
31 months

Duration



6 (6 countries)

Partners



€13.4 million

Budget



826385

Grant agreement no



indra



THALES

amadeus



Should you have any questions, comments or suggestions on MaaSive feel free to contact us at:

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