

D.5.1.6 TWO (2) SMART WAITING STATIONS FOR PASSENGERS

Working Package n: 5	WP5 Developing tools and harmonizing services for a sustainable intermodal mobility
Activity (n. and description):	5.1. Analyzing existing, re-use and development of new smart technological tools and advanced solutions
Deliverable (n. and description):	D.5.1.6. 2 Smart waiting stations for passengers
Responsible Partner:	PP17 – Port of Šibenik Authority
Status:	Final
Deadline (as from the original AF):	06/2021
Finalized on:	06/2021

1. Background, scope and description of the pilot action

Background:

Project location: Port of Šibenik area - Passenger terminal Vrulje with a cumulative quay length of 510 meters; a projected capacity of 1.000.000 passengers annually and the ongoing capacity expansion up to 2.000.000 passengers annually.

Installation of two smart waiting stations for passengers in domestic maritime transport equipped with the solar energy provider. In addition to providing shelter for the passengers in all weather conditions they have a night LED lightning, charging of mobile devices and tablets, free surfing with Wi-Fi internet connection, LED screen with multimedia content and information about the travels.

Scope:

Smart waiting stations and info displays ensure the utilization of multimedia for the purpose of informing the passengers, including raising the awareness of arranging the journey by using multimodal possibilities. Also, smart waiting stations are equipped with their own energy provider: solar panels.

Description of the pilot/investment: Harmonized services for passengers - smart waiting stations directly affect the increase in commodity level of the passengers in domestic maritime transportation and, at the same time, increase in the awareness and knowledge of the passengers about destination and the other useful information.

2. Implementation of the pilot action (including a description of the externalized services/supplies/works)



Location: Port of Šibenik, Vrulje Quay, berth No. 8 dedicated for the passengers in domestic maritime transport, Obala hrvatske mornarice bb, 22000 Šibenik, Croatia

Market research and the preparation for the investment started in June 2020. Procurement was conducted in November 2020 and we signed the contract on the 01.12.2020.





Small infrastructural works included the preparations of the concrete foundations and were finished in December 2020. Construction, placement and installation of the waiting stations started immediately after that.

After that, the waiting stations were covered with the solar panels that serve as a power source for the equipment they are equipped with: wooden benches, lighting, chargers for mobile phones and tablets, screen.





Finally, information boards about the project itself and the source of funding were placed on the waiting stations in June 2021.

Insurance and maintenance is in the responsibility of the Port of Šibenik Authority. Also, financing of the cost for insurance and maintenance is part of the Port of Šibenik Authority's budget.

3. Information about stakeholders role/involvement

During the implementation of the pilot project, Port of Šibenik Authority cooperated with various stakeholders and passengers (end users) needs were taken into account.

The implementation of the investment allowed us to strengthen the cooperation between local stakeholders and local island community. This investment is significant for residents of the surrounding islands who travel on three regular ferry lines and who have, on several occasions, expressed the need for this type of shelter. In addition, it is important for tourists who can find useful information related to the organization of travel during the tourist season.

For these reasons, we have included the general public, ie the needs and opinions of end users. In addition, we have cooperated with the Tourist Board of the City of Šibenik and the Tourist Board of the Šibenik - Knin County and with the shipping companies Jadrolinija d.d. and Miatrade d.o.o. transporting passengers on the three earlier mentioned lines in order to determine the content of the information that will be presented on the screens. The content is offered in two languages: Croatian and English.

4. Lessons learnt and conclusions

The most important thing in the realization of the pilot action is its preparation – detailed market research, good cooperation with contractor and constantly monitoring of the pilot realization to be in line with project activities description and to prevent the difficulties in realization of the project activities and budget eligibility. As the Port of Šibenik Authority made very detailed and quality preparation of each step in the realization of the project activities, there were no difficulties in its realization. Each pilot action and its realization would be done in the same way. As it is said before, the most important thing is good and quality preparation, so the lessons learned and advice for future projects would be that good market research, timely involvement of the relevant stakeholders and quality procurement preparation prevents a lot of difficulties in the implementation of the project.

The first part of the pilot realization – two smart waiting stations was very well promoted on the local level, so high number of the users could be informed about it. Also, a lot of stakeholders were involved in preparation of the pilot activities, so each of them know about new solutions. The best signs of the successful implementation are reactions and feedbacks from the users, and they are very good for the moment.

The first phase of the pilot realization started in the early phase of the project, so each difficulty could be prevented and solved in a right way.

The biggest problem in the realization of the first phase was the COVID 19 pandemic. At the moment when two smart stations were installed, the pandemic was present, there were a lot of infected people, and all activities were slow. Because of that, the planned deadline for the realization of the first phase was extended, but it was still on time because of its early beginning and good preparation.

Two smart stations have technologies for informing passengers about relevant information and for raising the awareness about the multimodal purposes of the stations. They also have solar panels and LED lights as way of raising sustainability. For the passengers there are info tables, free wi-fi and place for charging of the mobile phones and other digital gadgets.

5. Problems found and adopted solutions

The biggest problem was the COVID 19 pandemic that caused slower realization of the overall project and also pilot activities. The contractor is from another county and as travel between counties was disabled for a while, due to COVID 19 measures, we had to wait for the necessary permits so that the contractor could be physically present at the location and continue with his work. For the same reason, communication with stakeholders was mostly done through electronic means of communication and at smaller gatherings and meetings. As the new conditions that include COVID 19 measures were present from the beginning of the project, starting with the realization of the pilot activities in the early phase of the project was the best way to prevent the difficulties and potential stagnation in the realization, and at the moment everything is as it is planned. Now the next step is realization of the second and third element of the pilot action: info kiosks and smart buoys.

6. Expected follow up (after project closure)

During the implementation of the second and third elements of this project: info kiosks for passengers in domestic and international traffic and buoys and weather stations, a new content will be created and generated. Content will be related to tourist information about the destination as well as information related to safety of navigation, sea and weather conditions and parts of it will be offered on screens inside the smart waiting stations.

The stations will be in function for a long term. Port of Šibenik Authority will update the relevant information for the passengers, and each malfunction will be solved ASAP.

Since the Port of Šibenik Authority will start building a passenger terminal building for passengers in domestic and international transport, at the end of the year, we had in mind how to deploy all the equipment that will be installed through this project in order to strategically cover the entire passenger port area and provide relevant, easily accessible and timely information to all future users in the entire area. That way they will be able to plan the time they will spend in our city or perhaps how to continue their journey.