

D.5.1.9 UPGRADING ON-TIME INFORMATION SYSTEM IN THE PORT OF ANCONA

Working Package n:	WP5 – Developing tools and harmonizing services for a sustainable intermodal mobility
Activity (n. and description):	5.1 Analysing existing, re-use and development of new smart technological tools and advanced solutions
Deliverable (n. and description):	D.5.1.9 N. 1 upgrading on-time information system in the port of Ancona
Responsible Partner:	PP4 – Central Adriatic Ports Authority
Status:	Final
Deadline (as from the original AF):	02/2023
Finalized on:	06/2023

1. Background, scope and description of the pilot action

Background

The port of Ancona has a strategic role in terms of passengers' flow crossing the Adriatic, with a total of nearly 1 million passengers transiting in the port of Ancona towards international destinations: Greece, Croatia and Albania.

To decongest and optimize the passengers flows especially in the peak season, ADSPMAC needed to upgrade the communication flow in the port of Ancona through the adoption of new smart technological and advanced solutions for the provision of real-time information to passengers embarking and disembarking. The intervention aims to smooth passengers' flows in the port area.

Scope

The pilot action "D.5.1.9 n. 1 upgrading on-time information system in the port of Ancona" is aimed at improving the real-time information flow to international passengers embarking and disembarking at the port of Ancona.

The aim of this activity is to ease access to real-time information concerning last calls, changes in the planning of the departures and arrivals, emergency information to the passengers in the ticket office of the port of Ancona and in the outdoor parking space. The communication is provided in different languages (EN, ITA, CRO, GR) and is available also for the disabled passengers (visual impaired). Furthermore, ADSPMAC realized an information point on the premises of the ticketing office with the aim to improve passengers' experience within the port of Ancona and inform them about the services available to reach port quays and the main tourist destinations close to the port of Ancona.

Description of the pilot/investment

The "D.5.1.9 n. 1 upgrading on-time information system in the port of Ancona" consists of the upgrading of the broadcasting system installed at the ticket office, which were operating in a non-efficient way due to age and usury, to ensure the smoothness and efficiency of information flow, especially in emergency cases and through pre-recorded messages in different languages (Italian, English, Croatian, Greek).

The devices are integrated with "D.5.1.1 n. 1 set of devices and information system to promote smart and efficient traffic flows for all typology of passengers" into a single coordinated system through the development of software able to ensure the autonomous management and remote control of the system and of the devices, and to connect it to the available networks (eg. Wifi, optic fibre, etc.), to obtain a fully integrated and autonomous communication system for passengers and for emergency situations.

To improve the information system to the passengers, ADSPMAC also realized an information point, located outside the ticket office, where all passengers must transit before embarking from the port of Ancona.

Qualified operators, with fluent spoken English and Italian, provide assistance and information 7 days per week to the passengers. Maps and information material are delivered to passengers interested in visiting the city, before embarking. In case of passengers with reduced mobility, the operators provide the contacts of the available services available, and informs on the possibility to reach the boarding quays or the main intermodal nodes in the city of Ancona (namely the railway station and the airport) thanks to an ad hoc service implemented by the Italian Red Cross on behalf of the Central Adriatic Ports Authority, to be requested 48 hours before.

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

The “D.5.1.9 n. 1 upgrading on-time information system in the port of Ancona” was externalized with “D.5.1.1 n. 1 set of devices and information system to promote smart and efficient traffic flows for all typology of passengers” to Eritel company, according to the technical feasibility project implemented by Trillini Engineering.

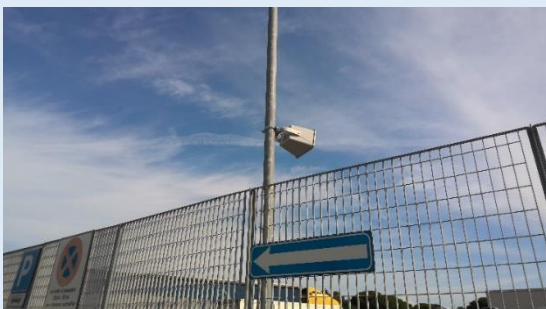
All the legal and administrative documents for the procurement to Eritel were finalized within December 2022. The works for the substitution of the current displays have been finalized in June 2023.

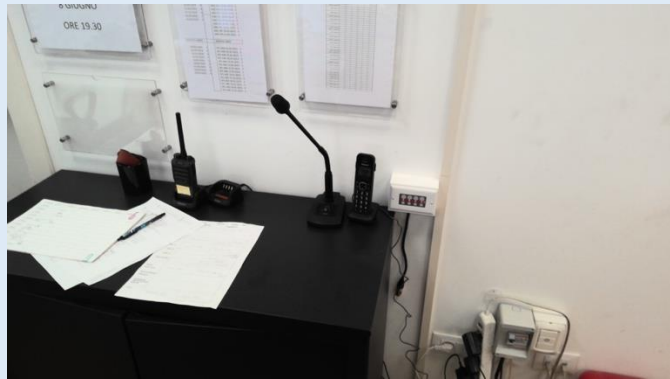
Following the procurement procedure, the info point for information to passengers has been assigned to Conerobus Service, which manages the info point, on behalf of the Central Adriatic Ports Authority.

The info point has been located close to the ticket office and consists of a small kiosk rented by Conerobus Service as part of the service awarded, not needing works for its installation.

The information point is completely self-sufficient in terms of energy, thanks to photovoltaic panels. Conerobus Service provides also qualified operators 7 days per week, from 9 a.m. to 5 p.m.

(D.5.1.9) n. 1 upgrading on-time information system in the port of Ancona





Information point for passengers:



3. Information about stakeholders role/involvement

The need for the upgrading of the real-time information system of the port of Ancona was detected in particular by the same Port Authority System. The existing displays presented several criticalities in terms of visibility, efficiency in delivering the communication, lack of application of digital and innovative technologies, lack of a remote managing and connection with the operative room. The same criticalities were highlighted by the maritime agencies and the passengers' assistance provider that, based on their daily experience with the passengers in transit, could collect and report feedbacks to the ADSPMAC.

ADSPMAC is very active in the involvement of the stakeholders, namely the maritime agencies and the passengers' assistance providers, for the identification of solutions to jointly improve the experience of the passengers at the port of Ancona. The stakeholders are informed on a regular basis on the initiatives of ADSPMAC to upgrade the passengers' services and were informed also about the ongoing works for the realization of the pilot action.

The information point for passengers is one of the main results of the "Sustainable mobility quality partnership group" of the port of Ancona, held on 29th November 2022 in the framework of the activities of MIMOSA project.

The meeting addressed, in particular, the realization of the "feasibility study on the optimization of the accessibility of disabled passengers in the port of Ancona", where the main stakeholders were involved thanks to a participatory process, to gather comments and suggestions to increase the accessibility of the port of Ancona.

The list of participants to the meeting is provided below:

ORGANIZATION	STAKEHOLDER CATEGORY
Anek	Transport Operator
Amatori Agency	Transport Operator
Morandi Agency	Transport Operator
Adriatic Shipping Lines	Transport Operator
Conero Bus	Transport Operator
Frittelli Maritime Group	Transport Operator
Dorica Port Service	Transport Operator

TRT	External expert for the elaboration of the feasibility study
TRT	External expert for the elaboration of the feasibility study
ADSPMAC	Port Authority
ADSPMAC	Port Authority
ADSPMAC	Port Authority

During the meeting, the majority of stakeholders agreed on the opportunity to create an info-point for passengers that can support their orientation during the peak season, contributing to reducing queuing and optimizing the use of specific services for disabled passengers and their caregivers.

The suggestion was also confirmed during the Sustainable Quality Partnership Group held on 21st February 2023, benefiting also from the participation of the representatives of disabled associations.

Thus, thanks to the MIMOSA project, the Central Adriatic Ports Authority decided to announce a procurement procedure to award the experimental information service described.

The realization of the deliverable has benefited also from the involvement of the local tourist stakeholder (e.g. Municipality of Ancona- Tourism department) that provided some information material to be delivered to passengers.

4. Lessons learnt and conclusions

The pilot action contributed to:

- improve the efficiency, smoothness, and on-time diffusion of communication to passengers during the embarking and disembarking phases;
- increase the inclusiveness of the communication flow that can now address an international audience speaking English, Italian, Greek and Croatian, and a target of disable passengers such as equally visual people;
- substitute aged equipment with new technologies more efficient, reliable, and environmentally sustainable;
- increase the efficiency and improve the management of security tasks thanks to the integration, through the ad hoc software that connects the devices with the operative room in the port authority, between the security operations and the passengers flow;
- improve the smoothness of passengers' flow, due to a more efficient real-time information system in the port of Ancona;
- improve the assistance to the passengers, thanks to the presence of a dedicated InfoPoint to provide information on the services available for passengers in transit in the port of Ancona, as well as on the tourist offer close to the port area. The info point, self-sufficient from an energetic point of view, contributed to the environmental sustainability of the action realization.

5. Problems found and adopted solutions

The main problems concerning the “D.5.1.1 n. 1 set of devices and information system to promote smart and efficient traffic flows for all typology of passengers” were related to the public procurement procedures and to obstacles during the works phases.

The Central Adriatic Ports Authority faced difficulties in the awarding of both the project design and the physical realization of the pilot action. Both public procurement procedures had to be repeated twice due to the lack offers received. The project design and direction of the works were assigned to Trillini Engineering; then, a public procurement procedure to implement the physical works was launched in March 2022, but no application was registered. Thus, on July 2022, the Central Adriatic Ports Authority launched a direct award procedure to Eritel society to realise the D.5.1.1 n. 1 set of devices and information system to promote smart and efficient traffic flows for all typology of passengers”; the contract could be signed in December 2022.

6. Expected follow up (after project closure)

Expected follow up

The “D.5.1.9 n. 1 upgrading on-time information system in the port of Ancona” and the “D.5.1.1 n. 1 set of devices and information system to promote smart and efficient traffic flows for all typology of passengers” provided a solid benchmark to realize similar technologies also in the other ports managed by the Central Adriatic Ports Authority. They are one of the steps of a wider strategy to improve the quality of the communication flow with the passengers and the access to the embarking facilities, not only in the port of Ancona but also in the other ports of the Central Adriatic Ports Authority. One of the main follow up was the realization, within MIMOSA project, of a study on the accessibility for disabled passengers in the port of Ancona and Pesaro and the creation of a dedicated section in the institutional webpage, and the setting up of a kiosk to provide information to passengers to the port of Ancona, as emerged during the local consultations with the stakeholders. Further activities to increase the quality of the services to the passengers will be identified with the local stakeholders.