

FAMS

EU Programme: IST, Information Society Technologies
Start date: March 2002
Duration: 27 months
Coordinator: ATAF, Azienda di Trasporto dell'Area Fiorentina SpA (IT)
Partners: Softeco Sismat SpA (IT) SITA SpA (IT) Angus Transport Forum (UK) MemEx srl (IT) Mobisoft Oy (FI) ETTS, European Transport Telematics Systems (IRL)
Role of Softeco: IT platform architecture analysis and design, architecture implementation, technical responsible for FAMS application in Florence.
Keywords: flexible mobility agency, demand-responsive public transport, business-to-consumer services, business-to-business services



IST, Information Society Technologies

www.famsweb.com

Contact Person

Dr. Marco Boero
Dr. Gianluca Speroni
 Softeco Sismat SpA
 Phone: +39 10 6026 1
 Fax: +39 10 6026 350
 email: marco.boero@softeco.it
gianluca.speroni@softeco.it

OBJECTIVES

During the last few years, Demand Responsive Transport (DRT) applications have shown important advantages and benefits in several European cities and regions. DRT services are complementary to the conventional, scheduled passenger transport. They usually serve dispersed mobility needs, either during hours of low demand, in areas of low population, or where the target users are dispersed among the general population (e.g. disabled & elderly, students, tourists, etc.).

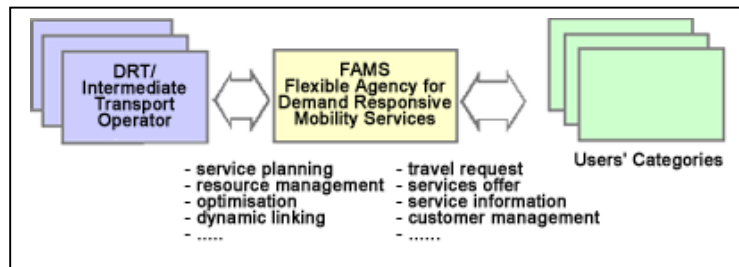
This type of "Intermediate Transport" solutions include a range of different transport services:

- Local buses of routes with some flexibility
- True Demand Responsive Transport
- Special needs transport
- Community Transport
- Shared taxis and car-pooling
- Some forms of Park&Ride, including those with advanced place booking
- Car sharing and organised lift giving

THE FAMS VIEW

So far, DRT services have been applied mostly as an individual element of a larger intermodal transport chain. Most often the DRT schemes are operated as single mode, by a single operator, with little or no integration with the other transport schemes.

However, there are large opportunities for improvement of service provision modalities and of the service model itself by strengthening the coordination of different Intermediate Services and their integration within the overall transport service chain.



FAMS (Flexible Agency for Collective, Demand Responsive Mobility Services) is a Take-up/Trial project launched by the European Commission within the IST programme, with the objectives of scaling up the technologies, service and business models currently adopted Demand Responsive Transport and supporting the evolution from single DRT applications towards the concept of a Flexible Agency for Collective Demand Responsive Mobility Services.

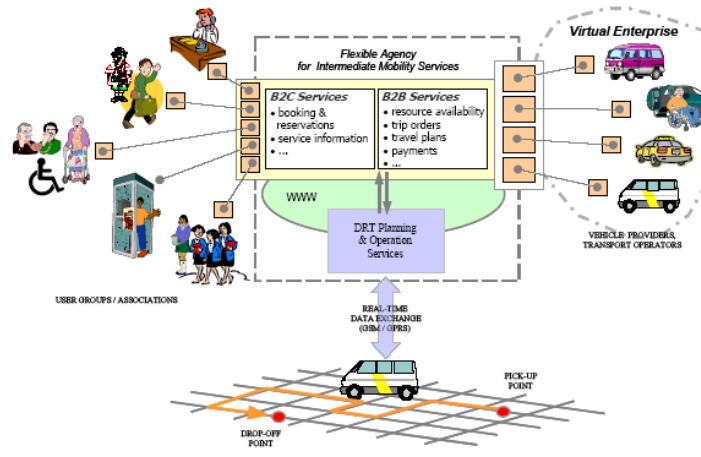
The main vision supported in FAMS is that all actors of the DRT service chain, both the different transport operators and the different users groups, constitute a **Virtual Community**.

Through an appropriate **e-Business infrastructure**, the member of the community obtain several benefits including: improved access to information and services, more accurate and dynamic knowledge of travel demand, improved travel service offer, enhanced management of the workflow between the customer and the transport service providers.

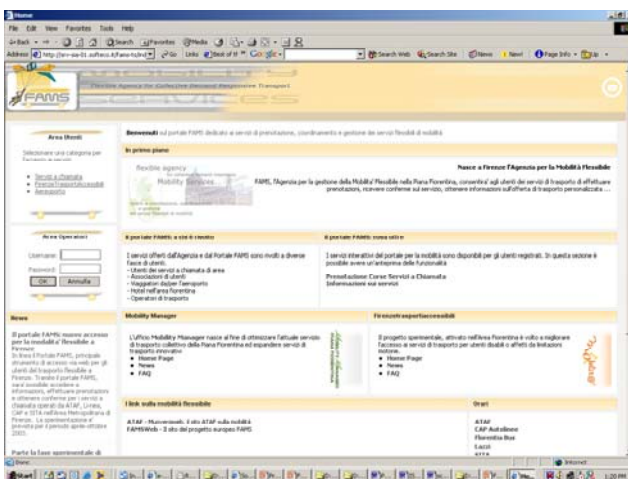
THE FAMS ARCHITECTURE

The FAMS system includes the following components and services:

- A **FAMS Service Centre**, offering a number of services for planning, managing and monitoring the different type of flexible services.
- An **e-Business infrastructure** between the Agency and the different actors involved in the DRT process chain, both operators and users, providing different type of services:
 - **Business-to-Business (B2B)** services, allowing interaction among the different transport service providers and the Agency: trip planning, management of vehicles availability and sharing, request and delivery of trip orders and travel plans, notification of events (e.g. service modifications, expected events, etc.)
 - **Business-to-Consumer (B2C)** services, supporting access to information and services for different associations and user categories: remote service information, booking facilities for associations and user communities, inquiry and notifications, etc.
- The **communication network** between the TDC and the vehicles operating the services, based on cellular technology (GSM and GPRS).



FAMS TRIALS AND DEMONSTRATION



The FAMS Portal, providing access to B2C and B2B service

Validation of FAMS and of the concept of the Flexible Mobility Agency has been undertaken in two European sites: **Florence** metropolitan area (Italy), **Angus Region** (Scotland, UK).

FAMS validation in Florence involved four main Private and Public Transport Companies: ATAF, Li-NEA, CAP and SITA. The FAMS Agency operates as the unique reference interface for the users of intermediate transport in Florence and has the responsibility of co-ordinating the different operators and managing eight different existing flexible services.

The trial site in Angus covers the rural area surrounding Alyth, Kirriemuir and Brechin. The aim of Angus was to create a co-ordination centre to administer a completely new rural DRT system.