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The main idea of **T&Tnet**, 30-months project submitted for the AAL-JP Call 4, is to provide to elderly people:

- personalized context-based multimodal and multinational social journey planning with affective capabilities,
- an easy to follow adaptive real time guidance making use of artificial reasoning based on an information manager (filtering and combining).

This solution will allow elderly to carry out and solve movement tasks and problems independently in a totally new way by offering a service of navigation and orientation adapted to the user preferences in real time. This process of full personalization of the user preferences will be done thanks to several macro-services:

- Transport information, such as schedule, delay, occupation etc.
- Real Time emotions of the user using the T&Tnet application.
- Collaborative Evolutionary Platform.

The system will be improved and constantly updated taking into account changing user's preferences, surrounding and feelings in different situations. The application will also provide a help on demand system, which allows the user to contact directly with families or caretakers.

The objectives will be achieved by a series of pilots across Europe (i.e. Spain, Norway and France) that will set-up end-user session in order to profile user behavior, to fully understand their real needs and to collect useful feedback on the prototype developed; this process will assure to the whole consortium meaningful information that will contribute to enhance the development of the services in order to fully meet the end-users requirements. Summarizing the pilot application has the critical goal to :

- Involve end-users in the development process in order to evaluate outcomes
- Measure the implementation quality in term of user experience
- Validate the final products and outcomes

In this process the involvement of End-Users association and Public Entity, part of the T&Tnet Consortium, will assure the user-centered approach for the development of the services of T&Tnet Application. This process will allow to explore preliminary concepts concerning the product and to gather qualitative information about user's judgments, preferences and needs with regard to the use of transportation systems and corresponding information content. Moreover, questionnaires will be designed to the different services to gather additional quantitative data to the qualitative feedback collected from focus groups.

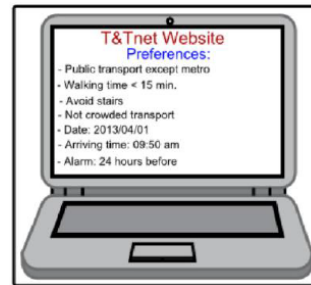




Isabelle is an old woman (75 years old) who lives in 185 rue Vaugirard, in the 15th quarter of Paris. Her street is located in the south-west of Paris 3.5 km from the hospital. Since she has high blood pressure and several family members suffering from vascular diseases, she goes every six months to the Broca geriatrics hospital, in the 13th quarter of Paris, for a medical examination by a specialist. She wants to be sure to arrive on time and she is always afraid of facing unexpected event regarding public transports, such as technical problem on the line, suppressed train, etc.

As many old persons, she has mild arthritis problems, so she needs to sit in the public transport and climbing stairs might be painful. That is why she avoids the metro (there are lots of stairs at the stations). Except when it's raining, she also likes to walk a bit, for her pleasure and because it prevents her from arthritis pains. Additionally, if possible, she would like to avoid bus or metro lines when technical problems occurs, because the delay might makes her miss her appointment, but also train/bus get crowded. Her doctor's consultation schedule is planned every six months, usually at 10:00 am, so she wants to

arrive at the hospital at 9:50 am. The first time Isabelle opens the T&Tnet web site and she configures it according to these requirements. She enters the following preferences:



- She selects **to use public transport except metro**.
- In order not to fatigue she configures **walking time up to 15 minutes** and selects to **avoid stairs preferring stations with facilities** (e.g. escalators and lifts).
- She **selects not crowded transport** option in order that she could sit.

The T&Tnet platform suggests Isabelle to take the bus 91 from Armorique - Musée Postal, direction Bastille, up to the bus stop Port Royal - Berthollet. Isabelle would have to walk from her home to Armorique bus stop and then another 5 minutes to reach the hospital from Port Royal stop.

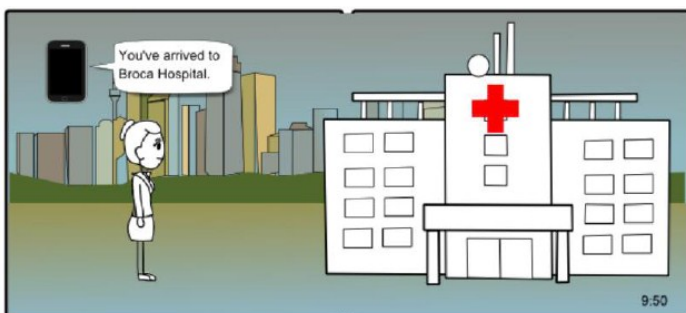
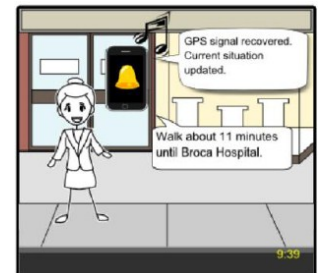
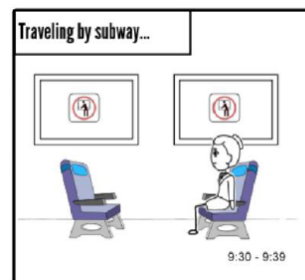


A car crash occurs in boulevard Port Royal. The traffic is disrupted and all buses 91 are delayed.

Another T&Tnet user reports the accident in the application.

T&Tnet proposes to Isabelle an alternative way, in order to avoid bus line 91.

Isabelle has to take the metro line 6 direction Nation, from Pasteur to Glacière station. Then she will have to walk 3 minutes to Pasteur and 11 minutes from Glacière to Broca Hospital.



When Isabelle arrives to hospital the T&Tnet application asks her to enter some feedback about her satisfaction degree using it. She is very pleased because thanks to T&Tnet she has avoided the traffic problems caused by the car accident and has arrived on time to her appointment, so **she enters** in the application **that she is very satisfied with it**.