

“Primary Users : are the person who is actually using an AAL product or service, a single individual, “the well-being person”. This group directly benefits from AAL by increased quality of life”

- Mobility and navigation solution tailored to primars users’ needs.
- Mobility and wayfinding is facilitated
- Social Inclusion

“Secondary Users: are persons or organizations directly being in contact with a primary end-user, such as formal and informal care persons, family members, friends, neighbors, care organizations and their representatives. This group benefits from AAL directly when using AAL products and services (at a primary end-user’s home or remote) and indirectly when the care needs of primary end-users are reduced.”

- Increased activity, thus better health
- More independence

<http://ttnet-aal.eu>

@TTnet_AAL



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T&Tnet

Travel & Transport solutions through emotional-social NETWORKING

The AAL JP is a funding activity that aims to create better condition of life for the older adults and to strengthen the industrial opportunities in Europe through the use of information and communication technology (ICT). It carries out its mandate through the funding of across-national projects that involves small and medium enterprises (SME), research bodies and user’s organizations (representing the older adults).

T&Tnet is a 30-months project submitted for the AAL-JP (Ambient Assisted Living – Joint Programme) Call 4 “ICT-based Solutions for Advancement of Older Persons’ Mobility”.





The main idea of **T&Tnet** is to provide to elderly people:

- personalized context-based multimodal and multi-national social journey planning with affective capabilities,

and an

- easy to follow adaptive real time guidance making use of artificial reasoning based on an information manager.

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 personalization will be done thanks to macro-services:

- Transport information.
- Real Time emotions.
- Collaborative Evolutionary Platform.

HOW DOES IT WORK

María has been given for her 73th birthday a new dress but it doesn't fit her because it's too small and she wants to change it. The dress was bought in a shop located in a new shopping center in the south of **Vienna**.

She can't drive and she doesn't want her daughter to take her by car to the shopping center, so María decides to use public transport. She has never been there before and she doesn't know exactly how to reach it.

Additionally, she needs to pass by a pharmacy to buy medicine without deviating much from her main route. **That's why she uses the T&Tnet web site to calculate the best route.**



The shop is open until 13.00h and she wants to arrive at least one hour before the closing time to have time enough to decide. She introduces **12.00h as the desired arriving time.**

The application gives her several routes with different combinations of public transports and walking stretches and María selects the desired route.

She follows the indications as usual. She gets off one bus at 11:00 and walks to the pharmacy. The bus she has to take at the station will arrive in 30 minutes (11:30) so she has time enough to buy the medicine. When she is about to arrive to the pharmacy the application **detects that the bus is delayed by 30 minutes and fires a sound alarm to advise María. The application offers her an alternative route** which suggests taking a different bus line and arriving to the shopping center at 12.10h. She accepts the new route. After buying the medicine, she goes to the bus station, gets into the bus and arrives to the shopping center at 12.10h instead of 12.00h.



Once María has changed the dress, she wants to go back home but she is very tired. She feels sick and unable to return home by her own. **She needs her daughter's help so she fires an alarm in T&Tnet, her daughter receives it with the address where María is and then María's daughter takes her car, drives up to the shopping center and carries her back home. Upon the arrival, T&Tnet asks Maria for feedback.**

In order to gain knowledge about content, interaction and the user's mental model, exploration of users' personal experiences, opinions and wishes is required, because the added value of a product is not proportional to the amount of functionality that it includes; the user should be able to understand without much effort and use effectively the functionality provided to complete his tasks. Otherwise, unnecessary complexity can reduce the benefits of the application by overwhelming the user

For this purpose, different types of platforms, interaction techniques and a variety of use cases, initially suggested according to the T&Tnet project idea, have been proposed to users by focus groups and questionnaires.

The T&Tnet application assumes a good level of mobility and capability of using mobile technology; therefore it is designed on the needs of relatively healthy and independent older individuals; thus the secondary users do not have the role of the carer, but are mostly engaged in mutual social interactions with the primary users, are interested in their wellbeing and available to support them if needed. Such users can be identified in family members, friends and relatives' of the target users as well as organizations which support seniors' well-being and mobility (e.g. travel agencies organizing trips for seniors).

