Follow-up Workshop on Quality of Multimodal Traveller Information Services – Workshop summary

EU EIP Context and Workshop Goals

In the framework of the EU ITS Directive and the corresponding EU Delegated Regulations, quality of related data is of high importance to all involved service and data providers. This also relates to data in the field of Multimodal Traveller Information Services (MMTIS).

The EU EIP platform is working together with relevant stakeholders to establish a common framework to describe and assess MMTIS data quality. An initial stakeholder engagement was at a workshop on 30th March 2017 in Brussels. In the meantime, EU EIP has developed a proposal for MMTIS Quality, including relevant quality criteria and (minimum) quality requirements for individual MMTIS data types.

To get further in touch with relevant MMTIS stakeholders, a "MMTIS Quality Follow-Up Workshop" was organized by EU EIP on 21st March 2018 at Schiphol Airport, Amsterdam.

The goals of this workshop were to:

- Introduce and discuss the Quality proposal for MMTIS by EU EIP, called the "MMTIS Quality Package"
- Identify options, how this proposal may be validated with individual stakeholders, and
- Gain an insight into other quality-related initiatives of individual stakeholders.

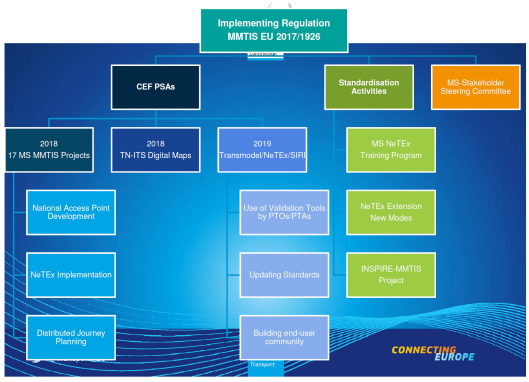
Workshop Process

The workshop was joined by 25 experts on MMTIS quality, coming from ten European Member States and covering road, railway as well as urban public transport.

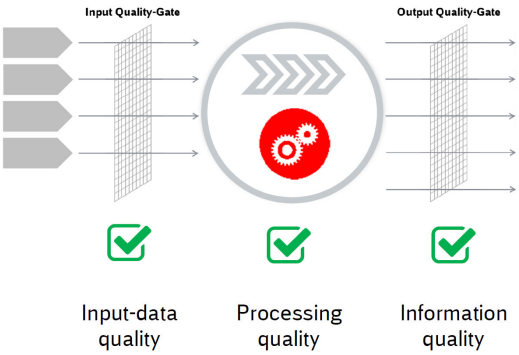
The agenda consisted of the following items:

Background presentations on:

- *EU EIP Activity 4.1: Status, activities and products*
- *EU Delegated Regulation on MMTIS: Current status and follow-up activities (EC-DG MOVE)*



© *EC-DG MOVE*



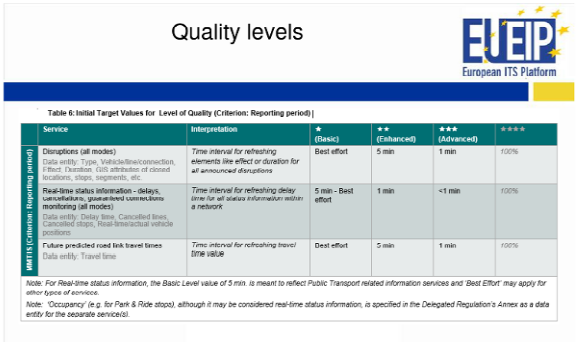
© *DB Traveller Information*

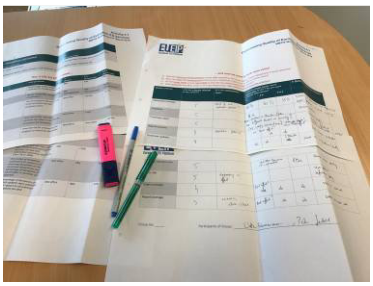
"MMTIS Quality in Practice" session:

- *Quality Management of Traveller Information for Rail Traffic in Germany (DB Traveller Information, DE)*
- *Challenges in multi-modal travel information (RET, NL)*
- *Quality in multimodal data and information chain (OpenGeo, NL)*
- *French Open Source Software in the fields of Mobility (Cerema on behalf of AFIMB, FR)*

An introduction to the "MMTIS Quality Package" by EU EIP:

- *Objectives & Context*
- *Prioritized MMTIS services*
- *Proposed Quality Criteria*
- *Proposed Quality Levels*
- *Proposed Quality Assessment Methods*



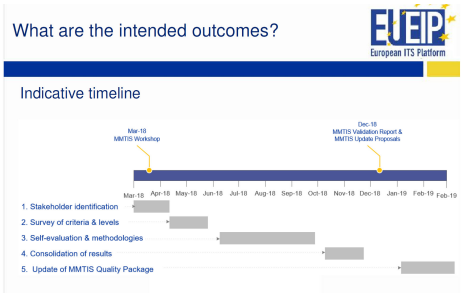


Group work to gain detailed feedback on the Quality Package, looking at individual MMTIS services and exploring applicability of the quality proposal in everyday operations:

- *Are the proposed Quality Criteria relevant & clear?*
- *Do the Quality Levels sound reasonable?*
- *What are suitable Quality Assessment Methods?*

An introduction to the upcoming validation phase for the MMTIS Quality proposal:

- *Objectives & benefits*
- *Stakeholder profile & roles*
- *Proposed approach & outcome*



The individual presentations are attached to this summary.

The workshop concluded with an open plenum, discussing the value of the MMTIS Quality proposal, outstanding questions and recommendations to improve it, and the continuing collaboration with stakeholders.

Workshop Findings and Outlook

The "MMTIS Follow-up workshop" was again a successful and fruitful event.
The stakeholder's presentations on MMTS quality revealed that there are already some individual quality concepts (including quality criteria and assessment methods) which could be incorporated in the EU EIP MMTIS Quality Proposal.
On the other hand, the presented draft of the "MMTIS Quality Package" was of great interest to the stakeholders.
During the group work, some important inputs were given, which may lead to a first revision of the proposed Quality Criteria and Levels. On the other hand, all criteria and most of the levels were agreed by the stakeholders.
Further, all present stakeholders showed their willingness to participate in the upcoming validation phase.

The following next steps for EU EIP activity 4.1 have been identified:

- EU EIP will further foster the interaction with stakeholders in the field of MMTIS quality.
- In particular, any existing MMTIS quality concepts, being in place at individual stakeholders, should be more explored. This may lead to verification, and eventually to a validation of the Quality Package by EU EIP.
- EU EIP needs to further connect with ongoing standardisation activities in the field of MMTIS, e.g. by liaisoning with TAP TSI and INSPIRE.
- EU EIP will get further involved with PSA (Programm Support Action) activities of the EC on the Delegated Regulation, discussing the relevance of MMTIS quality on a higher-level.
- Important inputs from the group work on Quality Criteria and Target Levels will be incorporated into a revised version of the Quality Package.
- The validation phase for the MMTIS Quality Package will be by executed by EU EIP during 2018 and 2019. Stakeholders are more than welcome to get involved in various steps of the validation.
- This validation phase will start with an identification of further stakeholders, assuming the present stakeholders can connect with further stakeholders.

Overall, the output from the group work is seen as very valuable for the upcoming work of EU EIP, in particular in the upcoming validation phase.