

# D35.2 Individualized Passenger Information Capacity

## Public Summary Only (PS)

### Reference SCR-WP35-D-THA-021-PS

**Note:** this document reports only the Public Summary of a non-public document. The full document identification is noted here below for information.

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Passenger information systems (PIS) in urban public transport are widely spread, but generally focusing on real-time traffic information, and rarely used to provide security-relevant messages beyond general security-awareness warnings.

In the meantime, the public is more and more expecting to receive information in case of security event. Lack of information is becoming a stress factor that may become worse than the actual security threat. Furthermore, in case of security events, passengers are both actors of the situation and potential targets that must be protected. Transport operators, law enforcement and first responders must therefore manage the passenger’s behaviour through appropriate communication in order to solve the incident faster and reduce its impact.

The communication media are also facing a major breakthrough with the omnipresence of mobile phones and social networks within public transport systems. Passengers are thus becoming information sources that public transport operators, law enforcement bodies and first responders must manage in order to keep control of the communication and avoid letting passengers faced to rumours.

Last, while the opening of the PT sector to competition favours the development of different passenger information systems by different public transport operators in the same city, passengers are expecting to receive consolidated information about their multi-modal journeys.

All these factors pave the way to new generation passenger information systems that multiply information sources and information media to provide relevant security information to relevant passengers, possibly in an individualized manner, in case of security event. The individualized communication of security-related information nevertheless raises a legitimate ethical concern, as it would introduce discrimination between passengers, whereas societal security standards recommend spreading any security information as widely as possible through different media for a maximum accessibility of information.

Taking into account these requirements and constraints, SECUR-ED has defined an evolution path for legacy passenger information systems, to get integrated in the SECUR-ED architecture, and to interwork with other SECUR-ED capacities in order to provide relevant security information towards relevant zones of influence of an incident.

This evolution path is based on the introduction of open interfaces enabling to:

- Integrate passenger information systems to the SECUR-ED information management Service Oriented Architecture, and thus to complete use cases offered by other SECUR-ED sensors with an adequate passenger information
- Interconnect different legacy passenger information systems into a multimodal PIS

Finally, taking into account the cyber-security threat identified in task “D35.4 – Cyber-defence capacity” and in the Paris demo, the “D35.4 – Cyber-defence capacity” cyber intrusion detection tool has been tested on the “D35.2 – I<sup>2</sup>PIS capacity” passenger information capacity.

This capacity will be demonstrated in the Madrid and Lisbon demos, in conjunction with other SECUR-ED capacities.

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