CIVITAS
Sustainable and smart mobility for all
2030

CIVITAS indicators

Real-time disruption information: integrated communication platform (TRA_IN_DS3)

DOMAIN

Transport	Environment	Energy	Society	Economy

TOPIC	**Information**	
IMPACT	**Real-time information on disruptions** *Providing an integrated platform for urban mobility disruption communications*	**TRA_IN**

Category

Key indicator	Supplementary indicator	**State indicator**

CONTEXT AND RELEVANCE

Real-time information about disruptions is crucial in transport systems because it allows passengers to make informed decisions, reducing uncertainty and minimizing individuals' delays. By providing up-to-date alerts on cancellations, delays, or alternative routes, real-time information improves user satisfaction and helps optimize network performance. For operators, it enables better incident management and resource allocation, allowing for a more resilient and responsive transport system. Real-time information may be provided via digital message boards, trip planning applications, and other communication platforms.

This indicator provides a measure of the availability of an integrated communication platform for real-time urban mobility disruption information. **It is a relevant indicator when the policy action aims to increase the availability of real-time information on urban mobility disruptions. A successful action is reflected in a HIGHER value of the indicator.**

DESCRIPTION

The indicator assesses the availability of an integrated communication platform for urban mobility disruptions. The platform provides information on mobility disruptions across modes, and it allows users to register to receive real-time notifications when disruptions occur (for example, via email, app notification or text message).

The indicator is **dimensionless**.

METHOD OF CALCULATION AND INPUTS

The indicator should be computed exogenously, by applying the method described and then coded in the supporting tool.

Method	
Estimation of the index based on direct observation	Significance: **0.25** 
INPUT AND METHOD OF CALCULATION The indicator is a binary variable: it takes value 1 if an integrated communication platform for urban mobility disruptions exists in the experiment area; otherwise, it takes value 0. The indicator is to be used to assess experiments that would result in the setup of an integrated communication platform for urban mobility disruptions.	
EQUATIONS The quantification of this indicator does not require any equation. The value of the indicator $\boldsymbol{DisruptionInfoIndex}$ to be coded in the supporting tool equals 1 if an integrated communication platform exists in the experiment area; otherwise, the index takes value 0.	

ALTERNATIVE INDICATORS

This indicator assesses whether an integrated communication platform for real-time disruption information exists within the experiment area, allowing users to subscribe to receive updates. Other indicators to assess the provision of real-time information about urban mobility disruptions are **TRA_IN_DS1** and **TRA_IN_DS2**.

TRA_IN_DS1 measures the availability of message boards for urban mobility disruptions in the experiment area. Meanwhile, TRA_IN_DS2 measures of the share of transport operators whose real-time disruption information is available via a trip planning application. Being equally significant and easy to compute, the choice among the three indicators depends on the scope of the experiment being evaluated.