"City guide - Family" was specified as part of the UbiCompForAll project in order to identify potential users of the technology that will be developed in the project and to generate design ideas for the services these users might compose.

Summary

"City guide - Family" is about a family on a day tour in Trondheim.

Problem description

Visitors typically have different needs when visiting a city. They have different interests. They can travel alone, with friends, with family or in a group. Some visitors stay some hours in the city, others stay several days. Some have a low travel budget. The following scenario addresses the problem of tailoring the discovery of a city to the particular needs of a family.

Main actor (s)

The parents, Caroline and Mike, and their children Tom (13) and Sam (10).

Activity scenario

Caroline, her husband Mike and their two kids Tom (13) and Sam (10) plan a day trip to Trondheim. Before leaving home, Caroline composes a City Guide service that will help them in the city. She does not want to specify a fixed route with sights to visit, but instead prefers to choose places on the fly when in the city. However, she makes a pre-selection of some relevant places both for adults and kids and marks the most interesting as favourites. Caroline includes a kid service in the City Guide that will allow her to easily communicate with her kids and keep track of them when visiting different places. In order to quickly find a parking spot when they arrive, she adds the parking service to the City Guide that will help them to find a parking house close to their favourite places and provide navigation support to the parking at any time in their visit. Further, she includes a tracking service that will record their route during the visit. In that way, they will later be able to share this route with their friends and to "tag" it with photos they've taken.

On their way to Trondheim, when getting close to the city, Caroline starts the City Guide service and asks for a parking spot. The system finds a house with free capacity close to most of their favourites and shows them the route.

Caroline and Mike wish to visit some art galleries. To keep the kids from getting bored, Caroline has pre-selected appropriate activities for kids. Using the City Guide service, she checks out what is happening in these places at the moment. Games will soon start at the "Vitensenteret". The kids are eager to visit the place, so Caroline sends them there, giving the oldest kid a mobile phone to help them find their way. Thanks to the kid service added to the City Guide, Caroline will be able to keep track of exactly where the kids are.

While walking to the first gallery, Caroline falls and scrubs her knee. She notices it is bleeding, so she needs to find a place to buy band-aids. Using the "Find Nearest" facility provided by the City Guide service, she finds the nearest pharmacy which luckily is only 100m away, where she buys some band-aids and disinfectant.

After walking around in some galleries for a while, Caroline gets an alert from the City Guide service that the kids have left "Vitensenteret". She localizes them on the map. As they are not too far away, she sends them a message with her current location so they can meet up at the gallery before deciding on where to eat. They decide to eat at the fish market in Ravnkloa, a place marked as favourite lunch place. The City guide service guides them there. After eating, Caroline is so pleased with the food and the staff that she decides to write a review. She opens the feedback facility of the restaurant service and submits a glowing review with a score of 9/10.

Deciding to return to their car, the City Guide retrieves the parking house and lets them know exactly which route to take to get back to their car.

Alternative stories

Other functionalities can be included in the City Guide service:

- Instead of looking through the list of restaurants or pre-selected restaurants and picking one, the system can be set to automatically suggest restaurants to visit as the family walks near them, and one can specify beforehand what kind of restaurants are interesting/relevant.

- Similarly, the system can also be set to automatically suggest interesting sights nearby.

- The parents might define an area in which the kids should stay. Instead of getting information about when the kids leave the museum, they might only get information when the kids leave the area.

- On the contrary, the parents may check that the kids visit places as agreed before splitting.

- The kids might be able to localize the parents on a map in the same way the parents do.

- "Find nearest" can be used to find various kinds of facilities such as the nearest restroom, kiosk, tourist info office etc.

- The parents might define games, such as quizzes, for their children.

Properties

Several alternative behaviours are possible that makes the service of interest from a composition viewpoint. The City guide service can be adapted to the needs of people in different age groups and with different responsibilities.

External evaluation

This scenario was assessed together with the scenario "City Guide - Corporate group". See this scenario for more information

Related scenarios

The "City Guide - Family" scenario is closely related to the "City Guide - Corporate group" scenario that focuses on the needs of a corporate group visiting the city.

The scenario also relates to "Resource Search – Parking" that addresses the issue of parking spot reservation.