Research Recap

Personalized Trip Planner for Seniors

Purpose: The Personalized Trip Planner for Seniors project worked to produce a more complete dialog agent that functions in real time over the phone called *GetGoing* in order to create a transportation information system that is usable by seniors.

Approach: The team focused on fitting the method of information dissemination to older users. Modifications to a traditional completer dialog agent like slower synthesized speech, allowing users to interrupt the system and correct incorrect information, flexibility in information input, and telephone connection allow for senior transportation users to comfortably access useful information. The team partnered with UPMC, AARP of Southwestern Pennsylvania, ACCESS, OSHER Lifelong Learning (CMU Chapter), and PathVu.

Key Findings:

Layers

GetGoing has developed as a senior-friendly system, with many features able to be separated out into a layer. That layer could potentially be applied to other existing spoken dialog systems to make them more accessible for seniors.

Non-Travel Applications

Given the Covid19 pandemic, GetGoing has worked to provide precise instructions to hospitals and giving information about the best path to take to a given destination for people who have low vision and/or use a wheelchair.

Conclusion:

This research is still in progress, but preliminary tests found that the modifications to GetGoing were helpful for seniors to remember transportation details versus previously unmodified versions of GetGoing.

CMU GetGoing

http: dialrc.org getgoing

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Project Record:
- https://ppms.cit.cmu.edu/projects/detail/286

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