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ABSTRACTS

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PREVENTION THE CRITICAL SITUATIONS ON TRANSPORT TERMINAL ON THE BASIS INFORMATION SYSTEMS

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The concept of a sustainable transport system as stated in Latvian Transport Development Guidelines for 2014 – 2020 (LR Cabinet of Ministers, 2013) is a high-quality transport infrastructure, high level of traffic safety, transport and logistics services, which create pre-conditions for the development of other sectors, provide jobs and the affordable public transport within the reach of the entire territory of Latvia (a convenient and unified public transport system implying a harmonized operation of bus and rail transport). Public transport must to have high service quality to satisfy wide range of passenger's needs for attracting more customers. The public transport service quality is represented by eight components: availability, accessibility, information, time, customer care, comfort, security and environment (European Union, 2002).

The research is focused on the problem of safety and security analysis in terminal and presents conception of decision support tool for recognition the critical situations on the transport terminal on the basis current information systems (IS) of Riga International Coach Terminal (RICT). RICT is a leader in the area of passenger bus transportation services in Latvia and security and safety in passenger terminal is determinant for the feeling of satisfaction towards a service. The term "security" is the prevention of unlawful interference with passengers and transport infrastructure and must give users confidence the use transport, while term "safety" refers to methods and measures to protect people from risks directly related to and arising from transport (Safety and security, 2014). Policy-makers need to understand likelihoods, impacts of incidents in a transportation environment and also to plan risk management on system approach basis. Particular emphasis in research is placed on the collection of data for risk assessment in RICT and not only on objective basis. It is important that passenger feels safe and secure and authors present the results of performed survey on passengers' perception of the security in RICT.

As node of regional and international transportation networks, transport terminal generates a number of routes, flow throughputs and attract different activities to it surrounding area. For passenger terminals with the concentration of vehicles and passengers' accumulation the problem of increasing the level of safety and security becomes more significant. Technological innovations at transport terminals significantly increase the availability of useful data and workable information. Heterogeneous character of information from terminal IS often hinder the relevant information for prevention of critical situations, but it is crucial that the various involved parties exchange significant information for get a shared understanding and react timely. The terminal authority are needed more analytic capacity, including the ones we could use in an interactive manner. The holistic approach to this complex task includes interoperability analysis (how we share, transfer, aggregate data), organization aspect and business model developing.

Authors consider the IS which operates on RICT and analyse how information from these systems can enrich safety and security issues.

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