

CUSTOMER

MTR Crossrail

SECTOR

Infrastructure - rail

**Ealing
Broadway &
Stratford
Stations –**
Mobile Disruption
Management
Information
Totem

LB Foster[®]



MTR Crossrail will operate services across the full Elizabeth Line route from 2019, with trains crossing from Reading through tunnels under central London to Shenfield in Essex.

The company is committed to excellence in customer service through 41 Elizabeth Line stations. It will provide approximately 700 timetabled services per day, with a peak timetable frequency of 24 trains per hour and an estimated 200 million annual passengers will use the Elizabeth Line; that an estimated total of 11.4 million train service km per year.

MTR Crossrail understands that efficient communication during times of train service disruption is essential to ensure it delivers industry leading performance for its customers.

Requirement

Ealing Broadway and Stratford stations are both on London Underground's Central Line, which is operated by MTR Crossrail. As part of its commitment to providing passenger information during disruption (PIDD), MTR Crossrail required a solution to enable continuous supply of information to passengers in the event of disruption, technical faults or equipment failure.

During the busy Christmas 2017 period, a number of technical issues led to the failure of passenger information displays at Ealing Broadway station and Stratford station. MTR Crossrail ordered four Inform by L.B. Foster mobile disruption management display units.

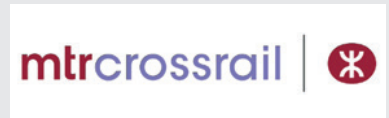
"It's essential that whenever there's disruption on the railway that we are able to communicate quickly to our customers. So when our customer information displays failed at Ealing Broadway at Christmas we were able to roll out three of L.B. Foster's Inform wireless, mobile information displays. The fact we could position these under the failed displays was a real bonus and we were able to provide up-to-the-minute passenger information while our main systems were brought back online."

Richard Fry
Station Manager – Ealing Broadway & Acton Mainline

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Specification

- > Single Sided or Double Sided
- > Mobile Lockable wheels with chain facility for security
- > Front Glass Fully laminated anti-reflective
- > LCD Panel Active matrix TFT-LCD display 42"
- > Resolution HD 1080p
- > Viewing angle 178(H), 178(V)
- > Display area 928mm x 522mm
- > Brightness 1,000 cd/m2 sunlight readable
- > Dimming Auto-dimming light sensor
- > Connectivity Ethernet (hardwired), 3G/4G wifi (mobile)
- > Operating On-board media PC
- > Power 230V (hardwired), 12V in-built batteries (mobile)
- > Battery life Typical 24 hours single sided, 12 hours double sided between charges
- > Housing IP65, section 12 compliant
- > Operating temperature -10 to 40c
- > Weight 180kg



Our Solution

Keeping MTR Crossrail's customers updated about travel information during the busy Christmas period was at the front of our mind when we received an urgent order for four Inform by L.B. Foster mobile disruption management display units.

Using the latest in high definition video displays, the units are capable of running for 24 hours on a single charge from built-in batteries. Integrated Wifi and 3G/4G mobile communications allow the display to connect to a variety of information systems. The units were set-up to provide train departure information.

In accordance with London Underground requirements, the units are fully Section 12 compliant with the use of low smoke zero halogen cables, fume components and sealed IP65 enclosures to contain noxious substances in sub-surface and fire-critical environments.



What they said

"The units were the perfect solution to what was a temporary issue with our station technology. Being battery powered, hence totally mobile, they were easily moved into position on the station as and when needed. Add to that the fact no main cabling was required and the Wi-Fi capability and these are a great solution to disruption of our own systems."

David Martin
Station Manager for the Group - West.

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