The image on screen shows:

Journey Planner — Time Now **11:34**

Touch below to plan your journey

Plan a Journey

Live departures · Live arrivals

Station map · Feedback

Onward Journey Information

Next direct trains to ...

HOME · FLIP SCREEN

TOUCH SCREEN FOR INFORMATION

TECHNOLOGY SOLUTIONS INFORM

TransPennine Express
Passenger information

TransPennine Express - Passenger information

"At TransPennine Express it's our goal to provide all of our customers with the information they need, when and where they need it. We don't want them having to 'self-help' and seek out disruption information for themselves. That's why we embarked on a project to provide location and route-based service disruption notifications. It's a project where we've needed to draw on external expertise. That's where our rail sector technology partner L.B. Foster fits in. L.B. Foster's Inform Media digital passenger journey planning solution is the game changer for us. It aggregates multiple information data feeds and presents it on screen in a simple to use and understand format."

TransPennine Express runs regional and inter-city rail services between the major cities and towns of Northern England and Scotland. The franchise operates all its services to and through Manchester covering three main routes. The service provides rail links for major towns and cities such as Edinburgh, Glasgow, Liverpool, Sheffield, Hull, Leeds, York, Scarborough, Middlesbrough and Newcastle.

TransPennine Express is leading the way with investment in class-leading passenger communications technology that takes up the challenge of 'putting passengers first', as detailed in Network Rail's Delivery Plan for Control Period 6 (CP6). Providing passengers with fast and simple access to timely information about rail disruption is critical. It enables the travelling public to make informed decisions on the move.

L.B. Foster has deployed 33 Inform by L.B. Foster wireless, mobile totems and 12 wall mounted digital displays at Leeds station, Manchester Piccadilly and Liverpool Lime Street on the TransPennine Express network. Each screen features L.B. Foster's unique Inform Media software, which aggregates a range of rail information feeds in a user-friendly way.

TransPennine Express - Passenger information

Requirement

At TransPennine Express its goal is to provide customers with the information they need, when and where they need it, rather than having to 'self-help' and seek out disruption information for themselves. The company required a route-based service disruption notification solution for its customers that:delivers real-time disruption information in an easily accessible formatcan be deployed wherever it is required for customer ease of access features a mix of static and mobile displays complies with IP65 is manufactured in accordance with Section 12 for use on rail infrastructure

The mobile information displays were positioned at key points in and around the station concourse, and alongside the station's Information Desk.

> Deliver real-time disruption information in an easily accessible format
> Deploy wherever access to information is required for customer ease of access
> Feature wireless, rechargeable mobile displays
> Comply with IP65.
> Manufactured in accordance with Section 12 for use on rail infrastructure.

Our solution

Our Inform Media software solution for TransPennine Express uses the output from a host of real-time rail/industry-specific disruption and train movement data feeds. Information is then overlaid on a station specific network map.

We provide passengers with a fully automated, real-time, graphic representation of where disruption is occurring in relation to their personal location. This is accompanied by a narrative explaining the location of the incident, expected duration, impact on train services, alternative transport options being implemented and any ticket information to assist the customer with completing their journey."

The narrative, originated by those making the decisions in the Control Centres of each train operating company, mirrors the information published to the public website JourneyCheck.com. It contains the same disruption reason, which is fed to station Customer Information Services (CIS) and public address (PA) and maintaining consistency of message.

Inform Media is driven by an extremely powerful media generator. The Inform engine provides plug-in applications that support 'passenger first' strategies. These include a train, tram, plane and bus locator visualised on maps, plus enhanced wayfinding and mapping tools, as well as walking, taxi and cycle hub links. It also delivers a range of easy to

understand analytics, giving operators awareness and strategies to cope with capacity, extreme weather events and queue management."

Inform Media focuses on the total journey line. This is based on a detailed analysis of actual passenger journeys, identifying critical touchpoints at which information is accessed. These include ticket booking, car parking, platform information for station arrival, where to go, security information and retail/food and drink opportunities.

Inform Media's stylish yet rugged hardware has been extensively tested to meet today's stringent materials, security and safety standards. It is perfectly suited for use in indoor or outdoor environments. As it is fully mobile, the unit can be moved to any location within a station where the delivery of important customer information is required.

The totem is designed and manufactured to Section 12 compliance for use on underground infrastructure, as well as IP65 for outdoor use. The totem hardware is also AICAS Explosion certified for use in public areas, particularly airport terminals. Current Inform Media applications include real-time live train information from Knowledge Base & Darwin feeds, disruption information and a unique and user-friendly journey planner. Additional applications include timetable information, station mapping and customer user surveys.

What they said

"As with the best solutions, Inform Media is a really simple answer to a long-standing industry issue and it will make a big difference to our customers. Clearly there's a real degree of complexity when interpreting the data feeds and translating this into bespoke maps where multiple incidents can conceivably occur at the same time. The team at L.B. Foster's software division enthusiastically embraced the challenges specified by our Customer Information Team. They've successfully delivered the initial phase of the project, paving the way for future collaboration to further enhance information for our customers."

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We Innovate To Solve Global Infrastructure Challenges