



PASSENGER TRANSPORT INFORMATION SITUATION CONSOLE

When it comes to passenger information, the days when you could publish a schedule and hope the message reaches its intended audience are long gone. Modern bus users are far more demanding. Today, even real-time data is not enough: we must improve to meet expectations.

When unexpected incidents occur, it is important to be able to ensure messages reach those who are actually affected - which is where Situation Console comes in.

Situation Console to the rescue!

Using the SIRI-SX data standard, Situation Console enables system administrators to create readable messages that describe disruptions, and then define the associations with transport-related parameters, such as operators, services or stops.

With Situation Console, passengers have a single location where they can obtain all information relating to their journey - and they no longer need to filter data, because only situations that actually apply to them are shown.

So whether you are a bus operator or Local Authority/ PTE, Situation Console provides the tools to communicate information not reflected in your regular information systems - and make sure it reaches its intended audience.

And of course, Situation Console also has value outside of disruptions, as it can just as readily be used to notify passengers of fare changes and events (such as the Commonwealth Games - see Traveline Scotland, overleaf).

Situation Console Benefits

- Better inform travelling public and meet rising expectations of passenger information
- Proactively target clients with relevant information
- Offer customers a single location from which to obtain information - and only show them relevant situation data
- Reduce the cost of information provision
- Avoid costly reprocessing of data to cover for temporary glitches
- Relieve call centre workload and costs

"We would not have delivered (the Commonwealth Games project) without Trapeze, who worked miracles for us."

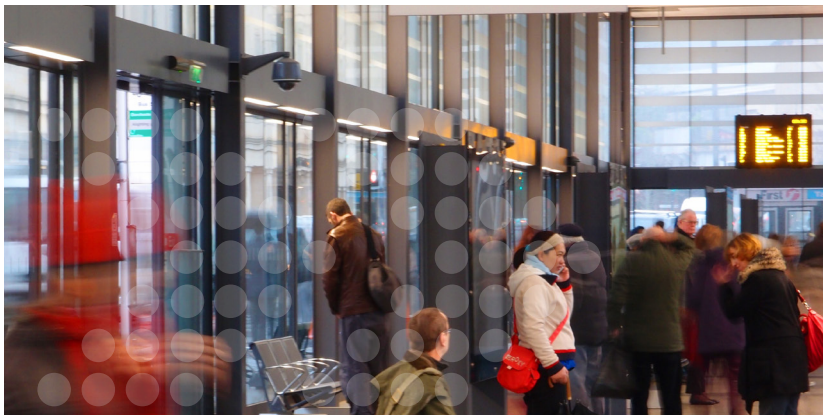
- John Elliot, Chief Executive, Traveline Scotland



info@trapezegrp.com | +44 0 844 561 6771

Copyright ©2014 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved. Any trademarks or registered trademarks mentioned herein are the property of their respective owners.

 **Trapeze**[®]
www.trapezegrp.com



SITUATION CONSOLE- CUSTOMER PROFILE

Traveline Scotland, 2014 Commonwealth Games

The 2014 Commonwealth Games was the largest multi-sport event hosted in Scotland for decades, with more than 600,000 visitors to Glasgow.

With no spectator car parking available at any of the 13 Games venues, the event organisers tasked Traveline Scotland and Trapeze with developing a travel planning solution to assist spectators making public transport journeys to and from the Games.

The Games represented a unique challenge: the degree of on-road disruption required delivery of tailored messaging to ensure confidence from visitors and regular customers.

Shifting requirements meant that final Games transport arrangements were finalised just days before, so Traveline Scotland staff had to be able to make changes very quickly. Last-minute tweaks to road layouts and route diversions arrived hours before road closures were due to take place - yet updated information was made instantly available to call centre agents and the public.

Details of the major route changes were posted directly into the journey planner via Situation Console - which proved invaluable in raising the visibility of the disruption.

“Our part of this project was made possible by the knowledge and experience of Trapeze project planners and the flexibility of Trapeze customer service staff at Games Time itself,” says Traveline Scotland Manager, Stuart McNeill.

“Last-minute tweaks to road layouts and route diversions arrived just hours before, yet updated information was made instantly available to call centre agents and the public.”

- Stuart McNeill, Manager, Traveline Scotland



TRAPEZE GROUP: Here for the journey

Trapeze Group supplies reliable, scalable and innovative solutions for the rail and road transport sector. Hundreds of private and public organisations in Europe, North America and Asia-Pacific have selected software solutions from the Trapeze Group in order to improve and broaden the efficiency, quality and scope of their transport solutions, thus enabling them to provide their customers with even more services in a more reliable and cost-effective manner.

info@trapezgroup.com | +44 0 844 561 6771

Copyright ©2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved. Any trademarks or registered trademarks mentioned herein are the property of their respective owners.

Situation Console



www.trapezgroup.com