

Hamburg Transport Agency, Germany

Passenger information and management system improves public transport quality

Industry

Bus

Challenge

Upgrade passenger information and management system.

Solution

Trapeze Intelligent Transport System (ITS)



850 buses



4,400 employees



110 lines



1,303 stops

Snapshot

- ✓ Automatic Vehicle Location and Control (AVLC)
- ✓ Real Time Passenger Information signs (RTPI)
- ✓ Traffic Light Preemption
- ✓ Transfer protection

Background

As second largest local transport company in Germany, the company employs some 4,400 employees. It carries about 204 million passengers each year on more than 700 buses and 110 lines with 1,303 stops. A further 189 million passengers each year use its three underground routes.



Challenge

Hamburg city centre has for some time past seen the addition of new features to its landscape: The amber fluorescent letters of electronic displays which provide dynamic passenger information have joined the colourful lights of the metropolis. The displays form part of the passenger information and management system, which Hamburger Hochbahn AG ordered from Trapeze.

Solution

The Trapeze passenger information management system is a LIO automatic vehicle location and control system (AVLC). Among other things, LIO supports the modern vehicle equipment (IBISplus on-board computers) and is connected to a digital trunk radio system (TETRAPOL). The FIMS system was planned and delivered in three consecutive phases.

The functionalities

- LIO automatic vehicle location and control system
- TETRAPOL radio system
- Modern on-board computers IBISplus
- GPS-based location
- Transfer protection, including interfaces with the AVL systems of third parties
- Geographic information system (GIS)
- Passenger information system (SmartInfo)
- LIO-Data data supply
- Traffic light preemption
- Loading the vehicles with software and data using
- WLAN (wireless LAN)



The system at a glance



Control centre

1 server, 8 workstations, 2 info stations



Radio system

Digital radio (TETRAPOL)



Vehicles

Total of 850 (710 Hochbahn buses and 140 buses owned by the subsidiaries SBG and Jasper)



Depots

Total of 9

Dynamic Passenger Information

Around 200 SmartInfo displays



Third-party components

EADS radio system, INIT ticket printers



Software interfaces

HASTUS; online interface (OLIF) for the connection of third-party AVL systems - supports visualisation, dynamic passenger information, and transfer protection

Results:

- Automatic Vehicle Location and Control (AVLC)
- Real Time Passenger Information signs (RTPI)
- Traffic Light Preemption
- Transfer protection

“Hochbahn wishes to noticeably improve the quality of local public transport for customers by means of drastically improved passenger information and sustained transfer protection. The positive reactions of passengers show that we're on the right track with FIMS.”

Jens Müller, Project Manager, Hamburger Hochbahn

TRAPEZE GROUP

Trapeze Group works with public transport agencies and their communities to develop and deliver smarter, more effective public transport solutions. For more than 25 years we have been Here for the Journey, evolving with our customers around the world to helping them move people from point A to Z, and everywhere in between.

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