

HARROGATE NORTHERN ENGLAND

REAL-TIME PASSENGER INFORMATION SYSTEMS



PROJECT FACTS

APPLICATION

Bus

CUSTOMER

Transdev, McGills, Brighton, Llew, Blackpool, GO North East

LOCATION

Harrogate, North England

SERVICES

Real-Time Passenger Information

ON-TIME ARRIVAL IN THE REAL-TIME WORLD: BUSES IN NORTHERN ENGLAND.

Many public transport operators in the United Kingdom want to expand their dynamic passenger information systems. And more and more operators are placing their trust in real-time solutions from Luminator. As a full-service provider, Luminator has combined high-quality hardware with software for the calculation of real-time information, together with simple management and configuration tools. In close cooperation with bus manufacturers and transport companies they produce efficient, dynamic passenger information systems with comprehensive service.

The first to take advantage of this was Harrogate: since November 2020 all real-time data runs through a dedicated data hub in the cloud. Second-precise, real-time info is calculated from GPS data from the vehicles' display control system together with data from the timetables. Only in this way can accurate, consistent real-time information be displayed to passengers on all devices. The functionality is monitored by means of software-as-a-service solutions, enabling improvements as needed. Continuous remote integration tests supplement Luminator service for quality assurance of the real-time system.

Harrogate has expressed its satisfaction with our end-to-end solution, and word has spread in the British Isles. Today, over 200 buses equipped with Luminator hard- and software are operating for Transdev, McGills, Brighton, Llew, Blackpool and GO North East. Our realtime systems for e-buses and solar powered e-paper displays at stations are in particularly high demand.

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CHALLENGES

Implementation of a software solution in the shortest possible time despite Covid-19 restrictions: in Harrogate a special data hub had to be made operable within three months.

SOLUTION

The "PACIM" data hub and GPS-enabled "ICU602" onboard display control unit were adapted for realtime data exchange by radio. Parallel to this, remote tests were conducted in buses to ensure functionality in time for delivery of the vehicles.

RESULT

Despite the pandemic, the desired passenger information system was delivered to Harrogate on schedule: the arrival times of buses is displayed by countdown; connection and departure times are accurate to the second. The system is open for the integration of stationary displays or external services, e.g. the Cityzap passenger info app from Transdev.

"The partnership between Transdev and our suppliers has enabled us to improve the passenger travel experience. They can count on their bus leaving and arriving on time. In addition, when changing they don't need to plan their trip in advance, as all information is displayed in real time during the journey. We recognize that readily available, accurate information is one of the best ways to win customers for public transport. The introduction of new functions, many of which are being seen for the first time in Great Britain, will motivate people to change their travel habits, and is part of our vision of promoting the use of buses."

Alex Hornby, Chief Executive Officer, Transdev Blazefield



For more information visit:
www.luminator.com