



# TELESTE PASSENGER INFORMATION SYSTEM

Passenger information and fleet management  
applications for public transport

**TELESTE**



A young man with a beard and a young woman are smiling and looking at a smartphone together. The man is wearing a red plaid shirt, and the woman is wearing a grey sweater. They are in a public transport setting, with a blurred background of a train or subway station.

# BETTER INFORMATION ANYTIME AND ANYWHERE

Telete passenger information system provides operators, cities and communities with one of the most modern software applications for public transport.



# IMPROVE THE JOURNEY

Our passenger information system has been designed for more reliable, easier to manage, better to maintain and, in terms of content, even more exciting passenger information. The system guarantees that the relevant information is available for passengers at every step of their journey.

## Manage your fleets and displays

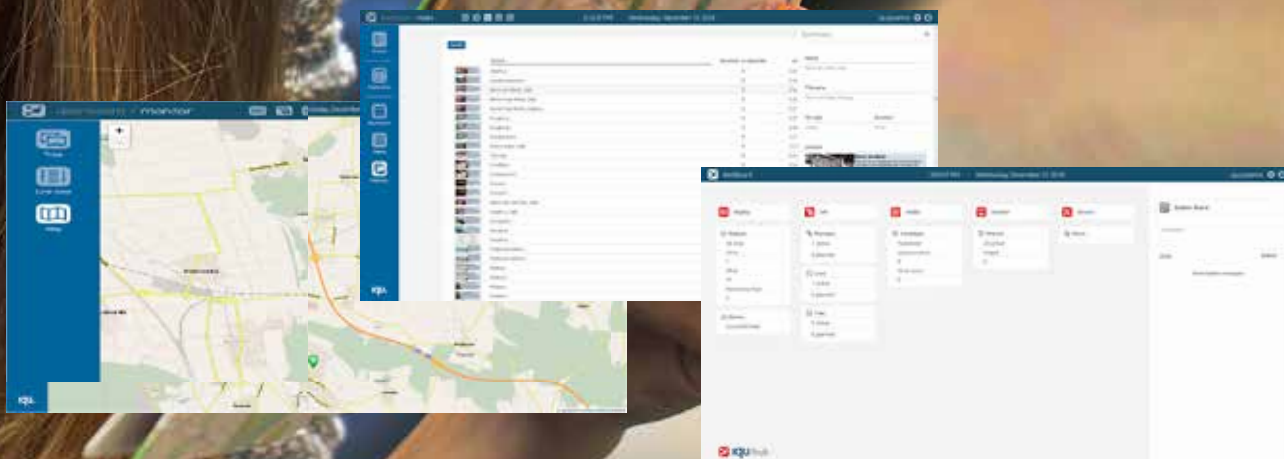
When you need an effective solution for the management and delivery of passenger information, our system can provide you with a multitude of interfaces to several data sources simultaneously. It allows you to ensure that the relevant travel information is available for the passengers in a timely and accurate way across your entire transport system.

## Keep passengers informed

To make the management of passenger information easier than ever, our system supports several automated operations. As long as the transport network operates with no severe disruptions, you only need to monitor the operations. In case of critical incidents, the system will guide your personnel through the accurate notification process.

## Let your system grow

You can utilize our system equally for the smallest fleets and numbers of passenger information units, as well as for complete train, tram and bus fleets and entire cities. The web-based and modular software architecture guarantees that the system grows with you when you need to expand your operations and you can always choose the right modules for your transport needs.



*Our passenger information system makes fleet and information management easier and more reliable.*



# DELIVER TIMELY AND PERSONALISED SERVICES

Utilising real-time travel information allows you to provide passengers with new, smart services across your transport system, on websites and through smartphone applications. High accessibility to timely and personalised services makes the use of public transportation easier and a lot more manageable for the passengers — creating a travel experience that keeps them coming back.

## **New advertisement capabilities**

Our passenger information system is added with advertisement capabilities allowing you to deliver multimedia content of your choice on clear and sharp information displays. Our portfolio includes, for example, information pillars and ultra-wide TFT LCD displays that reshape the information space both on board as well as at stations and platforms.

## CASE REFERENCE

# Passenger information system to the City of Erlangen in Germany

In the city of Erlangen, Germany, Erlanger Stadtwerke deployed Teleste's passenger information system to significantly improve the quality of information at major stops in the city area. The interfacing was initially made via DEFAS and later via the new ITCS from init.

The deployment includes a total of 30 TFT information displays including compact, 32" screens ideal for inner-city stops and 46" displays at the most crowded stops such as the Erlangen main station with a large number of lines.



Besides the hardware, the system consists of a web-based central software and passenger information hub. The hub plays an essential role in supplying travel data and controlling the connected displays. It also enables the operator to monitor the entire passenger information system and its operation.

# FOCUS ON WHAT IS IMPORTANT: THE PASSENGER

Today's passengers expect accurate and real-time travel information, available right when they need it. By ensuring the delivery of up-to-date information throughout the transport system, you can improve the passenger experience as well as eventually increase ridership and revenues.

## Utilising real-time travel data

Real-time information, such as vehicle location data, is an essential part of any modern passenger information system. It can be utilised to help passengers plan their journey and reduce the time they need to spend waiting for their next connection or searching for information about routes and schedules. Our passenger information system allows you to fetch information from several data sources simultaneously and deliver it across your transport system effectively and accurately.

## Different services for different needs

One of the major challenges for public transport is the vast variety of passengers and passenger needs. Our passenger information system lets you address them by automatically collecting relevant data from several sources and disseminating the information through many channels including information displays, websites, social media and smartphones. This gives the passengers more choices on how to use your services and helps you provide the passengers with individualised and tailor-made information throughout their journey.



# PASSENGER INFORMATION AND FLEET MANAGEMENT MADE EASY



Our passenger information system offers several smart modules for checking the content of displays, delivering information about service disruptions, creating content playlists for selected displays or for monitoring your fleet on a digital map. You can simply choose the modules that best meet your needs and requirements. The system is browser-based and can be operated anywhere.

## Display control

When you have hundreds or thousands of displays on the street, at a station or railway, bus or metro line, you have to know whether they work and what they are showing. Our passenger information system allows you to do that: the simple, graphic view enables you to check the status of your displays and what is currently being presented on them. You can see:

- Status updates from all the displays
- Tabular and simple visualisation of all error messages
- The display content that is retrieved via live stream and screenshots

## Passenger information management

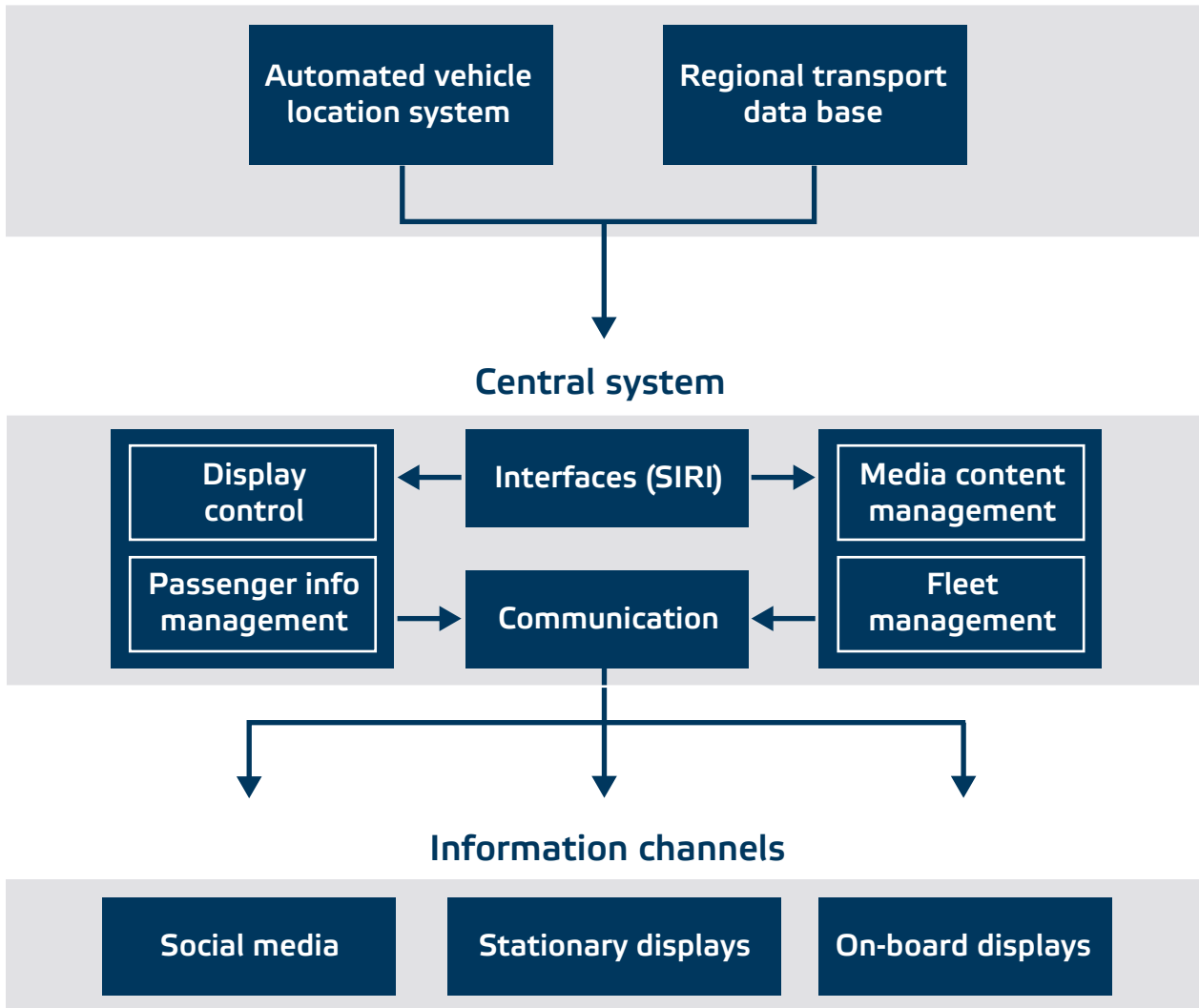
One of the essential tasks in a passenger information system is notifying the affected passengers in case of service disruptions or unexpected incidents. To enable quick and easy management and delivery of messages, our system offers you:

- Overview of all existing information measures
- Creation of new messages in just a few mouse clicks
- Fast initialisation of pre-defined, more frequently occurring measures
- Logical selection of stops, displays, routes and dates

## Media content management

You can utilise our system to present advertisement, ticketing information and other additional content and combine it with passenger information. Content with text, images and videos can be assigned to playlists, which can be run easily on the selected displays or groups of displays. You can also schedule the playlists to run them on specific times, weekdays and dates. You will have a clear and simple view of all of your playlists and their content, which also makes managing and editing them easy and effortless afterwards.

## Data sources



### Fleet monitoring

To keep track of your fleet, you need to access their location information easily and in real-time. Our system offers you a very inexpensive alternative to traditional AVL (automated vehicle location) system solutions allowing you to monitor your vehicles moving around the city, or rail and metro lines. On a clear and simple map view, you can instantly see whether each of the vehicles is on time and how it is connected to the other vehicles within your transport system. Combining information from fleet management to other parts of the system allows you to create unique and precise passenger information including, for example, automatically calculated and delivered departure forecasts for all vehicles and stops.

### Operational control

Our system enables easy user administration with unrestricted number of user groups and individual user

privileges. You can also monitor the overall system operation and the running processes, database connections and the available drive space. Any system errors are automatically detected and reported to the selected users. Errors can also be stored in a log file for later inspection, e.g. Excel.

### Information displays and other channels

Our portfolio includes modern displays for accurate information sharing and excellent readability based on different display technologies – including TFT LCD, monochrome LED and full colour RGB LED. The high-quality displays are specially designed for 24/7 use in outdoor, indoor and on-board use. As a part of your transport infrastructure, our system also allows you to deliver information on websites, social media and smartphone applications.



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