



4-7 JUNE

**BARCELONA 2023**

**GLOBAL PUBLIC  
TRANSPORT SUMMIT**

# UPGRADING THE PASSENGER EXPERIENCE WITH INNOVATIVE TECHNOLOGIES

## INNOVATION GUIDED TOURS

Tuesday 6 June, 11:30 - 12:30

Real-time monitoring systems combined with predictive tools can empower passengers to make more efficient, comfortable and safer use of public transport. Connectivity, personalised guidance, and universally accessible design can

greatly improve the inclusiveness of vehicles and infrastructure. A high potential to optimise the accessibility and attractiveness of public transport worldwide is there to be discovered.



## KONE

### KONE Escalator DX - Digital Experience

KONE Escalator DX brings numerous customer benefits through the digitalisation of escalators enabling smooth, safe, sustainable and stress free movement through the station for all. The offering is made up of 5 main components for end-users and operators:

- Media screen: Create the desired ambience, advertise, inform and delight users with real-time content and visuals on KONE Escalator Media Screen
- Design lighting: Improve user experience, safety and wayfinding/navigation with KONE Design Lighting that can be modified dynamically for both handrail and skirt lighting
- Handrail Sanitizer: Protect the commuters with KONE Handrail Sanitizer Premium that continuously reduces bacteria, viruses and dirt from the handrails and encourages users to hold the handrail
- 24/7 Connected Services: enables intelligent maintenance, maximising the uptime of your equipment, improving safety and prolonging its lifetime. It also improves the adaptability and readiness of your station for the future
- Video monitoring: artificial intelligence based monitoring system, detects in real time potential unsafe or dangerous behavior and triggers preventive measures through sound and visual warnings; for better experience for the riders and peace of mind for the station operators.



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## Alstom

### Metropolis™ metro for Barcelona

Alstom's Metropolis™ metro for Barcelona offers a variety of innovations and features to increase the passenger experience and inclusiveness, such as an intelligent monitoring system that can inform passengers about less occupied areas, free seats, and free wheelchair areas. Universally accessible interiors are completed with multimedia communication including information in real time on panoramic 36" LCD screens. They also provide smart treatment of air using PEPA filters.

Trains are also eco-designed to offer higher sustainability, including 96% recyclability, use of selected sustainable materials, lightweight construction, and high energy efficiency.

Additionally, the trains feature convertible cabs and systems to be operated by driver or automatically. When configured in GoA2, the ergonomically designed driver's cabs include lateral access doors. In GoA4 configuration, passengers enjoy the front view.

**ALSTOM**  
• mobility by nature •

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## INIT Group

### Occupancy rate management and passenger guidance system | MOBILEguide

Information about how full a bus or train will be can offer passengers the opportunity to avoid busy vehicles. By providing occupancy levels in the passenger information channels, transport companies can facilitate a more even distribution of passengers and enhance the comfort of their journey.

To do this, MOBILEguide uses a unique, patented procedure to determine the expected occupancy rate of vehicles at stops, after passengers alighted. Real-time passenger counting data as well as historical data on typical boarding and alighting behavior are used to predict a vehicle's capacity. Additionally, machine learning methods can be used.

Learn how this solution significantly contributes to accelerating passenger changeover times and increasing punctuality. MOBILEguide marks the beginning of a new era in passenger information, as it takes into account the need for new information, which is likely to develop into an essential requirement for real-time information soon: vehicle occupancy rates.



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## Vix Technology

### Intelligent Transport Solutions

Enabling smarter journeys

Vix intelligent transport solutions provide innovative real-time vehicle monitoring, driver communications and passenger information capabilities that empower passengers to make safer, more coordinated and 'smarter' use of transport. Our AI prediction tools enable operators to manage their networks in real time, address any gaps in service, and provide passengers with up-to-date information on their journey.

- Cloud-based fleet management and automatic vehicle location (AVL), including live rerouting, reporting, driver assistance, and passenger information.
- Driver app: easy-to-read punctuality information using a traffic light system (late, early, on time), shift information, comms with the operation centre (text, audio, VoIP), and driving assistance.
- The latest LED and e-paper passenger information on-vehicle and on-street displays, providing real-time passenger information for passenger peace of mind.



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## MTR Corporation

### Waiting Time Indicator and Train Loading Information Display

With our vision to “Go Smart, Go Beyond”, MTR is dedicated to accelerating growth and development in all walks of life by providing best-in-class railway service through digital tools as well as renewing the journey experience with greater customer focus.

**Waiting Time Indicator:** During peak hours, passengers line up at the platform for trains. To smoothen the customer’s journey, MTR has launched the waiting time indication system and leveraged artificial intelligence and video analytics to calculate the estimated real-time train waiting time on platform. The predicted passenger waiting time for the upcoming 3 hours is shown to our customers via the MTR Mobile app and display screens at ticket gates. Passengers can now view the waiting time at 7 major interchange stations located in various busy districts in Hong Kong. From our previous survey on Smart Passenger Information initiatives, 90% of the interviewees said the waiting time information is useful for their trip planning.

**Train Loading Information Display:** MTR has launched a new digital initiative – Train Car Loading Indicator, to enable smart mobility. Real-time Train Car Loading information of the next arriving train is measured and analysed from the train car air-bag pressure sensor and displayed via the Passenger Information Display System (PIDS) at the platforms. Customers can refer to red, amber and green loading indicators and head for a less crowded car while waiting at the platform.



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## Trapeze Group – A Modaxo Company

### INTROS (Independent Travelling and Orientation System) – Travel Assistance for Passengers with Special Needs

Using public transport without assistance is often a great challenge for blind, partially sighted and mobility impaired passengers. They may not be able to read visual information, or they may need help getting on and off. Trapeze’s INTROS solution helps transport operators to ensure the inclusion of these passengers by providing valuable orientation in public transport.

The INTROS solution consists of a smartphone app and a vehicle module. Apart from this receiver for the signals from the mobile devices, no additional installations are required in the vehicle. Unlike many other apps, the INTROS user receives live information from the on-board computer without any time delay.

In addition to passenger information, the INTROS app offers new ways for passengers to interact with the driver. The user can inform the driver what kind of assistance is needed already before reaching the stop.



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