

TEMPLATE

Output factsheet: Pilot actions

Version 1

Project index number and acronym	CE886 - CONNECT2CE
Lead partner	Central European Initiative - Executive Secretariat
Output number and title	O.T2.1 - Pilot actions enhancing peripheral and cross-border passenger transport accessibility in CE <i>(D.T2.2.10 - Pilot action no. 8 - Testing a multi-lingual and multimodal passenger information system)</i>
Responsible partner (PP name and number)	PP4 - GySEV
Project website	https://www.interreg-central.eu/Content.Node/CONNECT2CE.html
Delivery date	Purchase, installation and commissioning of passenger information monitors: 28.05.2019 Purchase, installation and commissioning of contact center: 24.06.2019

Summary description of the pilot action explaining its experimental nature and demonstration character

In the project, GYSEV undertook a pilot action to revise its passenger information system and to capitalize on its development and extension.

PA8 works in the same territory addressed by PA3 and PA4, i.e. the HU-AT bordering region including West Transdanubia and Burgenland. It focuses on two info-mobility tools: a call centre service covering strategical cross-border nodes and two multilingual and multimodal informative monitors to be installed in a strategic station of the network. Moreover, it upgrades existing on-board systems with multilingual information.

With the acquisition of the contact center, GYSEV's main objective was to increase the availability of customer service functions, thereby improving and developing customer relationships. This allows requests from passengers to arrive at GYSEV in multiple ways and can be managed in a single system. This will improve the image of the railway company too. In addition to domestic and international schedules, track access information is available through the system, including information on emergency traffic situations, ticket and ticket purchase issues, group, bicycle and handicapped travel, and other comments.

Following the revision of the GYSEV passenger information system, Kőszeg station was selected, where two passenger information monitors were installed.

An intermodal junction is being built at Kőszeg station. After the work has been completed, buses can stop on one side of the passenger platform and trains on the other side, thus ensuring the possibility of direct transfer. The developments at GYSEV IT department, have made it possible to display the departure and arrival times of trains and buses in several languages on the passenger information monitors acquired and installed in the pilot project. For the monitors installed at Kőszeg, GYSEV IT specialists have made improvements that show the timetables for buses and trains on the same display.

Max. 2.000 characters

NUTS region(s) concerned by the pilot action (relevant NUTS level)

The GYSEV railway lines cover the following NUTS regions: NUTS2 in Western Transdanubia HU22 and NUTS3 in Győr-Moson-Sopron County-HU221, Vas County-HU222 and Zala County-HU223, but trains also operate in other NUTS regions. Austria NUTS2 in AT11 in Burgenland, AT12 in Niederösterreich and AT13 in Vienna.

Of course, as a public service railway, it provides transport not only for the residents, but also for anyone who arrives in the regions.

The passenger information monitors were installed at Kőszeg station in the Vas county-HU222 region.

Expected impact and benefits of the pilot action for the concerned territory and target groups

Thanks to developments in the pilot action, the GYSEV passenger information system has been significantly improved and expanded. This allows the traveler to get accurate and detailed information both before and during their journey.

Multi-lingual information is available on passenger information displays on vehicles and at stations.

For the monitors installed at Kőszeg, GYSEV IT specialists have made improvements that show the timetables for buses and trains on the same display. This development is exemplary, so it can be used at other stations along GYSEV lines, and may be a good example for other public service providers.

On-board monitors display real-time timetable data and also show the current position of the train on a map.

Thanks to the continuous development of vehicles on GYSEV lines, multilingual passenger information is spreading. Thanks to the work done in the project, we will keep in mind the satisfaction of this need in future developments.

With the new contact center, a new service has been introduced at GYSEV that allows travelers to get more in-depth information on travel issues.

Sustainability of the pilot action results and transferability to other territories and stakeholders

GYSEV pays special attention to passenger information. We intend to continue the developments started in the framework of the project and intend to apply the IT system developed for Kőszeg station to several stations in the future.

Austrian trains also run on GYSEV lines, and we will examine whether Hungarian passenger information can be implemented on them too in the future. This system can also integrate schedules of other cross-border public service providers at stations where not only the GYSEV provides the public service. On the Hungarian side this works well, as the schedules of VOLÁNBUSZ and GYSEV are already displayed on one monitor in Kőszeg, but this can be supplemented by the bus and train schedules of the ÖBB or other service providers to be launched in the future.

With the introduction of the contact center, significant progress has been made in passenger information. Based on the observations received during operation, continuous refinements will be implemented.

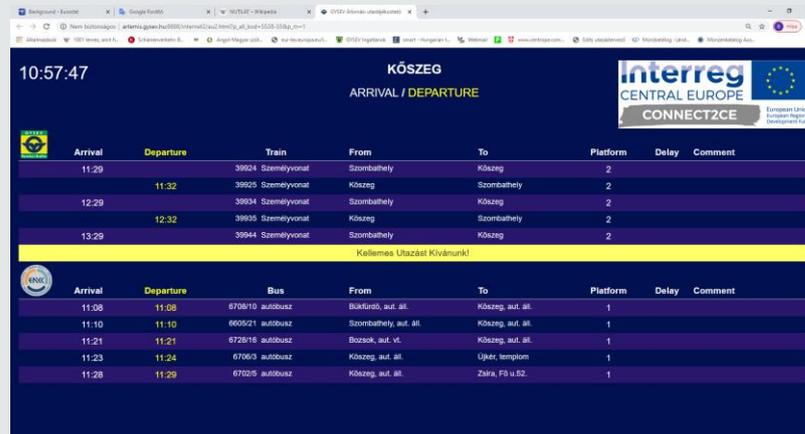
Lessons learned from the implementation of the pilot action and added value of transnational cooperation

In order for multimodal passenger information to take place, it was necessary to work closely with the various bus and train public service providers to transmit and receive timetable data. In doing so, good working relationships have been established to ensure future smooth cooperation. Timetables for cross-border vehicles have resulted in better and more suitable timetables for travelers. The IT background developed for Kőszeg can be adapted to other stations, or it can be expanded with the entry of another service provider.

On the Hungarian side, interconnection of contact centers established or under construction with various public service providers is also on the agenda. In the CONNECT2CE project, the GYSEV contact center has been designed to be interconnected with any other system, so there is no obstacle to any future interconnection. The contact center ensures that passengers receive not only domestic but also international timetable information.

References to relevant deliverables and web-links
If applicable, pictures or images to be provided as annex

In the passenger information picture of Kőszeg station the Hungarian German and English subtitles alternate every 10 seconds:



In IC wagons, GYSEV-developed multilingual passenger information monitor:



The contact center is available at +36 99 577212, where you can use the keypad to select a language or menu item. The hardware needed for operation is shown below:



