Traveler Information Systems

Bringing public transit users the information they need when and where they need it.

Informed passengers are satisfied customers

Adopted by a number of transit agencies across the U.S., SmartTraveler system improves customer satisfaction by delivering:

• real-time
• bus location
• predictive bus stop arrival time
• schedule
• traffic information
• trip planning
• service changes
• special announcements
• points of interest

Our real-time traveler information is system-agnostic, and integrates with your fleet management system to improve service with accessible and accurate information.

Today's passengers want transit information at their fingertips, and obtainable in an instant. Traveler information systems are the key communications link between a transit agency and their riders. Our solution provides the traveling public with accurate, real-time information on a variety of transportation modes. Schedule status and dynamic transportation related information is displayed on message signs, monitors, kiosks, and internet devices so passengers are better informed to plan their journey.

Conduent Transportation's Traveler Information Systems allows transit agencies to effectively communicate to riders -w providing information about their service via dynamic wayside displays at transit centers and bus stops. Passengers won't have to guess when their bus will arrive - they will know - minimizing the negative impact of transit delays.

The Traveler Information System, also known as SmartTraveler, currently consists of the following components:

• **Monitors:** LCD monitors of various sizes are used for displaying bus routes, schedules, and status information. Advertisement images being displayed at the end of real-time schedules and before the next round of schedules is optional.

• **Signs:** Single-color or multi-color LED signs are generally used for displaying bus routes, schedules, and status or advertising information at bus stops or transit centers.

• **Audio:** Announcements of displayed sign information are helpful for people with visual impairments. All signs and announcements are ADA compliant.

• **Station:** An integrated set of signs and/or monitors are placed at a central location (such as a bus transfer terminal) and controlled by a local server

• **Kiosks:** Multimedia touch screen information kiosks provide a wide range of transit, traveler, and tourist information.

• **SmartTraveler server:** Our Data Management and Communications software can interface with our CAD/AVL systems.

• **System console (SysCon):** The Browser-based software allows a Systems Administrator or operator to manage when and what information is displayed on the devices (i.e., monitors, signs, kiosks, etc.).

• **Real-time communications:** Information updates are provided using LAN, WI-Fi, commercial wireless, and available RF data channels.

Informed passengers are satisfied customers.
SmartTraveler Plus provides invaluable information that allows customers to access real-time schedule information before they depart for a specific transit stop. This easy-to-use web-based information can be especially helpful if there is inclement weather, if a person has to travel at an unfamiliar time, or if there is a service disruption on a particular route — giving your riders the comfort and ease to use your system in a more effective way.

SmartTraveler Plus provides web and mobile access

Today's riders have the ability to schedule their day using reliable real-time information. SmartTraveler Plus provides public transit riders the most up to the minute arrival information about their transit services via easy-to-use web tools. Transit customers can look up schedules and real-time status for services of interest on a PC or mobile device for any transit stop. Riders have the ability to stay informed about disruptions to service without waiting for lengthy periods of time wondering when their bus will arrive

SmartTraveler Plus, our dynamic real-time traveler information solution, conveys a feeling of security and reliability to your passengers providing them the ability to:

• Receive real-time arrival notifications via email or SMS. A passenger is able to select a transit stop and obtain up to the minute arrival information for a location

• Rapidly view frequent stops. The user can easily view information for up to five of their favorite stop locations.

• Click a location on a map. A passenger may also select a transit stop on a map and receive the real-time next stop arrival information for that particular location.

• Get the Latest Service Updates. SmartTraveler Plus allows a user to receive current information regarding detours, service delays, and upcoming events.

• Receive information to a mobile device. The user can receive real-time schedule information on a cellular-enabled mobile device.

• Place advertisements. Insert ads on the web pages to generate revenue.

• GTFS Real-time Feeds: An API for third party transit applications and Google Transit Service integration.

Traveler information on the vehicle

Our GPS-triggered next stop signage is coupled with a voice annunciation system that provides next stop assistance to passengers when riding the transit system. Our solution complies with ADA requirements for the disabled and elderly.

Our Integrated Vehicle Unit (IVU) automatically controls the internal and external annunciation as well as the display of next stop information on internal and external destination signs. An integrated GPS receiver serves to automatically trigger the announcements and displays based on pre-stored geographic "trigger" points. Outside the bus, annunciation is triggered when the doors open advising waiting travelers about the destination and route number of the bus. Additionally, we offer options for public service announcements as well as operator initiated announcements. Announcement data can be updated via the IVU's built-in wireless LAN to simplify the data management process.

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