

### Overview



270 vehicles



50 routes



1,000 employees



2,000 stops

### Industry

Bus

### Challenge

Improve passenger experience with real-time information

### Solution

Trapeze Intelligent Transport System (ITS)

### Results

- ✓ Automatic vehicle location and control
- ✓ Dynamic passenger information
- ✓ Multi-agency operation capabilities

### Background

Around 1,000 employees work for Brighton & Hove Bus and Coach Company Ltd. With their 270 vehicles, they carry over 40 million passengers every year. The vehicles operate on more than 50 routes and cover over 2,000 stops.

### The Solution

Brighton & Hove Bus Company operates along England's southeast coast. In partnership with Brighton & Hove City Council the system was introduced in 2001. This was then expanded further by the sharing of the radio and server infrastructure with East Sussex County Council opening it up to other operators in an expanded area. Currently there are 150 real-time bus information signs (known as SmartInfo displays).

Passengers appreciate the real time signs at stops as well as the next stop display signs inside the vehicles. Passenger numbers have increased by around 5 percent year-on-year since the introduction of the system. Frequent use is made of the online real-time information service, and the SMS service provided. The system has become an almost indispensable feature in the Brighton & Hove area.

Beyond that Brighton & Hove uses vehicle equipment with on-board computers IBISplus.

The functionalities:

- Automatic vehicle location and control system, LIO
- Analogue radio system quasi synchronous radio
- VoIP for voice radio
- Modern on-board computers IBISplus
- GPS Positioning
- Geographic information system (GIS)
- Passenger information system (SmartInfo)
- Data supply LIO-Data
- Traffic light pre-emption
- Loading the vehicles with software, and data via WLAN
- ISAS2 statistics
- LIO internet service VLIS
- Multi-agency operation with East Sussex County Council





## The system at a glance



### Control centre

3 dispatcher workstations, 7 info stations, 2 IT and statistics workstations



### Radio system

2 voice channels, 1 data channel, 5 base stations



### Vehicles

270 buses



### Dynamic passenger information

150 SmartInfos, controlled by analogue radio



### Depots

4 depots with WLAN



### Software interfaces to third-party components

Omnibus planning programme, Real-time passenger information system VDV454 (SIRI), Multi-agency operation

## Results:

- Automatic vehicle location and control
- Dynamic passenger information
- Multi-agency operation capabilities

“Since the introduction of real-time passenger information in 2001 the Brighton & Hove Bus & Coach Company Ltd. has been able to manage the fleet and provide information to the public in ways never before possible.”

Mike Best, Operations Director, Brighton & Hove Bus and Coach Company Ltd.

## TRAPEZE GROUP

Trapeze Group works with public transport agencies and their communities to develop and deliver smarter, more effective public transport solutions. For more than 25 years we have been Here for the Journey, evolving with our customers around the world to helping them move people from point A to Z, and everywhere in between.

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