

AURIS

Fully automated traveller information- management system



Innsbruck main station hall

Background

International traffic, faster trains and optimization of using the infrastructure caused the increasing of the train in and through Austria.

With the new concept "Operation control strategy" the Austrian railway enforce there attempt to centralize, automate and optimize there business processes. In this context the Austrian railway company decide to implement a new customer information management system (AURIS). The superior requirements of this customer information system were to automate the business processes as far as possible and to control greater areas with only one control system.

So far the customer information was controlled only locally: Complete train announcements were pre-recorded and disallow any dynamic in the announcement. Delay information and track changes were not published automatically. In the course of the new concept many of such processes should be automatized.

Results

Currently the pilot phase of the AURIS project is finished and the roll out phase has been started. In the pilot phase the first 33 stations were connected to the centralised customer information system located in Innsbruck. Now the next stations are connected to the already existing centralised customer information systems located in Salzburg and Innsbruck. The other three centralised customer information systems in Villach, Linz and Vienna are in the planning phase. At least all 800 stations of the Austrian railways are controlled by the five control centres. Beside the main boards and platform displays, announcement units and departure/arrival monitors are connected to the system. Train stop sensors at the stations provides information about the actual halt of the trains to trigger automatically generated connection information. In 2010 also dynamic train composition displays will be connected to the system.

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AURIS

*„Fully automated
comfortable customer
information
management system
with the highest degree
of automation“*



Innsbruck main station information board

Technics

This project is proposed to set up a central controlling of a customer information system to control all railway stations of whole Austria. The timetable is automatically provided from the ÖBB over their information bus (DDS). This information bus contains timetable information and real time data for actual train positions, route information, platform alteration and others. Track allocation messages by the railway control centre ensure timely correct information about trains at the station.

The Austrian railway system is used by local and long distance traffic and also by foreign transit traffic.

The system needs to serve the demands of the long distance traffic customers as well as the demands of the local traffic passengers.

This project implemented new, innovative solutions for acoustic and visual traveler information. Specially mentioned should be the automatically announcements through a Text-to-speech (TTS) system, which economize the cost and maintenance intensive recording of samples.

Another point which should be referred to are the dynamic train composition displays. Changes in the train formation are presented to the customer immediately. Using this, old and disabled people are able to get the information where they should board the train to be close to their reserved seat or to find a railway carriage for disabled people in time. Especially on crowded platforms this feature is valued much from the customers.

Caused through the noted circumstances, AURIS supports a magnificent number of different operating situations, which enables next to the normal situations (platform alteration, delay announcements) also information about replacement busses and other services.

Announcements are on time, because train stop sensor provide exact stopping times. The quality of further possible train connections is enhanced.



Platform at Innsbruck main station