Making it easy for transport dispatchers

How do you keep one of Europe's busiest cities moving while making things as easy as possible for the radio network dispatchers? We discover how Bonn keeps the wheels rolling

Stadtwerke Bonn (SWB) provides the people of the city with public transportation, as well as energy and water. In 2012, it carried 88.5 million passengers.

Challenges

Reliable communication system supporting traffic dispatchers daily duties as well as possible

Andreas Giersberg is System Administrator for SWB's TETRA system: "The biggest user group is primarily public transportation, but parts of the water and electricity departments also use it."

Solution

To help it do all this, SWB relies on TETRA radio communications from Airbus Defence and Space. The system handles 1,100 individual calls, 450 group calls and 1.1 million SDS messages every day.

AIRBUS
DEFENCE & SPACE

Keeping Bonn's people moving

Public transportation is managed from a single control centre. Connected to a similar control centre in a neighbouring Cologne region, the service appears seamless to public transport vehicles moving between the cities.

Location information and situation data such as mileage from all buses, trams and subway trains are transmitted as SDS messages over TETRA into a central traffic management application (ITCS) in Bonn's control centre. Cologne has the same system and when a vehicle leaves one city and enters the other, it automatically appears on the other city's system.

Another key TETRA function is the emergency call, activated by pressing a hidden button in the vehicle. This is an important feature for protecting drivers and passengers.

All public transportation vehicles are equipped with TMR880i mobile radios that include a GPS receiver. The information is relayed to passenger information systems that display when the next train or bus is coming.

Modernising TETRA dispatchers

Although day-to-day routines are automated, SWB runs Dispatcher Workstations in case the main public transport control system fails.

SWB is in the process of modernising its dispatching stations to an IP infrastructure. "When selecting a dispatching solution, we look for reliability, flexibility and availability. We are introducing RCS9500 to better serve the needs of our 16 dispatchers."

"The Dispatcher Workstations are our last line of defence. They are also used during major festivals, for example, to communicate with maintenance staff".

- Anders Giersberg, System Administrator for SWB's TETRA system

Tailored for user needs

The ability to freely configure the user interface was a key need for the SWB. The user interface of the RCS 9500 is easy to tailor to match the operational process.

"It is like being able to serve every dispatcher's wishes," says Giersberg.