



ITS Customer Information Systems

Amey are the leading supplier of CIS (Customer Information Systems) to Train Operating Companies and Network Rail. Our projects include:

- **South Central** – 154 stations, Metro and Suburban
- **First Great Western** – 14 stations GWZ Main Line
- **Network Rail / South West Trains** – 176 stations, Southern Zone
- **Reading Borough Council** – real time CIS provision via Internet
- **Virgin West Coast Train Line** – 17 Main Line stations
- **West Anglia Great Northern** – 50 stations and two Control Centres
- **Liverpool South Parkway** - real time Bus & Air travel CIS



For example, our South West Trains system, winner of the **Best Passenger Improvement Project** at the **National Rail Awards 2003**, is geographically located from London (Vauxhall) along the South coast, through the West Country to Exeter and comprises 2 Control Centres and 7 Regional Centres to manage CIS at 176 Stations. This involved the installation of 186km of cable and containment, 1300 displays, 3300 speakers, 200 equipment racks, 400 PA and CIS computers, 200 amplifier and auto-announcer suites and 2 server suites with UPS back-up.



The CIS projects are based upon automatic, audio/visual real-time information systems integrating data from TRUST, TSDB and Train Describers to provide accurate forecasts of train running times. The systems are typically operated over wide geographical areas controlled from both TOC Control Centres and Regional Control Centres.

From service information extracted from the TSDB, each train's most likely track route is calculated. Train Descriptor reports are dynamically correlated with the forecasted route in order to determine the train's run-time state (e.g. on time, late, arrived at platform, platform change). Consequently, the train state is reported via visual and audio systems to the public.

CIS operators are provided with a sophisticated yet intuitive, user-friendly GUI which allows them to monitor, augment, override or tailor the automatically generated information. Under normal running, displays automatically show the train information including platform alterations and delays, however CIS operators are able to post various notices at their own discretion. The information shown on the train pages is dependent upon a pre-determined configuration, as defined by the specific customer contract.

Amey CIS solutions are developed in-house by our experienced team of software & systems engineers, making full use of the latest developments in network and display technologies as well as our extensive knowledge of the rail & transport industry.

