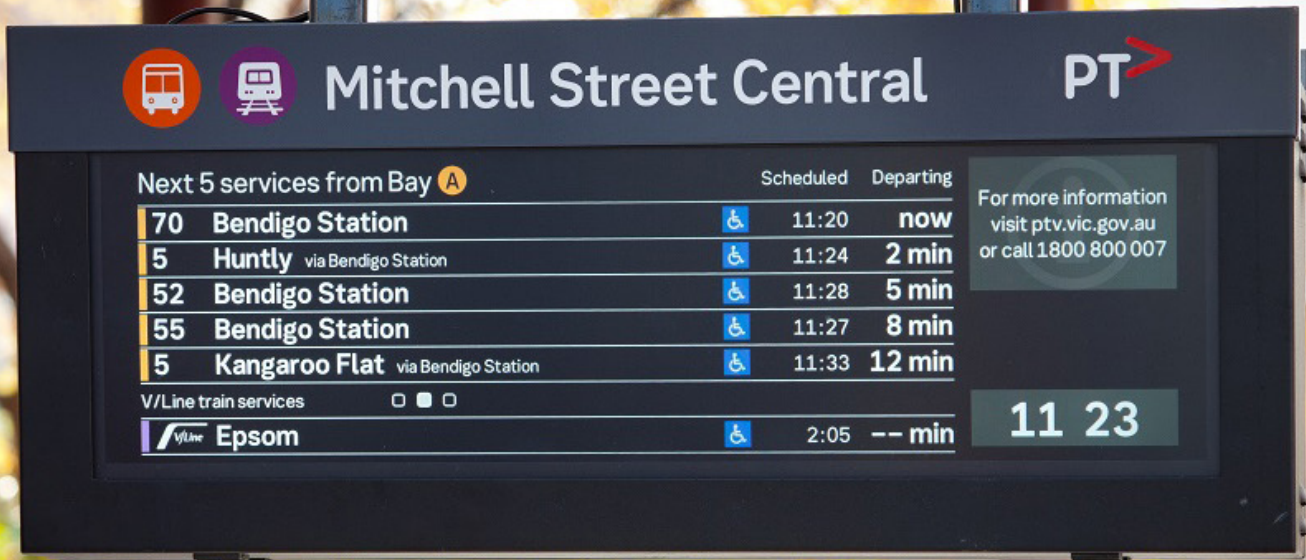


# 4TEL PASSENGER SERVICES



## 4Tel provide cost-effective, accurate and reliable passenger information services across multi-modal transport networks

### 4Tel's passenger services provide accurate, real-time information

The 4PIDS™ system collates real-time tracking data along with trackside telemetry to display the best available real-time information on train, light rail or coach running services to operations, station staff and passengers. This information can be distributed to various back-office systems to allow exchange of information between systems.

### Multiple layers of data ensure accuracy at all times

The 4PIDS™ system information refresh output is configured to according to business requirements. If the GPS data is lost, the system will automatically default to the best available information whether that is track-circuit telemetry for trains, or timetabled information for all other transport services. The system also features a back-end web-portal for local staff refinements, providing a back-up control if required.

### Information for operating control centres and developers

Station staff can access and refine data displayed through remote access to a central server via a standard web browsers.

Information is distributed to the public by government agencies as part of their open-data systems policy using the General Transit Feed Specification (GTFS) format.



Real-time GPS tracking



Complete product customisation available



Layers of data collection in case of signal loss



24/7 Technical Support Team



Software calculates variance of actual running time to timetable



Station staff are aided with timely information



Features automated Voice-over-IP announcements to Public Address systems and Help Points



Improved passenger experience and accessibility



Timetable management for special events and maintenance requirements



Passenger Help Points and Information Displays improve accessibility for passengers.

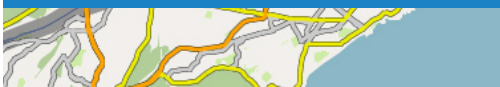
## Features

### 4PIDS™ functionality can include:

- Up-to-date passenger information displays of train movements.
- Platform, concourse or waiting rooms displays.
- Automated voice announcements via PA and customer help points.
- A facility for local staff refinements to be made to the display and PA announcements via standard web browser access by remote access to a central server.

### The 4PIDS™ technology developed by 4Tel uses:

- Direct inputs from GPS and signalling systems telemetry for real-time train location data
- Direct input from back-office systems for daily timetable plans and changes.
- Software to calculate the variance of actual train running data to the planned timetable to allow accurate passenger displays and on-time running information. This includes delay, cancellation and termination information.
- Mapping data to provide real-time train geographical and schematic views of train positions for staff.



### 4Trak™

The 4Trak™ tracking system tracks rail vehicles, light rail, coaches, buses, ships, and worksite as required. 4Trak™ has proven to be a valuable tool in monitoring the location and performance of mobile users. The resulting real-time location data can be used by operations staff for better situational awareness of train running against schedule and by maintenance staff for safer track access for work crews.

4Trak™ is available in web or IOS or Android phone application format. The ability for management to have access to 4Trak™ from their current location enables them to respond and keep informed in times of need.

## Case Studies

View more in-depth case studies on our website at [www.4tel.com.au](http://www.4tel.com.au)



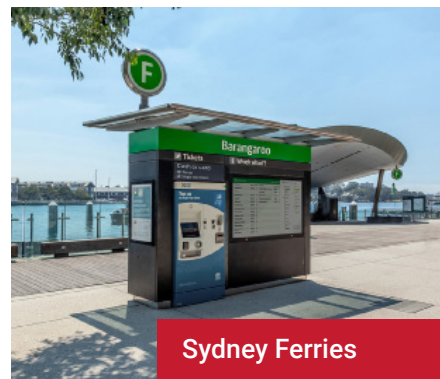
V/Line Stations



Newcastle Light Rail



Multi-modal displays



Sydney Ferries

## Cost effective and customisable

4PIDS™ is a cost effective solution to deliver real-time passenger information as it significantly reduces the need for heavy investment into additional hardware. By focusing on the software system's capabilities to interoperate between existing devices, 4Tel is able to deliver an innovative PIDS system within varied project constraints.

4Tel hold the Intellectual Property Rights to the 4PID™ and 4Trak™ software and are able to make modifications as required, this ensures that 4Tel can always supply a versatile, responsive and customisable solution for different transport networks.

The 4PIDS™ solution can be configured to operate on a variety of displays and legacy devices. The software is interoperable using open-systems interfaces for maximum adaptability to back-office needs.

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