# Personalised Passenger Information System (PPIS)

Empowering passengers with live information on their journey

Seamless delivery of highly relevant information

Arming passengers with personalised information about their current and onward journey empowers and reassures them. Accessible directly from their connected devices up to date information makes for a more enjoyable journey – increasing customer satisfaction.
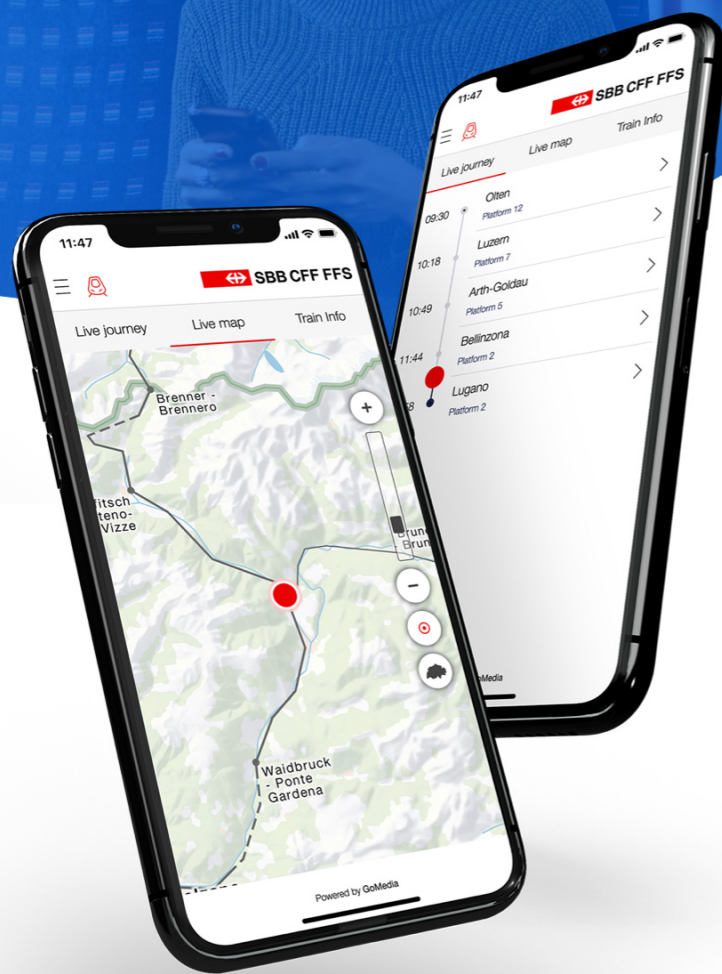
Your direct channel to passengers

Send alerts and updates directly relating to that journey and onboard situation and share notification of upcoming engineering works on that particular route.

Frictionless updates on the current journey

The passenger is a tap away from seeing how their journey is progressing with estimated arrival times along the route. There's no need to search - it's automatically available within the web or app experience.

Easy access to live onward journey options

By tapping the stop they are changing or alighting at along the route passengers can call up live departures by rail, bus, tram, air or tube, book a taxi or find out about local events and attractions.

As seen on   SBB   First   arriva a DB company   AVANTI WEST COAST   CAPITOL CORRIDOR

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The benefits

Supports customer satisfaction

Enabling easy onward travel or keeping passengers informed about delays gives them a degree of control and reassurance. Though never good news, if passengers know why delays are happening, they are more understanding and less anxious.

Improves accessibility

Information provided in an accessible format that can be used by people with hearing impairments that struggle to hear on board announcements and blind and visually impaired passengers that can use the screen reader on their device to hear the latest calling patterns.

Reduces stress and reliance on staff

Consistent, reliable information allows staff to focus on their roles – particularly valuable in times of cancellations and delays.

Improves brand perception

In a fragmented transport network, being seen to be keeping your passengers informed and own the conversation under your branding is valuable. While passengers are experiencing your service you can, and should, be controlling the message.

GoMedia offers a managed service that covers everything end to end

Delivery to the vehicle

Our system 'listens' for updates to the live information over 4G/LTE and delivers it seamlessly to the passenger within the portal.

System monitoring

The health of the onboard information system is monitored and availability feeds are actively monitored to proactively resolve issues.

Full user experience design

Whether integrating with your app or creating a browser portal, GoMedia takes care of the full design, ensuring it seamlessly reflects your brand.

Feed integration

Depending on your requirements we work with your feeds and those of Third Parties, ingest them into GoMedia's internal Fleet Management Tool, which, in turn, is used to support the delivery of information to your vehicles.

Tailored solution

We work with you to identify the most appropriate information services and how to present them based on the needs of your business, the specifics of your network and your passengers.

Specifications

	Default	Add-on
Live calling patterns Access live updated calling patterns about your vehicle's journey.	✓	
Intelligent Sync Only sync data that is relevant to that specific vehicle and only if new information is available to reduce data upload.	✓	
Delay information Highlight delays and changes to journey.	✓	
Engineering / Disruption updates Highlight relevant disruption and engineering information.	✓	
GoView homepage widget Showcase live journey information in a widget on the homepage. Only compatible with GoMedia's GoView product.	✓	
Monitoring and reporting Monitoring and reporting of the platform.	✓	
Updates Access future updates to the PIS platform.	✓	
Feedback Option to receive feedback linked to journey information. (Also see GoMedia's feedback product: Vision).		+
Share my Journey Let users share their journey easily with loved ones so they know exactly when they will arrive.		+
Live journey map Follow the live location of the vehicle on a map		+
Onward journey information Display relevant live onward journey information		+
Eating, drinking and attractions Display relevant events, restaurants, and attractions for your different destinations.		+
Vehicle information Showcase vehicle information such as location of first class, second class, silent carriage, buffet car, cycle storage etc...		+
HEAR Accessible onboard announcements to the users own device. Also see the HEAR product sheet.		+
Visor Accessible contextual navigational information based on real time information. Approved solution by the Royal National Institute of Blind People. Also see the Visio product sheet.		+

We are GoMedia, world's leading onboard infotainment provider.

For more information, please contact **enquiries@gomedia.io**

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