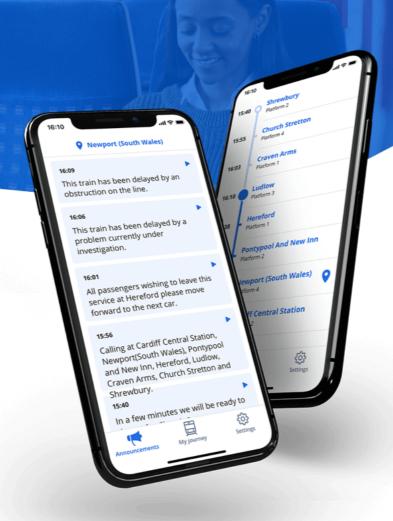# HEAR

Personalised accessible announcements

Empowering the hearing impaired

GoMedia offers a low-cost software solution that broadcasts onboard announcements to passengers' own devices. Developed together with Hearing Link and Hearing Dogs and supported by the Department for Transport, this is a perfect alternative to expensive hearing loop systems.

How it works

Users use your own branded HEAR App to access announcements. Whilst they make their journey the HEAR App runs in the background and will keep them updated about their journey. Users can use their phone in the meantime for other tasks such as listening to music, reading a book or work.

The App is customisable, supports multiple languages and will give the user an overview of previously made announcements, live calling patterns and delay information updates.

Research results

Results are provided by a survey done by Hearing Link and Hearing Dogs with 58 people with hearing impairment.

7%
Are somewhat confident that they will be made aware of changes and disruptions during their journey.

16%
Think they are treated equally compared to people without hearing loss.

96%
Would love to have a solution like HEAR on their public transport.

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At Transport for Wales we are committed to making our network as accessible as possible, working with GoMedia on HEAR has given us the opportunity to test a solution that could provide huge benefits to customers and encourage people to choose rail.

Features of service

Real time – Access live real time journey information including calling patterns and previously made announcements.

Personalised - Personalisation options, from time when user wants to receive an announcement, to only receive announcements related to your destination.

Multiple languages – Support announcements in multiple languages.

Screen reader support – Supports voice-over and talkback on Android and iOS.

WCAG 2.0 – The solution is WCAG 2.0 compliant

Future updates – Access future updates in terms of security and features.

Monitoring and reporting – Monitoring health of service and receive GDPR compliant reporting of usage.

Integrated with onboard Wi-Fi – Integrated with your on-board Wi-Fi system to increase accuracy, reliability and support offline usage to users.

We are GoMedia, world's leading onboard infotainment provider.
For more information, please contact **enquiries@gomedia.io**

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