

# Passenger information service to interchange users



The development of transport networks and multimodal interchanges, together with the evolution of customer expectations, make interchange managers adapt the way they support passengers. Providing an information and guidance service to travellers requires a team of people to be coordinated across the multimodal interchange area to ensure that the information given is properly understood and users are given the information they need. This service includes the deployment of service agents and the creation of a passenger information control centre coordinating them.

This control centre is dedicated to supporting travellers and has the task of coordinating the actions of all agents in contact with the interchange users.

The dedicated staff is positioned at busy intersections to answer questions from users during their journey.

The duties of service agents are as follows:

1- Providing information to travellers in the multimodal interchange area: – Receiving and guiding travellers – Helping travellers work out their travel routes (itineraries, finding their way about the neighbourhood, timetables, traffic conditions) – Proposing alternative itineraries where there are disruptions (lines and elements affecting the system from outside)

2-Assistance to users of the multimodal interchange: – Intervening to help people in difficulty or in the event of an incident – Helping customers use the ticketing machines – Providing assistance to persons with reduced mobility

3-Flow of travellers at the multimodal interchange:

- Managing the flow of travellers during transport facility peak periods
- Taking part in ensuring the general safety of travellers in the event of disruption or congestion

4-Contribution to quality of service at the multimodal interchange: – Resolving or reporting technical problems that have commercial consequences, – Making sure that information media are available and relevant, – Making sure equipment for the reception/assistance of travellers is available (lifts, escalators, ticketing machines, etc.) – Making sure transport areas are clean (e.g. picking up newspapers and reporting on litter/dirt, etc.)

5-Monitoring the general atmosphere of the network – Ensuring any anomalies observed are reported – Making sure transport regulations are respected and if necessary reiterating the rules

The service backs up the various static and dynamic traveller information media, especially when there are disruptions and with respect to persons with reduced mobility and occasional travellers.

## Good practice

Tisséo-SMTC / Passenger information control centre and dedicated staff:

Tisséo Passenger Information Control Centre is dedicated to supporting transport users in their journey at stations and interchanges. Responsible for coordinating the action of the dedicated on-site staff in contact with transport users, 18 agents are positioned at the busiest stations of the network to answer any questions users may have during their multimodal travel. Those agents, whose numbers keep increasing, are also present to help travellers to use automatic ticketing machines (purchase of tickets or crediting “Pastel” travel cards), explaining how to make transactions in the ticketing office, etc.

## Potential interchange performance improvement

Human/physical information and guidance services for the users of the multimode interchange help make interchanges more efficient as they allow intermodality, accessibility and liveability to be improved.

Indeed, a physical guidance service enables the better orientation of travellers, especially persons with reduced mobility and occasional travellers in the multimode interchange and also a reduction in the anxiety felt travelling, which in turn helps users reach their destination reliably, comfortably and safely.

Also, the more fluid circulation of passengers and greater traveller satisfaction contribute to better quality of service being provided by the manager, and thus a more efficient interchange.

## Resources

1-Salary costs:

- Reception staff salaries
- Reception staff supervisors

- Training reception staff

## 2-Operating costs

## 3-Investment costs:

- Development of the premises
- Nomad tools
- Vehicles

## References

<http://www.tisseo.fr/se-deplacer/bien-voyager>

<b>NODES strategic objective</b>	<b>Contribution</b>
Enhance accessibility and integration	++
Enhance intermodality	++
Enhance liveability	+
Increase safety and security conditions	+
Increase economic viability and costs efficiency	0
Stimulate local economy	0
Increase environmental efficiency	0
Increase energy efficiency	0