



SIEMENS



Case study

Upgraded stations for First TransPennine Express



Passengers travelling on the First TransPennine Express in the North of England have seen dramatic improvements to passenger information and safety systems as part of a major refurbishment programme to upgrade 29 of its rail stations.

Siemens supplied and installed new security and passenger information systems, as well as equipping a new central control room at First TransPennine Express' headquarters in Manchester.

For rail passengers, automated announcements and travel information are provided by new public address systems (PA) and, for the first time in the UK rail industry, new, intuitive, touch screen passenger help points have been provided, half of which are interactive and even offer direct web access - technology developed especially by Siemens for this application.

For increased passenger safety and security, CCTV systems have been upgraded and expanded on all stations.

Altogether, almost 600 CCTV cameras, 200 information screens and 2,000 PA loudspeakers have been installed. Siemens also supplied digital recorders to provide secure storage of high quality CCTV images. Recorders have been fitted at all stations, with those in staffed stations controlled locally, and those in unmanned stations supervised from the control room in Manchester.

Operators at the new central control room have overriding control of all systems, but the installation has been designed to be fully automatic in normal operation. Training announcements are, for example, delivered by VIPET voice servers, while train times and other service data for the passenger information displays are sourced automatically from Network Rail's Train Describer and the TRUST real-time rail timetable.

Broadband Megastream links are used as the basis for a managed network which connects all of the stations and server locations with the central control room.



Siemens has over 20 years' experience in rail

Siemens has a wealth of proven experience in this field and has provided the design, engineering, factory testing, integration, installation and commissioning of all new systems. This major station improvement contract had two phases - implementation and future maintenance. A rolling work programme has ensured that new equipment is backed up by a five-year service maintenance agreement.

Ian Benger, project manager at First TransPennine Express said: "This important project will make a real difference to the level and quality of customer service and security we offer passengers at our stations. Timely and accurate information is vitally important during any journey and the reassurance provided by CCTV monitoring is something our passengers have told us they value highly."

Keeping security on track

As a specialist supplier of safety and security services, customer information systems and critical communications, Siemens can provide you with the latest equipment and technologies to create a safe environment and enhance the efficiency of the rail network. We have been providing integrated security, networks and passenger information systems for the rail industry for more than 20 years. As a result, we fully understand the complexities of day to day operations within the rail environment.

We offer a complete service, including expert consultancy from our experienced rail team and full system design, engineering, installation, training, maintenance and emergency call out from a dedicated team of commissioning and service engineers.

We work closely with transport owners, train operating companies, underground operators, passenger transport executives, freight and logistic operators and British Transport Police.

Highlights

- Upgrade of passenger information and safety systems at 29 stations
- Design, engineering, factory testing, integration, installation and commissioning of all new systems
- New security and passenger information systems
- Intuitive, touch screen passenger help points
- Managed network connecting all the stations and server locations with the central control room
- Installation designed to be fully automatic in normal operation

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Printed in the UK

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The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.