

Disruption information

The comprehensive approach in North Rhine-Westphalia for regional and commuter rail

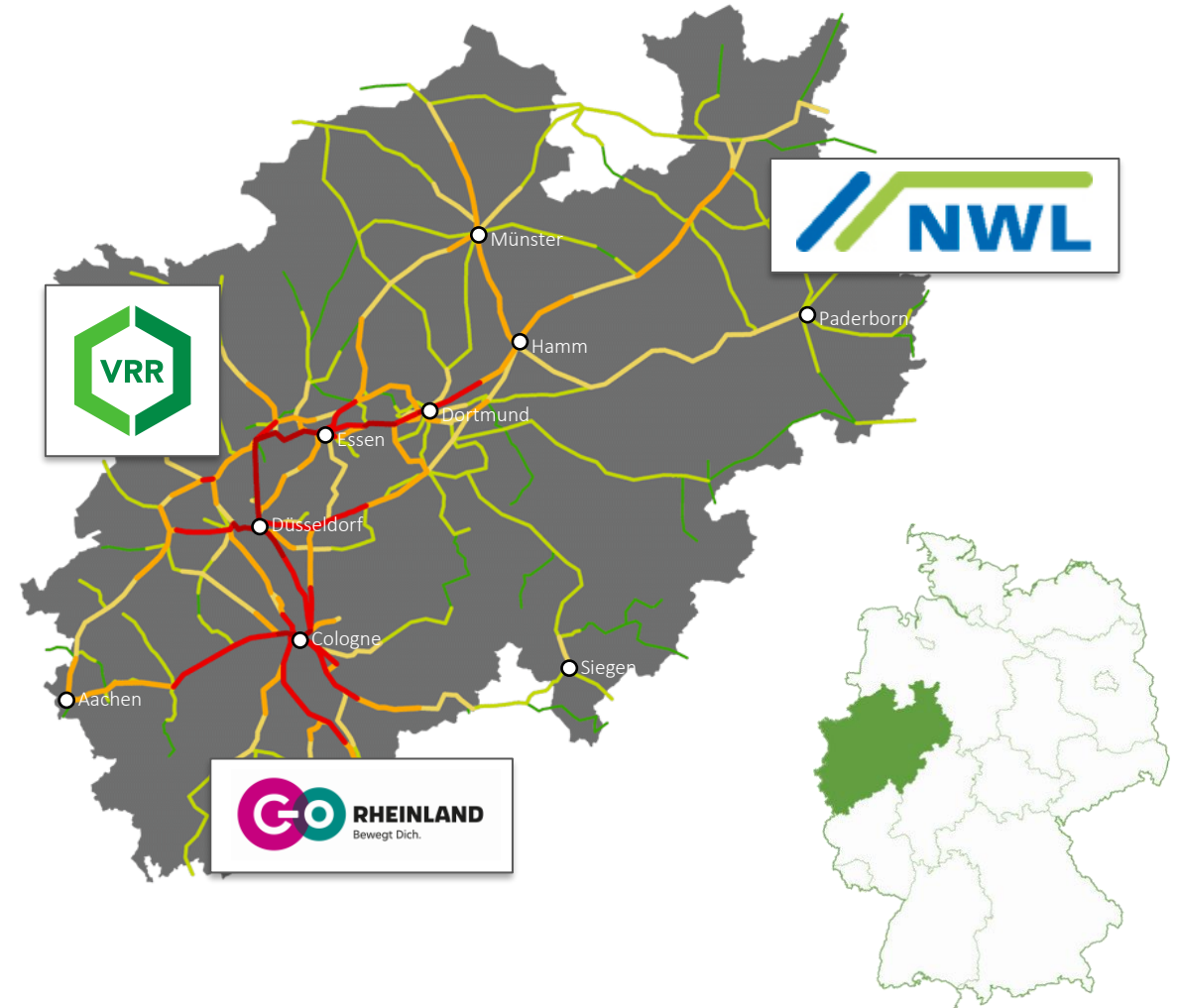
Robert Ionescu | Verkehrsverbund Rhein-Ruhr | 17.05.2023



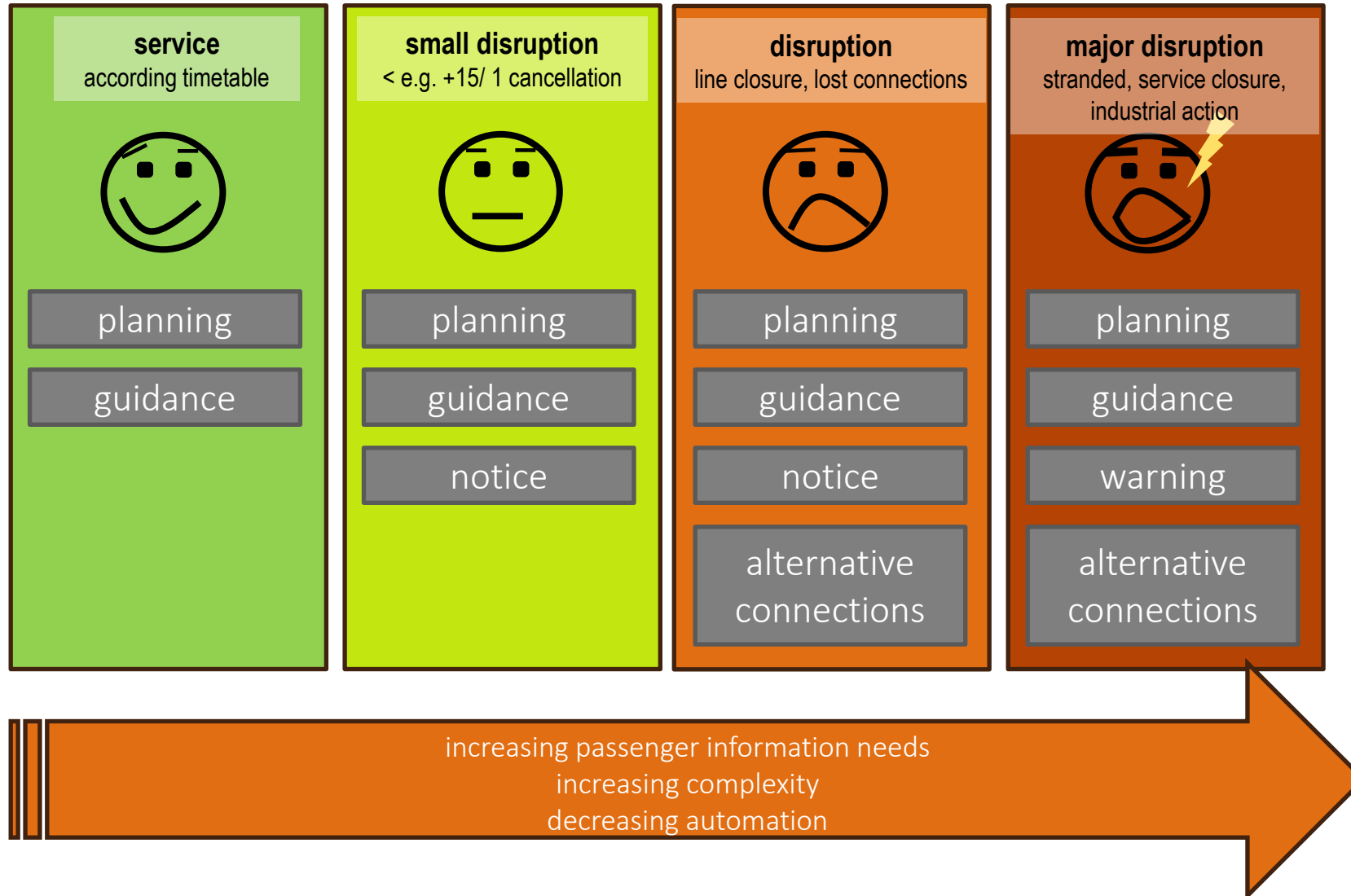
Overview

- three public transport authorities for regional rail transport (PTO) in NRW
- four journey planners + nationwide system by Deutsche Bahn
- approx. 12 train operating companies (TOC)
- around 80 lines für regional and commuter rail

- high passenger demand in polycentric area Cologne–Düsseldorf–Essen–Dortmund
- infrastructure that is highly susceptible to disruption



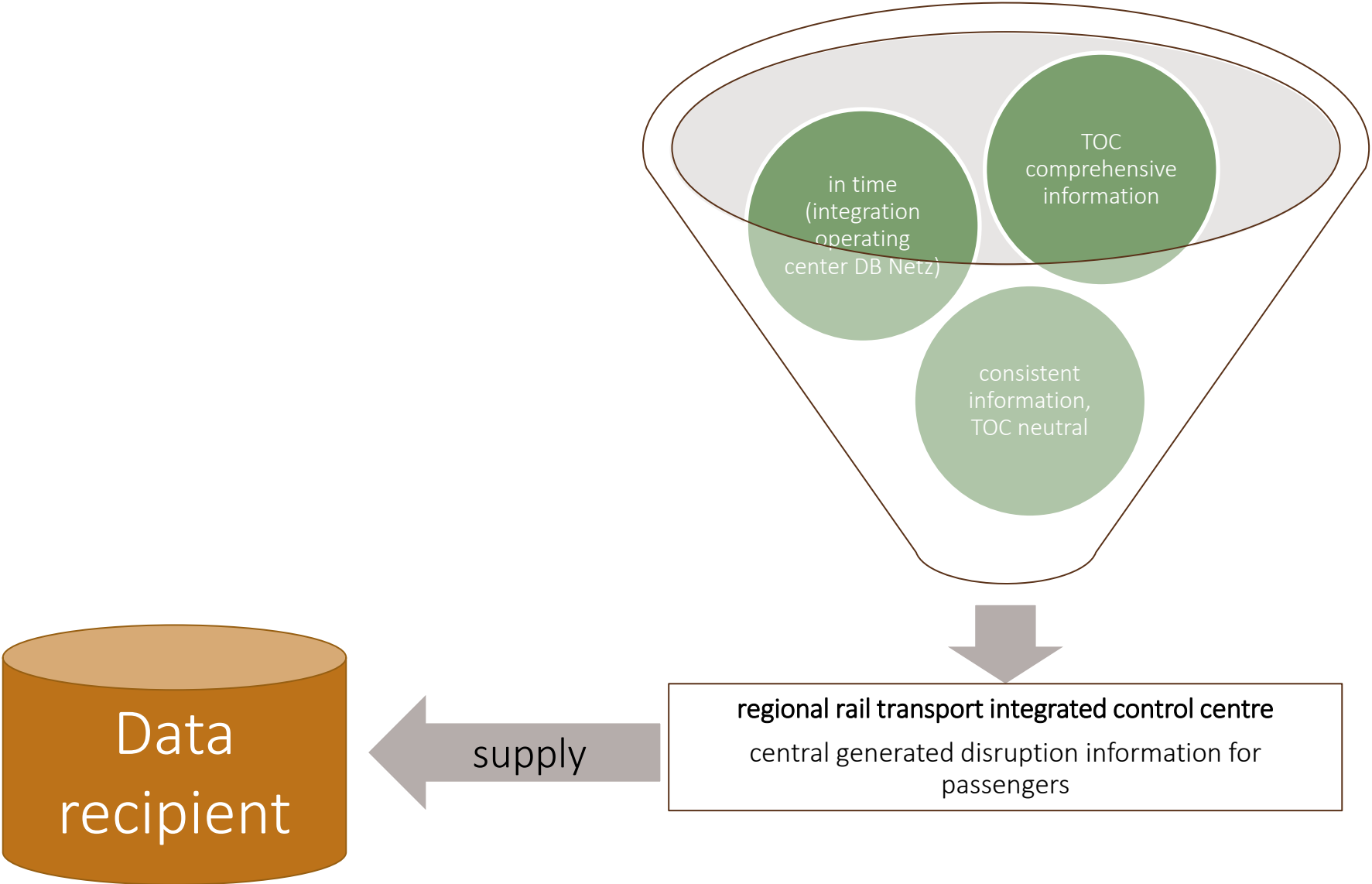
Information needs in the event of disruptions



Motivation for a new approach

- new challenges in NRW due to heterogeneous operator structure
- no central NRW-wide platform for passenger information (contextual information)
- isolated solutions by operators lead to high information procurement effort for passengers in parallel traffic
- conflicting information in different information channels

Pillars of the new concept for contextual information



Input into one content tool

- European-wide tender in 11/2017
- Go live 12/2018 (with 5 lines)
- 84.000 messages until today



The image displays two screenshots of the ZUGINFO.NRW interface. The top screenshot is a desktop view of the website's 'Aktuelle Meldungen im Regionalverkehr' (Current Messages in Regional Traffic) section. It features a navigation bar with 'ZUGINFO.NRW', 'Kartenansicht', 'News-Abo einrichten', and 'Baustellenausblick.NRW'. Below the navigation, there are filters for 'Aktuelle Meldungen', 'Bearbeiten', and 'Filter', along with a search bar and a 'Meldungen erweitern' button. A notification banner for 'Reparatur an der Weiche im Raum Oberhausen Hbf' is visible, with a start time of 03.05.2023, 08:00 and an end time of 03.05.2023, 14:00. The bottom screenshot is a mobile app view showing a notification for 'Unbefugte Personen auf der Strecke im Raum Bielefeld-Brackwede haben den Gleisbereich verlassen' (Unauthorized persons on the track in the Bielefeld-Brackwede area have left the track area). The notification includes the date and time '7. Mai 2023, 13:32' and lists train numbers 'RE 6 (RRX)', 'RB 67', and 'RB 69'. The app interface also shows the ZUGINFO.NRW logo and a 'zuginfo.nrw - Privat' footer.

Adaptation in other media





Thank you for your attention