



Dear Reader,

With the start of spring, we would like to inform you about the developments at **mdv**. The Call Centre for Traveline SouthEast has switched to the new journey planner. The Journey Planner is also available for the public in the Internet. In the fourth edition of **mdvnews** (August 2003), we already informed you about this project. We now would like to show you the results. In the DIVA section, we report on the DIVA use at the Transport Community Stauferkreis and on the national VDV and international SIRI interfaces. We hope that the articles are of interest to you.



Best Regards,

Dr. Hans-Joachim Mentz

## DIVA Deployment and ATRON are combined in the Transport Association Stauferkreis



DIVA is also an optimal planning software for smaller companies. The Transport Association Stauferkreis consists of, among other companies, Omnibusverkehr Sihler Hollerbach, Omnibusverkehr Göppingen, Frank & Stöckle, Merkle, and Hildenbrand. They currently use DIVA Classic and the regional Duty Schedule. An extension of the system is planned for the end of April 2004, when DIVA Deployment will be introduced and the regional Duty Schedule will be re-implemented so that working locally via Terminal Client is possible. The data is used to supply the ATRIS system of ATRON. For this, the data interface VDV 452 (public transport data model 5.0) is used.

## mdv joins ITS-Munich e.V.

**mdv** joins ITS-Munich (Intelligent Transport Systems Munich e.V), the organisation for transport telematics in Munich. The main objective of ITS-Munich is to encourage transport telematics in the Greater Munich Area in order to



maintain the mobility of its residents, improve security on the street, and handle transport in an environmentally conscious and economical manner. Further information about ITS-Munich can be found at the website [www.its-munich.de](http://www.its-munich.de).

### Topics:

**mdv news**, sixth edition

**DIVA Deployment and ATRON are combined in the transport association Stauferkreis**

**mdv joins ITS-Munich e.V.**

**Call Centre interface for South East now in use**

**34th User Group was organised by the NVBW**

**mdv makes important contributions to national and European interfaces VDV455 and SIRI**

**MVV-Info-Klick: a brochure about IJP**

**Short News**

### Events:

**ITS in Europe Conference Speaker: Dr. Hans-J. Mentz "Journey planner information for mobility and visually impaired passengers" Stand: 282 May 24 - 26, 2004 Budapest, Hungary**

**Transports Publics 2004 Hall 1, Stand D40 June 16 - 19, 2004 Paris, France**

**35th DIVA/EFA User Group Autumn 2004**

# Call Centre interface for South East now in use

**traveline**  
public transport info  
0870 608 2 608

**The UK's No 1 website for impartial information on planning your journey, by bus, coach or train... or any combination of the three!**

**Journey Request** | Timetable Information | Operator Details

**Travel Time**  
I need to  leave  arrive on Today 08 April at 13:00

**From**  
Area: aylesbury i.e. Aylesbury, London etc.  
Location Type: Address  
Location Name: 15 grecian street

**To**  
Area: woking  
Location Type: Place of Interest  
Location Name: police station

**Options Selector**  
Via Location | Route Type

Internet Interface

The seven million inhabitants and tourists in the southeast region of England, covering 22 local authorities and served by almost 3700 lines, can now use their new Journey Planner. It is now in use on the Internet as well as in the region's two call centres.

**Journey Request - South East Local Transport Authorities (Training Interface)**

Operator Details (F7) | Timetable Information (F8) | Abbreviations for Locations | Abbreviations for Stops | Help

**From**  
Any Stop Address POI PostCode Map  
woking, 15 fircroft court  
WOKING, 15 FIRCROFT COURT, GU22 7NA

**To**  
Any Stop Address POI PostCode Map  
milton keynes, railway  
Bletchley (Bucks), Bletchley Rail Station (stop)  
Bow Brickhill, Bow Brickhill Rail Station (stop)  
Central Milton Keynes, Milton Keynes Central Rail Station

**Date of Travel**  
Today 08 April  
Tomorrow 09 April  
Saturday 10 April  
Sunday 11 April  
Monday 12 April  
Tuesday 13 April  
Wednesday 14 April

**Depart/Arrive**  
Depart after  
Arrive by

**Time of Depart/Arrive**  
1401

**Means of Transport**  
 Local Buses  Rail Service  
 Coaches  London Underground  
 London Buses

**London Centre**  
 Avoid London Centre  Via London Centre

**New Enquiry (F9)** | **More Options** | **Get Routes**

Call Centre Interface

**Operator Details - South East Local Transport Authorities (Training Interface)**

Timetable Information (F8) | Journey Request (F9) | Help

**Operator Details**

Operator: MK Metro  
Address: Snowdon Drive  
Winterhill  
Milton Keynes  
Bedfordshire  
MK6 1AD  
Customer Service Phone: 01900 225100  
Fares Phone: see customer service  
Lost Property Phone: see customer service  
General Information:  
Email:  
Website:

**New Enquiry (F7)** | **Serving Lines**

Operator Details

The journey planner contains all public transport services in the region and in London and the timetables for all National Rail and National Express Coach services. Through the cooperation between the authorities in the southeast region and Transport for London (TfL), the amount, quality, and availability of information in the region has been greatly increased.

The journey planner interface has been specially adapted for the call centre environment. Important features were fast access to the data and fast keyboard-only operation (without a mouse). A special layout, specifically adapted to the call centre wishes, was implemented for the "traveline south east" call centres. Functions such as searching for operator details and timetables were implemented on request. Through the definition of numerous function keys and a widespread ability to abbreviate the entry of place names, fast keyboard-only operation has been achieved without the delays of switching to and from a mouse.

**Journey Result - South East Local Transport Authorities (Training Interface)**

Operator Details (F7)      Timetable Information (F8)      Help

From AYLESBURY 15 AYLESBURY GRECIAN STREET to Woking Woking Rail Station  
 You want to travel Thu 08/04/04 and depart at 1403.  
 Journey alternatives      <<earliest <earlier later> latest>>

Depart	Arrive	Changes	Duration	Modes
1351	1602	3	02:11	Icons: Person, Bus, Train, Underground, Ferry
1411	1632	3	02:21	Icons: Person, Bus, Train, Underground, Ferry
1451	1710	3	02:19	Icons: Person, Bus, Train, Underground, Ferry
1511	1734	3	02:23	Icons: Person, Bus, Train, Underground, Ferry

New Enquiry (F9)      Modify Request      Return Journey      Onward Journey

Time	Location	Operator / Service / Direction
	From 15 AYLESBURY GRECIAN STREET	Walk about 3 mins
	To Aylesbury, Grecian Street	
Dep. 1414	From Aylesbury, Grecian Street	Arriva the Shires & Essex 2
Arr. 1417	To Aylesbury, Aylesbury Bus Station Stop: 2	towards Quarrendon (Aylesbury), John Kennedy
	From Aylesbury, Aylesbury Bus Station	Walk about 8 mins
	To Aylesbury, Aylesbury Rail Station	
Dep. 1435	From Aylesbury, Aylesbury Rail Station	Chiltern Railway Co. towards Marylebone
Arr. 1535	To Marylebone	
Dep. 1546	From Marylebone	Take London Underground Bakerloo towards Elephant & Castle to Waterloo
Arr. 1558	To Waterloo	
Dep. 1608	From Waterloo	
Arr. 1632	To Woking, Woking Rail Station	South West Trains towards Portsmouth

From 15 AYLESBURY GRECIAN STREET to Woking, Woking Rail Station      Total Journey Time: 2 Hours a

Through the many new features in the system, including input of station, address, post code, points of interest and coordinates, the call centre agents can now give detailed journey information, even including information on footpaths and interchanges with the help of maps and footpath descriptions.

**Journey Information**

The First Group Call Centre in Plymouth was intensively trained by mdv and First Group's trainer Vanessa Hardcastle. In five days, all 40 call centre agents received an intensive introduction to the new system which has been further reinforced with on-the-job training since the system went live.



Training by Vanessa Hardcastle

The traveline south east Journey Planner is available at [www.traveline.org.uk](http://www.traveline.org.uk) - then select the SouthEast area. The SouthEast regional Call Centre is available on +44 (0)870 608 2 608 (then dial 820 when you hear the welcome message if you are not calling from somewhere in the SE region).

## 34th User Group was organised by the NVBW

From March 23-25, the 34th DIVA/IJP User Group took place at the Nahverkehrsgesellschaft Baden-Württemberg. The WBO (Association of bus operators in Baden-Württemberg) made its premises available for the user group. About 75 users were signed up for this user group, which focused on topics for transport authorities, especially IJP. Among the topics which were covered was the new IJP interface for Call Centres, including advanced features for the recognition of input and mouse-free usage. The input of origin and destination on a continuously scrollable map was also presented. An important topic was the new selection techniques for the use of IJP on mobile devices, which is intended to allow for device-typical usage. Mr. Flicker from the Transport Authority of Vienna and East Region (VOR) gave a live presentation of the new timetable booklet page server for the Internet, where timetable booklet pages are generated on-the-fly and therefore are always up-to-date. Since the release of this new functionality, over 10,000 pages have been requested. Under the topic of AVL and Content Management System (CMS), Mrs. Schmidt from the Munich Transport Authority (MVV) showed through

several examples how the CMS is used at the MVV. Another highlight was the new DIVA map server that was developed for the Transport Authority of Stuttgart (VVS). In the future, the VVS will be generating all its print products automatically, such as stop area maps, route option maps and network route maps. In the evening, the small castle "Bärenschlößle" offered a very good dinner a comfortable ambiance for further exchange of experiences. The next User Group, which takes place this autumn, will concentrate on topics for operational users.



## Short News

Timetable change: more transport authorities begin to actively use DIVA. With the timetable change 2003/2004, the transport operators in Luzern, Bern, Zurich and traffiQ in Frankfurt/Main have started to actively use the DIVA system.

A **mdv** Days of Operation workshop took place on April 20 and 21, 2004 in Karlsruhe with the support of the Transport Authorities of Karlsruhe. Almost 50 users were informed about the new Days of Operation concept and its implementation. The participants had the opportunity to get detailed information via examples from the **mdv** employees at different test stations. The workshop was visited with great interest and proved to be very successful.



The City of Heilbronn has ordered DIVA. In the future, they will plan with DIVA. The contract also contains the interface to VLD and PERDIS.

**mdv** is subcontractor for the Innovation Program Baden-Württemberg. Three authorities awarded **mdv** a contract. The VRN (Transport Authority of the Rhine-Neckar region) and the VVS (Transport Authority of Stuttgart) will intensively administer their GIS-data for intermodal routing with **mdv** tools. For the DING (Transport Authority of the Ulm region) an Event Management System, combined with the journey planner will be developed.

## **mdv** makes important contributions to national and European interfaces VDV455 and SIRI



The Association of German Transport Companies (VDV) started an initiative to realise standardized interfaces. Analogue to the interface VDV452 network/timetable, the VDV455 interface for the data transfer from duty schedules to personnel deployment was specified based on the existing 4.0 data model. **mdv** brought in its experience with the DIVA2PERDIS interface, which is also based on the 4.0 data model. Additionally, interfaces between personnel deployment and AVL and between planned duty schedule and AVL were specified. **mdv** DIVA system development manager Wilfried Dux is one of the authors of the VDV455 interface, and **mdv** IJP system development manager Werner Kohl contributed to the VDV454 interface.



Mr. Wilfried Dux



At the European level, **mdv** is contributing to the realisation of an interface proposal for CEN (Comité Européen de Normalisation, European Committee for Standardization). This interface, called SIRI (Server-to-server Interface for Real-time Information), will be the European standard for server-to-server exchange of real-time information in public transport. Existing national and international standards and projects such as Trident (France), VDV453+454 (Germany), and RTIG (UK) form the basis of the standard. The standard will improve the compatibility between AVL systems and journey planner systems, such as IJP in the European area, and enable distribution of real-time information to passengers. First results are expected to be published by the end of 2005.



Mr. Werner Kohl



## MVV-Info-Klick: a brochure about IJP

Within the framework of the Mobinet project, the Munich Transport Authority has updated their journey planner. The updated journey planner gives MVV passengers information via Internet, mobile phone or PDA. The brochure MVV-Info-Klick offers considerable information about the new journey planner. The brochure promotes the use of IJP in the Greater Munich Area and is available at all MVV shops.

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Mentz Datenverarbeitung GmbH  
Grillparzerstraße 18  
D-81675 München  
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