



Passenger Information Display (PID's) TRAM FINDER Project

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Background

Yarra Trams has been conducting a trial, the first in Australia, of the PID's system. This innovative system will further enhance the travelling experience of the public transport customer. The Passenger Information Display unit (PID's) enables customers to learn how many minutes it is until the next tram arrives at their stop (see Attachment 1 and 2 for a picture of the unit and display).

How is it used?

The unit is based on an LED system and is simple to use. Customers press a button and choose their destination or route number. This then lights up a globe to indicate how many minutes before the arrival of the next tram (see Attachment 3 for proposed displays).

Research Task

For the trial four locations have been selected to ensure a variety of scenarios. The stops are located on the 112 and 109 routes on the Yarra Trams network. The selected stops are on single and multiple routes and include a mixture of up and down stops in the CBD and inner city area (see Attachment 4 for maps of the trial area).

The research task will involve an observation/audit survey – the PID's information will be monitored and compared with actual arrival times of the various trams. (See Attachment 5 for the survey schedule & Survey).

Press the buttons on the Tram Finder unit every 2 minutes or when convenient. Record the information collected from the Tram Finder Unit on the left-hand side of the survey form. For every tram that passes the stop, record the information on the right hand-side of the survey form.

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Attachment 1

Passenger Information Display (PID's)

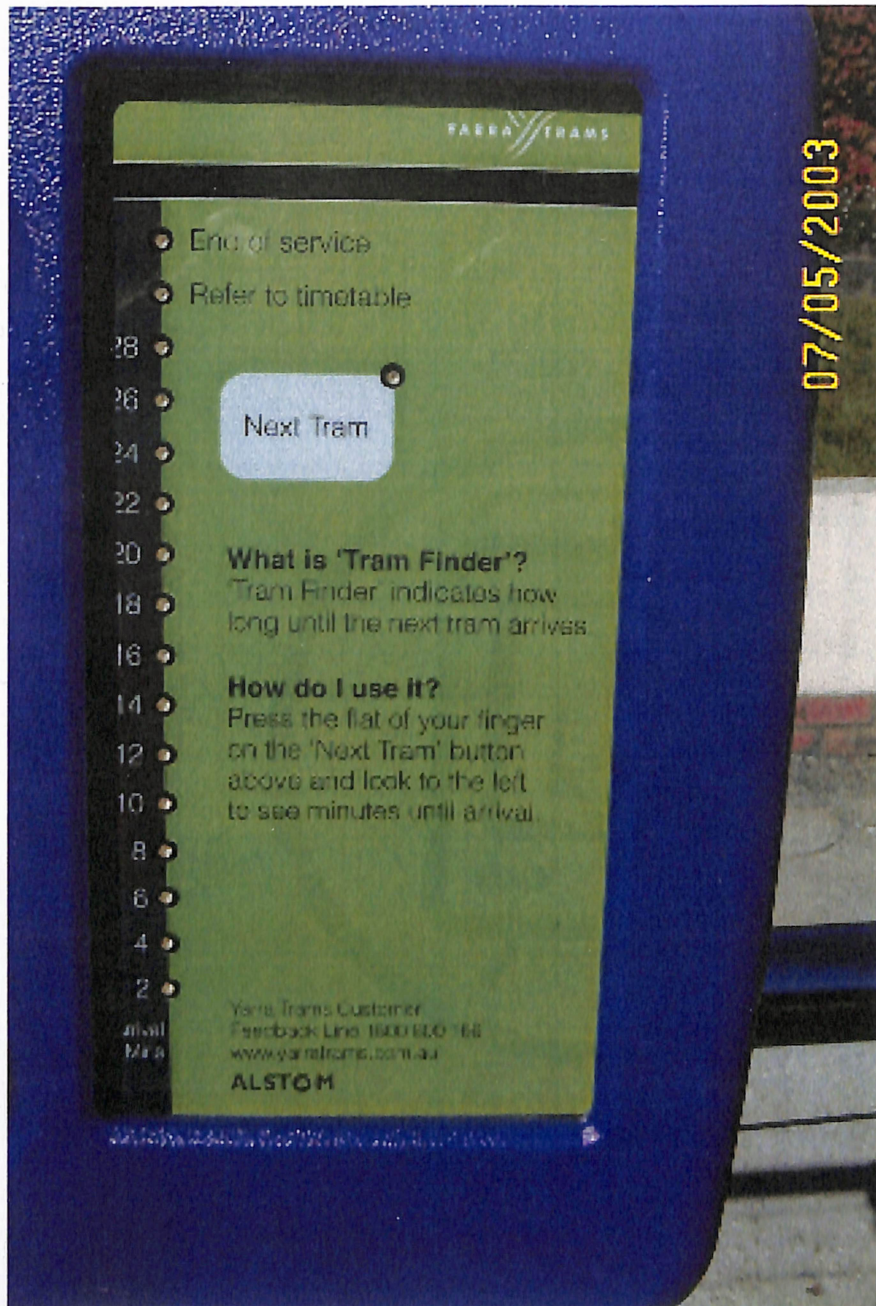
The PID's units will be located at the all the trial stops just below the timetable information.



Attachment 2

Passenger Information Display (PID's)

The display units are easy to read. All the customer needs to do is press a button and choose their destination or route number. The lit globe then indicates how many minutes it is until the next tram will arrive at their stop.

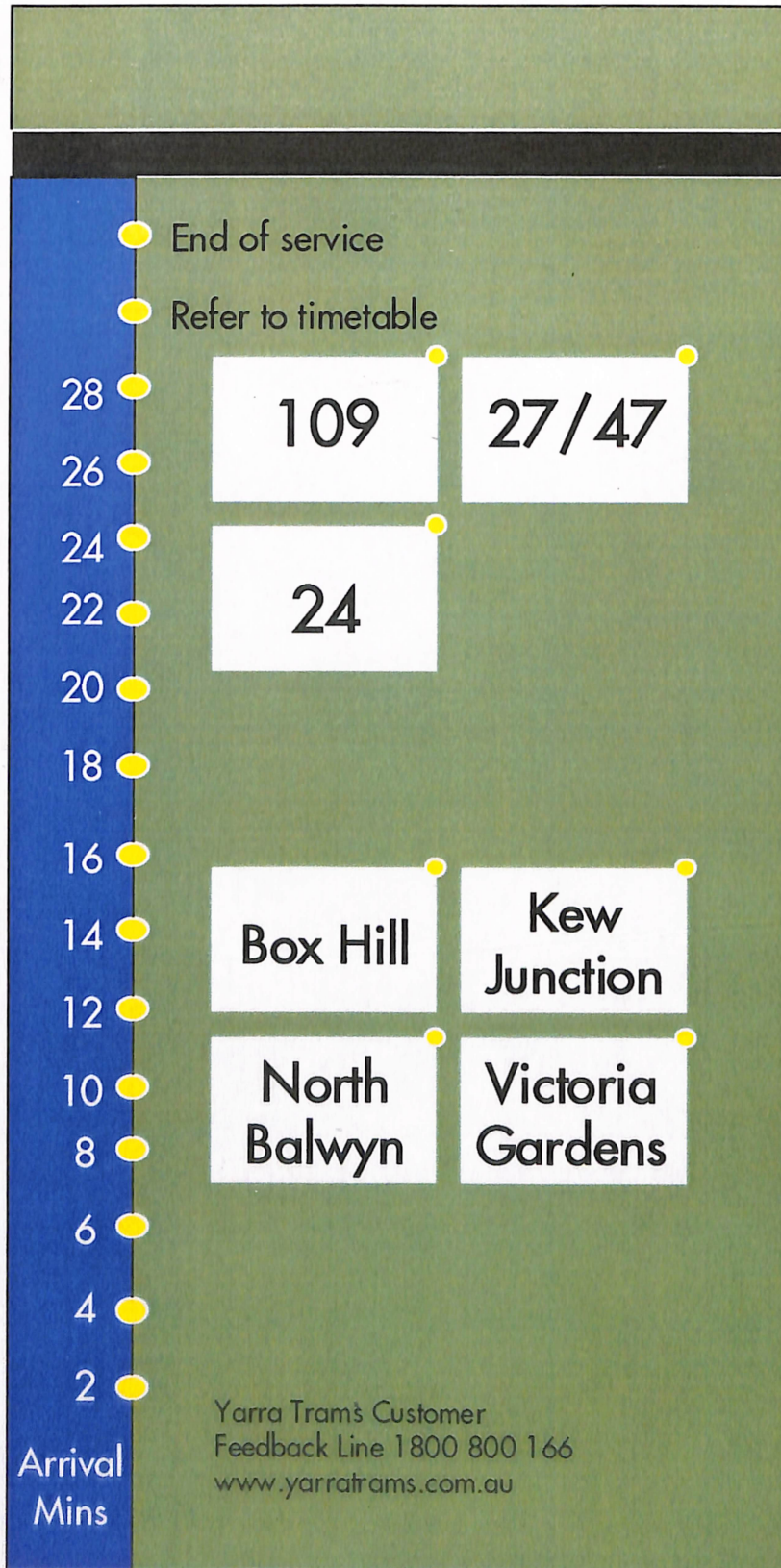


Attachment 3

Passenger Information Display (PID's)

The following is an example of how the proposed display would be designed.

Victoria Street at Church Street (Down)



Attachment 4

Tram Finder Locations

Victoria Street at Church Street Stop (DOWN)	1
Victoria Street at Church Street Stop (UP)	2
Victoria Parade at Smith Street Stop (DOWN)	3
Victoria Parade at Smith Street Stop (UP)	4
Macarthur Street at St Andrews Place Stop (DOWN)	5
Brunswick Street at Johnston Street Stop (DOWN)	6
Brunswick Street at Johnston Street Stop (UP)	7

Attachment 5

Accuracy Survey Schedule – PIDS (Passenger Information Display) Tram Finder Unit

AM Peak: 7:30 – 9:30

PM Peak: 16:30 – 18:30

Inter Peak: other times

Times in **bold** are the start of a new time period.

Shift ID	Date	Location	Direction	Type of Day	Timings
1	Tuesday 25 May	Victoria Pde & Church St	UP	AM Peak	7:20 – 7:50
15 mins travelling on route 109					
2	Tuesday 25 May	Victoria Pde & Smith St	UP	AM Peak	8:05 – 8:35
25 mins travelling on route 109 & 112					
3	Tuesday 25 May	Brunswick St & Johnston St	UP	AM Peak	9:00 – 9:30
4	Tuesday 25 May	Brunswick St & Johnston St	DOWN	Inter-Peak	9:30 – 10:00
15 mins travelling on route 112					
5	Tuesday 25 May	Macarthur St & St Andrews Place	DOWN	Inter-Peak	10:15 – 10:45
15 mins travelling on route 109					
6	Tuesday 25 May	Victoria Pde & Smith St	DOWN	Inter-Peak	11:00 – 11:30
7	Tuesday 25 May	Victoria Pde & Smith St	UP	Inter-Peak	11:30 – 12:00
15 mins travelling on route 109					
8	Tuesday 25 May	Victoria Pde & Church St	DOWN	Inter-Peak	12:15 – 12:45
9	Tuesday 25 May	Victoria Pde & Church St	UP	Inter-Peak	12:45 – 13:15
Break					
10	Tuesday 25 May	Brunswick St & Johnston St	UP	Inter-Peak	16:00 – 16:30
11	Tuesday 25 May	Brunswick St & Johnston St	DOWN	PM Peak	16:30 – 17:00
15 mins travelling on route 112					
12	Tuesday 25 May	Macarthur St & St Andrews Place	DOWN	PM Peak	17:15 -17:30
15 mins travelling on route 109					
13	Tuesday 25 May	Victoria Pde & Smith Street	DOWN	PM Peak	17:45 – 18:15
15 mins travelling on route 109					
14	Tuesday 25 May	Victoria Pde & Church Street	DOWN	PM Peak	18:30 – 19:00

NB- If the shifts can not be completed on Tuesday 25 May, they can be carried over to Thursday 27 May.