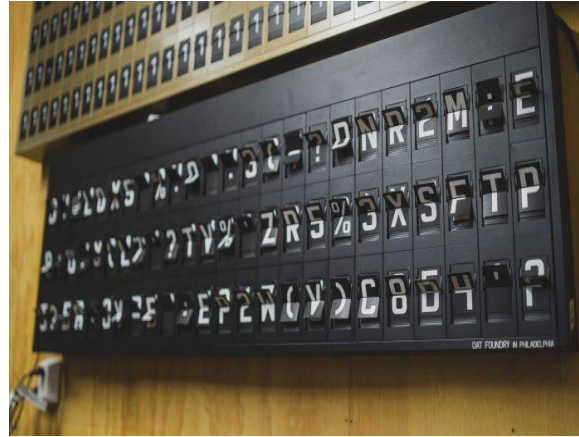


# Evolution of Customer Information



BELFAST AND COUNTY DOWN RAILWAY

## DAY EXCURSIONS TO BANGOR

From BELFAST

Trains on WEEK-DAYS:

6:35	7:15	7:55	8:35	9:15	10:55
11:55	12:12	12:30	12:55	1:11	1:35
2:40	2:58	3:15	3:45	4:10	4:35
6:55	7:30	8:30	9:15	9:45	—

Trains on SUNDAYS:

9:32	10:15	1:30	2:30	3:30	4:30	6:15
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Return Fares

First Class	Second Class	Third Class
2/-	1/9	1/6

Available for return on day of issue only.

Frequent Returns Service from BANGOR up to 11:00 p.m. on WEDNESDAYS and 10:45 p.m. on THURSDAYS.

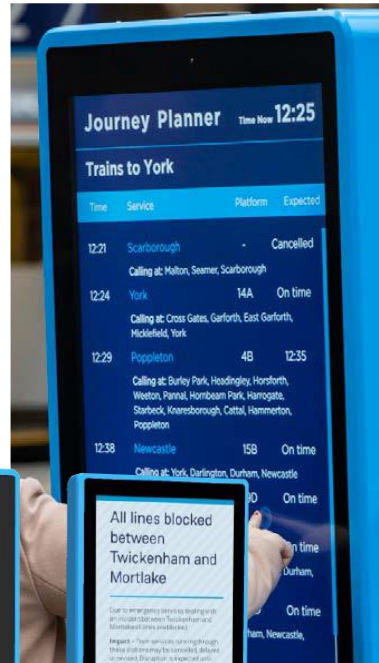
Belfast, 14 October, 1964. W. F. MENNIS, General Manager.



# Evolution of Customer Information

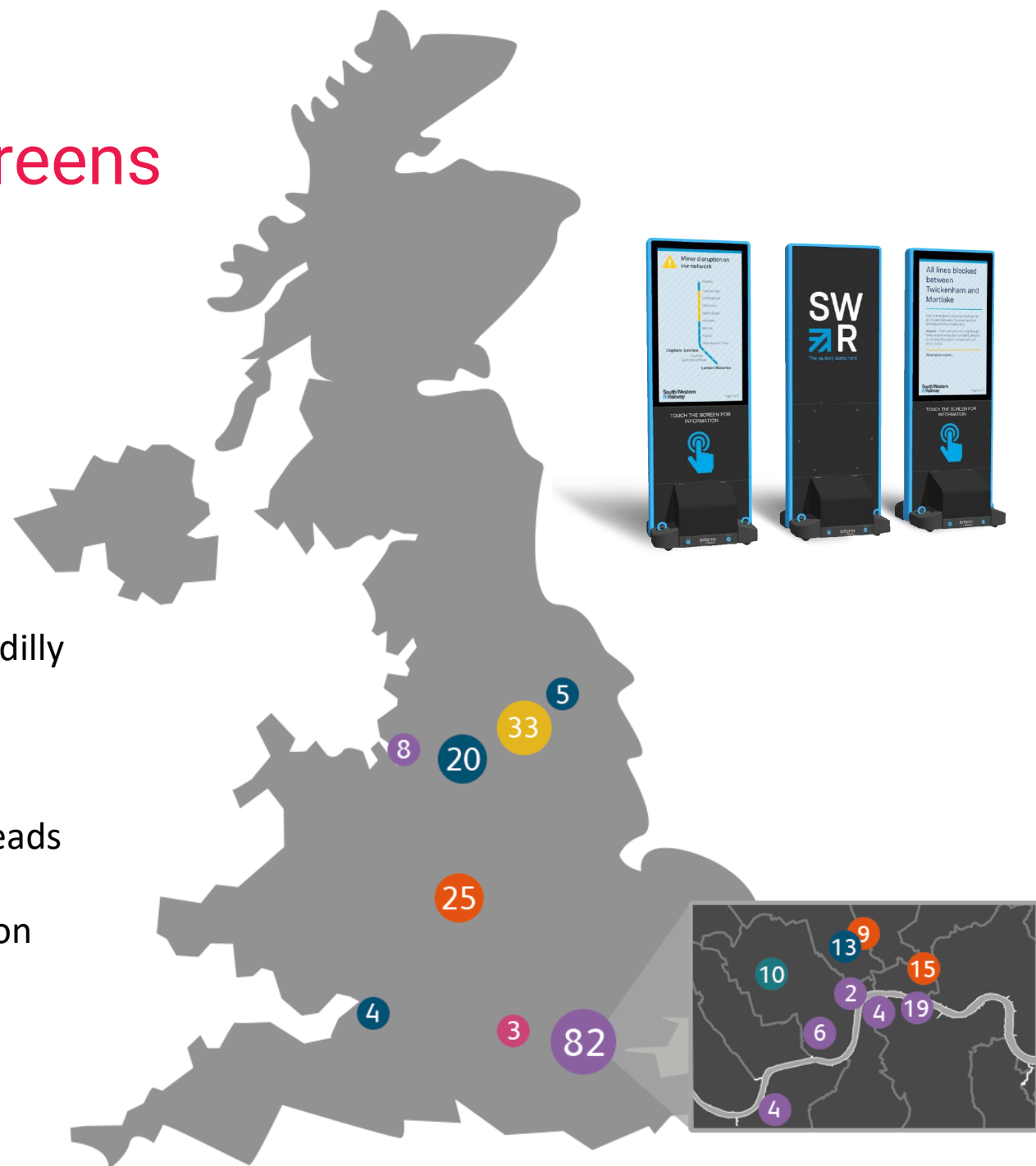


# Evolution of Customer Information



# Inform – Network Rail 180 Screens

- London: 72 mobile & fixed screens
  - London Bridge
  - Victoria
  - Charing Cross
  - Clapham Junction
  - Euston
  - Waterloo
  - Liverpool Street
  - Kings Cross
- North West Central: 53 mobile & fixed screens
  - Birmingham New St
  - Liverpool Lime St
  - Manchester Piccadilly
- Western Routes: 17 mobile screens
  - Reading
  - Paddington
  - Bristol Temple Meads
- Leeds: 33 screens
  - George Stephenson House: 5 screens



# Inform – TOCs 98 Screens

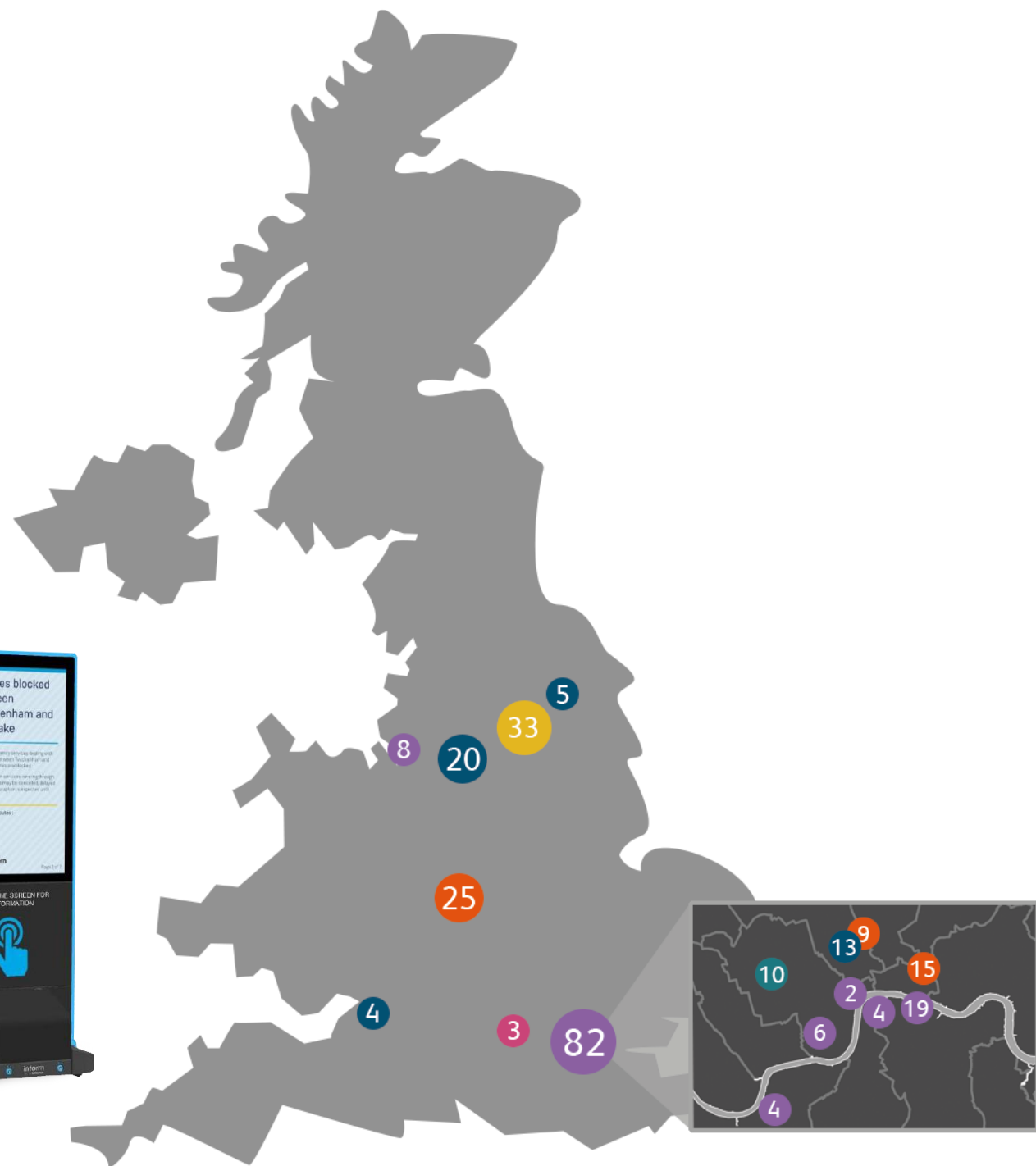
TransPennine Express: 34 mobile & fixed screens

South Western Railway: 15 mobile screens

Southeastern: 44 fixed screens

MTR Crossrail: 4 mobile screens

GWR: 1 mobile screen



# Inform Hardware

## V1 – Battery

24 hour run time with 6 hour charge  
Battery life expectancy 2-3 years  
Weight 170kg

## V1 – Screen

Brightness 1600 cd/m2  
sunlight readable  
43" TFT display Industrial spec Hi-Tni 100,000 hours operation  
6mm thick AG touch screen front glass (multi touch)

## V1 – Chassis

IP65 outdoor operation  
Designed to section 12 (low smoke and fume zero halogen)  
ASIAD blast test compliant

## V1 – Connectivity

Wireless connectivity  
3G/4G/wifi  
NFC (near field communication)

## V2 - Battery

27 hour run time with 3.5 hour charge  
Battery life expectancy 4-5 years  
Weight 150kg

## V2 – Power Control

New INFORM PB power control board replacing multiple third party components.  
Improved battery remote diagnostics

## V2 - Chassis

New more robust textured paint to covers





L.B. Foster / Inform

## ASIAD 2017 PBIED Compliant Blast Test Certificate

**Product:** INFORM Mobile All-Weather Wireless Display

**Doc No:** M1030-L1017-RP-02 **Revision:** 01

**Issue Date:** 09/08/2019

**Client:** LB Foster

LB Foster Europe  
The Midway  
Lenton  
Nottingham  
NG7 2TS

**Details of Test Specimen:**

Both the single sided INFORM display with a laminated screen and the touchscreen INFORM display are approved. Whilst only the laminated version was tested, subsequent tests on the touchscreen indicated this would also be a compliant product. Only the single sided INFORM options are approved for use.

The maximum dimensions are 660mm x 580mm x 1950mm with a weight of 170kg, and a display area of 928mm x 522mm. The lockable wheels to the base are to be kept locked.

The product was tested with a security tether to one corner, however this is not required for an ASIAD compliant product.

**Test Result:** **PASS – Non-Hazardous response to blast**

Testing was conducted by Crossley Consult Ltd at DNV-GL Spadeadam on 22<sup>nd</sup> May 2019 in accordance with ASIAD 2017 requirements.

The system was assessed against the standard ASIAD 2017 PBIED charge (details are contained within the Official Sensitive Technical Annex), and the performance of the system and hazard rating have been assessed against the following criteria:

- The system shall not fail catastrophically and shall remain attached to the support structure
- The system shall not generate fragmentation that would increase the lethality of a PBIED
- Any fragmentation to remain within 10m of the centre of charge

Full details are presented in Blast Test Report M1030-L1017-RP-01

Michael Crossley  
Crossley Consult Ltd

Suzanne Arnold  
Crossley Consult Ltd

M1030-L1017-RP-02 Rev: 01

Issue Date: 09/08/2019

# Inform Media

## V1 – Inform Interactive

- Live Departures
- Live Arrivals
- Rail Journey Planner
- Station Map
- City map
- Next Trains to...
- Flip Screen

## V2 – Inform Content

- CIS Departures & Arrivals
- Social Media
- Customisable Branding
- Timetable Webpage
- Customer Feedback
- Onward Journey Information

## V2.1 – Inform Content

- CIS Disruption Banners
- CIS Calling Point Animations
- CIS Next Fastest Train
- Social Media – Face Book
- Inform Interactive**
- Service Details
- Tube Maps
- TfL Bus Journey Planner
- Google Walking Directions

## V3 – Inform Interactive

- Menu Builder
- Content Library

## V3.1 – Inform Interactive

- High Contrast Mode
- Multi-Language Support

## Where we are now

### V3.2 – Inform Interactive

- Web Page Keyboard Support
- Back Office**
- Brand new Content Management System

## Future Development

### Inform Content

- Station Welcome Boards
- Notification
- British Sign Language

### Inform Interactive

- Staff Menus
- Station Notices
- Ticketing QR Code

