

PUSH NOTIFICATIONS FOR COMMUTERS

As a personal route assistant, the VVS Ticker keeps an eye on the most important trips and proactively notifies passengers if something changes. The customer defines what is important.

Is my bus on time? Is the tram running as scheduled despite the roadworks? All this data and more is saved in the EFA trip planner to provide dependable information on delays and disruptions in VVS mobile app. Previously, customers had to actively request an update to their planned trip. This step has now been eliminated with the new VVS Ticker by MENTZ: the app now notifies commuters on its own.

In the Stuttgart Transport Authority (VVS), comprehensive real-time information and the latest disruption notifications are available for the entire region. Customers can plan trips, access departure and arrival times, and even trace the current locations of buses and trains along their routes. The VVS Ticker acts as a personal assistant. It displays an overview of the relevant messages. The VVS Ticker sends a push notification if any disruptions or delays have occurred.

Maximum Customisation

In order to notify passengers that would like to receive messages for specific stops or routes, information is used from the Event Management System (EMS). So far, the major disruption information in EMS messages has only been communicated using a push service.

The EMS messages were used to notify customers about major disruptions. Delays and possible missed connections could not previously be proactively communicated. This is why MENTZ developed the VVS Ticker.

The new functionality enables the saving of route favourites, like the morning commute to work. The app always provides a quick overview of disruptions and delays – without customers having to re-plan a trip. If there is a message, the system displays detailed information with a simple click and calculates alternatives, if desired. As soon as the saved trips are at risk of delays, possibly because a part of the trip has been cancelled or a connection may be missed, the VVS Ticker sends a push notification.

The information presented on the display is defined by the customer themselves. Values for delay times are presented intelligently and can be customised to fit personal needs. In this way, notification definitions can be made for each route for example, whether they should be displayed at all, or the number of minutes that should trigger them to appear. The customer can adjust the times to be monitored according to their needs. For example, it is possible to monitor the journey to work only in the morning, and not in the afternoon.

Ostendplatz

Staatsgalerie

Österreichischer Platz

ALWAYS UP-TO-DATE

The dashboard shows an overview of saved trips – with all notifications in real-time.

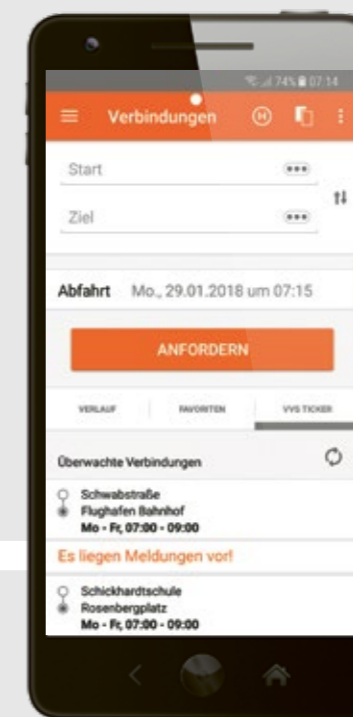
DEFINE ROUTE FAVOURITES

The trips to be monitored are saved in your personal settings. Customers only see what is important.

FAMILIAR USER INTERFACE

The VVS Ticker has been seamlessly integrated into the app. Customers plan a trip like normal and then select the routes to be monitored from the overview or detailed views.

The system identifies all relevant stops, and route notifications can also be switched off.



BE AWARE OF DELAYS BEFORE YOU GET THERE

If disruptions or timetable changes occur, the VVS Ticker sends a push notification.

Data privacy and customisation: the VVS Ticker of the Stuttgart Transport Authority

All personalised data are saved locally on your smartphone. Customers do not have to register to a back-end system.