

Kizoom in the news

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Merseyrail picks Cityspace to connect rural stations



Technology firm Cityspace has been awarded a contract by Merseyrail to provide customer information and services networks at five unstaffed stations in the Wirral.

The pilot project will include the installation of seven Cityspace Smart Point kiosks providing ticketing and permit to travel vouchers at Little Sutton, Bache, Capenhurst, Overpool and Ellesmere Port stations. Interactive touch screens will offer access to real-time passenger information, online journey planning, timetables, local area maps with print outs and customised digital travel content. Each unit features a screen showing real-time bus and rail departure summaries, planned engineering notices and rail service publicity. An emergency help point will be fitted to each unit. If successful, further installations at larger stations may follow.

The services at the Wirral stations will use a wireless system providing a real-time data feed to the terminals while creating a flexible infrastructure that can be used to provide CCTV, asset protection and personal safety systems. All seven Smart Points are scheduled to go live by May.

Bart Schmeink, Merseyrail managing director, said: "Delivering information, services and security at our unstaffed stations is a priority to instilling passenger confidence across the network. Cityspace came to us with a cost effective combination of passenger services to address the needs inherent in lightly used, unstaffed stations. This project will directly address security perceptions which affect people's decision to travel on public transport. It will also support our revenue protection drive through permit to the travel services while delivering a vastly enhanced passenger waiting experience."

Mark Collin, Cityspace UK development director, added: "The Smart Point is our latest modular range of information terminals, ideal to meet the precise passenger needs which Merseyrail is looking to deliver at unstaffed stations whilst supporting the revenue protection goals, front-of-mind of most national rail operators today. While this is a pilot for the Wirral network, we believe that the value the service will provide will make it an attractive proposition to deploy in larger stations and major interchanges."

Merseyrail manages 66 stations along a 75 route-mile network accounting for 30m passenger journeys a year. While it has the highest percentage of staffed stations in England, the company says it is committed to providing passengers travelling from the few unstaffed lightly used stations with information, services and security to improve the waiting environment.