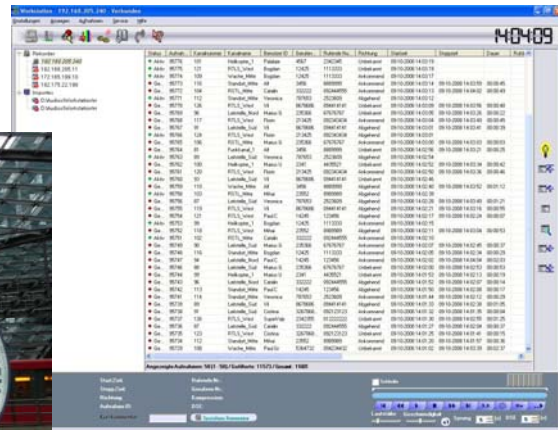


Communications Recording for Railway & Local Mass Transit Operators

ATIS' VoiceCollect[®] recording systems help public transport organisations to secure their operations, keep to time schedules and ensure safety



The field of public transport covers a broad spectrum of vehicles ranging from buses, trams and trains down to ferries and water taxis or even monorails. The relevant services are provided by companies or authorities operating a fleet of vehicles for this purpose. Some sectors are regulated or subsidised by government bodies whilst others are fully privately managed.

However, there is one thing that is common to all these operations: the traffic flow is controlled and supervised by one or several control centres. Besides this, large operators even offer call centre services for their customers, use their own security staff or operate power generation facilities. This means that communication plays a major role in ensuring safety, security and reliability.

In most cases, information between staff in control centres, vehicles and service departments is exchanged verbally by radio or telephone. As evidence for later investigations in the event of an incident, accident or customer complaint, such conversations need to be documented in all cases. In most countries, relevant laws require the storage of all communications for at least 35 days.



Thanks to its comprehensive product portfolio, ATIS can offer suitable voice recording and archiving systems tailored to the needs of individual operators taking into account the control centre's size and the communication technology used. For this, various communications recording solutions are available – from basic recording systems for a small number of channels through fully integrated systems for analogue and digital radio and telephone lines with centralized archiving and administration up to turnkey solutions for GSM-R networks.

References

ATIS' *VoiceCollect*[®] recording systems are installed throughout Germany in the traffic control centres, service centres and power generation facilities of the German railway company Deutsche Bahn AG.

And the national railway operators of France (SNCF), Italy, (SF), Greece (ISAP), Serbia (JZTP), Slovenia (SZ), Croatia (HZ), Macedonia (MZ) and Hungary (MAV) also rely on our recording solutions.

Moreover, local mass transit operators in several German cities including Essen, Bochum, Cologne, Stuttgart and Halle use ATIS' communications recording systems.