

NAVINEO»»»

Driver Console Guide



EastCoastbuses Lothiancountry

EDINBURGH BUS TOURS LOTHIAN MOTORCOACHES

This guide is designed to give you information about the driver console for the new EQUANS Navineo real time information system (RTIS) which is being rolled out across the fleet.

A modern RTIS is critical to the effective monitoring, management and analysis of our bus operations and service delivery. It connects scheduling and route design, drivers with Control, passengers with departure and journey planning information, and provides data relating to timetable performance for future scheduling cycles.

Lothian first introduced an RTIS in 2003. Since then it has become a critical part of the business and even with its legacy status, it remains one of the most sophisticated and feature rich systems available. The new system will build upon these solid foundations by introducing several new features that will add benefits for years to come.

The guide will take you through some basic functionalities which are similar to the legacy system, and some new features which you may not be so familiar with.

As we progress through the remainder of 2024, more functionalities and features will become available. We will provide updates about what these are and how they work through our digital communication channels, as well as information on the progress and completion of the implementation project.

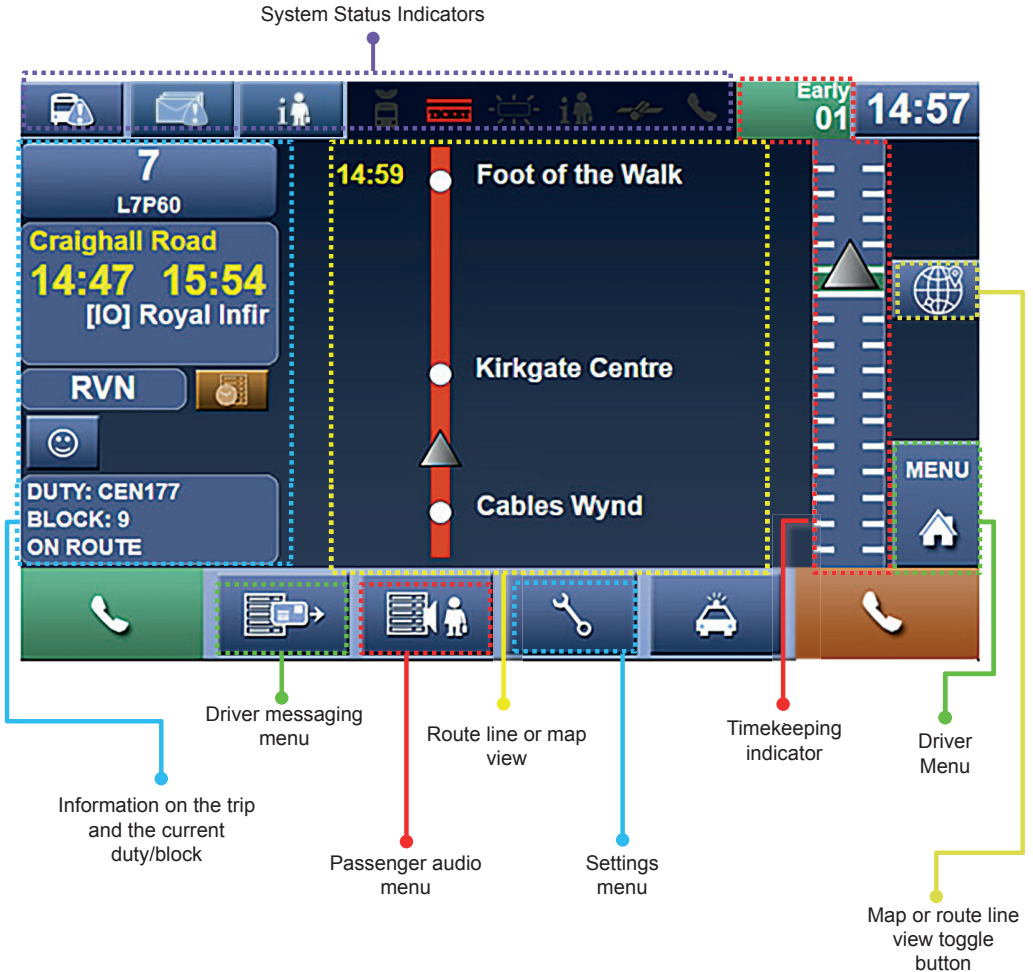
We hope you enjoy your new RTIS console.

Willie Hamilton
Operations Director

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THE NEW DRIVER CONSOLE



THE NEW DRIVER CONSOLE

Buttons and icons



System status issues in progress

icon indicates a new status issue



Driver messaging

icon indicates unread message(s)



Passenger messaging

Message sent by Control to passengers



Driver / operational action menu access

Send preset messages to Control for non-urgent issues



Passenger message broadcasting menu access

Audio/Visual list of standard messages for passengers



Settings

Access to console settings (e.g. brightness / volume)



Send a request for discreet intervention

Note: we do not currently use this functionality



Control call (or Normal Call)



AVL Call (or Urgent Call)



Data connection fault to server



Ticketing link failure



Onboard Passenger Information failure



Disabled passenger information system



Unable to connect to GPS service



Unable to connect to radio network

THE NEW DRIVER CONSOLE

Alerts

The console provides the following audio alerts:



Short beep:

Information is available



Long beep:

Important information is available



Continuous beeping:

Immediate attention required

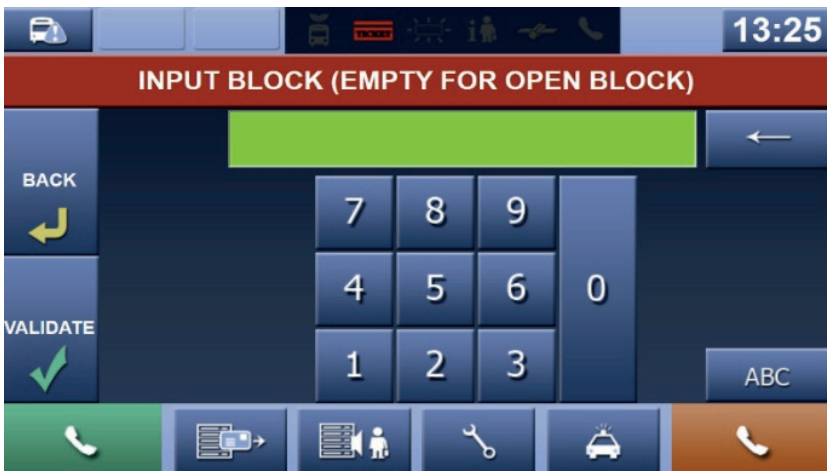
LOGGING ON

The console will display the following screen when waiting for log on:



After entering driver details on the ticket machine (ETM), the driver is automatically logged on to the INEO console:

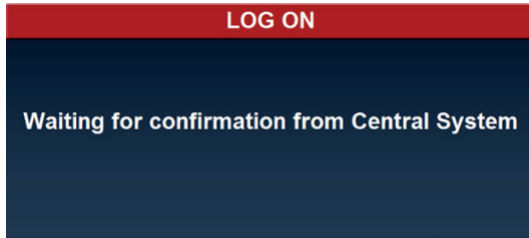
If an ETM is not installed then log on using your **DRIVER NUMBER** then **BLOCK** number, entering details directly in to the INEO console as prompted:



LOGGING ON

Logon confirmation

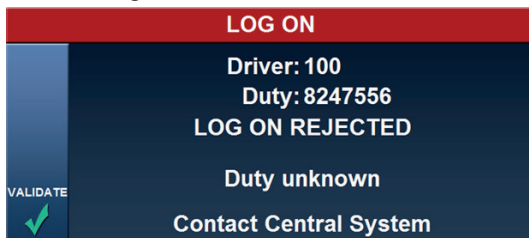
Once driver log on details are entered, the console will provide a holding message:



If log on is successful, you will be presented with the standard view:



If log on is unsuccessful, you will be presented with the following "LOG ON REJECTED" message:



If the log on is rejected, attempt to enter information again, taking care to enter the correct details.



If entering details a second time results in an unsuccessful log on, please contact Control with the **Urgent Call** button to make them aware of the issue.

JOURNEY VIEWS

Synoptic (route line) view



The Synoptic view will display:

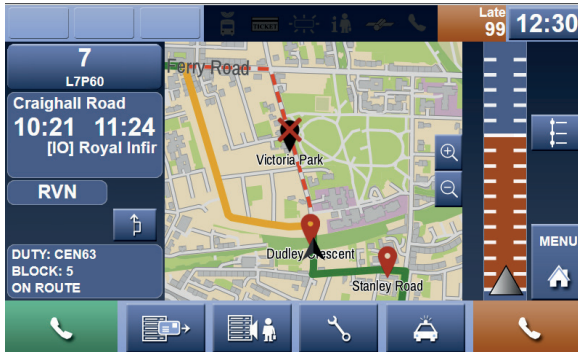
- Progress on the route
- Diversions
- Timekeeping
- Information for driver relief and diversions

In addition the view provides:

- Route Bus Stops including the:
 - previous stop
 - current stop
 - next stop
- Timing points (with departure time)

JOURNEY VIEWS

Map view



The Map view will display:

- Progress on the route
- Diversions
- Timekeeping
- Upcoming driver relief

In addition the view provides:

- Geographic vehicle position
- Geographic routing of the service for:
 - the scheduled route
 - diversions
 - the route section no longer served (when on diversion)
 - off-service routes to and from service start/end and terminal points
- Geographic stop information for:
 - stops on route
 - stops no longer served
 - stops no longer served (when on diversion)

JOURNEY VIEWS

Trip and duty/block information

| | |
|--|--|
| 22 L22P55 | Route name Trip pattern name |
| [OA] Ocean Termi 11:02 11:46 [KD] Gyle Centre | Origin terminus Departure time at the origin terminus Arrival time at the destination terminus Destination terminus |
| RVN | Type of journey : RVN Revenue trip DR Dead Run |
| DUTY: 10 BLOCK: 121 PRE-ROUTE | Driver Duty Block The current state of the trip: <i>Pre-route,</i> <i>On route, Off-route, Diversions</i> |



Timetable adjustment in progress



Planned relief



Unplanned relief created by Control



Active diversion on the route



Optional passenger connection



Mandatory passenger connection

i TIP

Pressing one of the symbols gives additional details.

RADIO CALLS

Making a radio call



NORMAL



Press to request a call back



Request in queue



Communication established with Control (use radio microphone)




Call ended / ready for next call

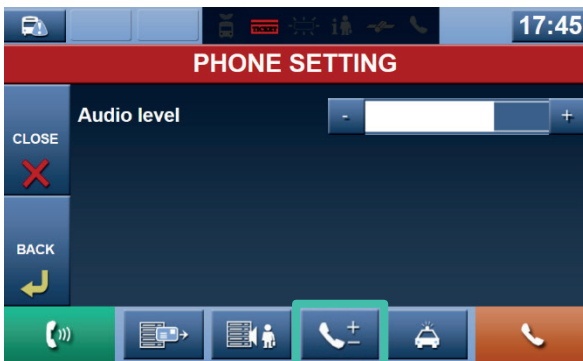
URGENT



In the event of console failure, pressing the push-to-talk button on the radio microphone will trigger a call-back request in Control.

Call volume setting

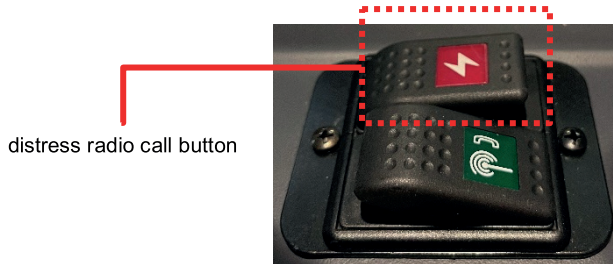
The setting key  appears when a call is in progress and allows you to adjust the volume of the loudspeakers and the handset.



The volume can also be adjusted directly on the radio unit.

RADIO CALLS

Distress alarm



During a distress call, the bus is prioritised with the geographic location highlighted to the Control room staff.

Procedure:

- Long press on the distress radio call button
- Distress request sent to Control (D)
- Location of bus sent
- Distress request received by Control (R)
- Control and Driver have priority voice call (L)

The progress of the distress call procedure is shown by an alphabetic character which replaces the colon separator for the time indicator, as shown below:

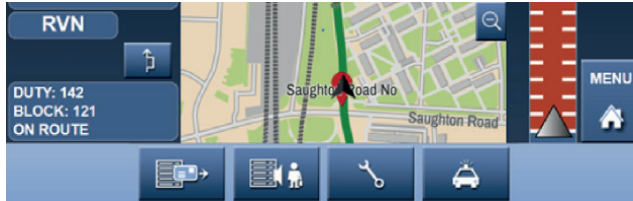


Note: the separator indicator can change quickly so you may not notice any status change during the distress call process.

RADIO CALLS

No coverage

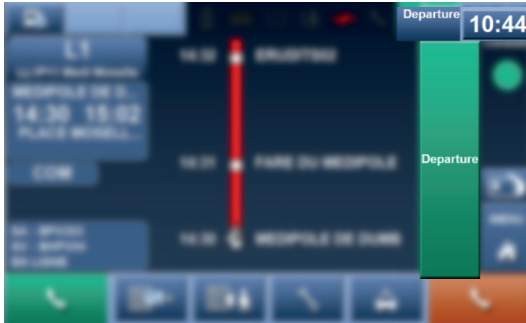
If there is no radio coverage available then the radio call buttons will not be displayed.



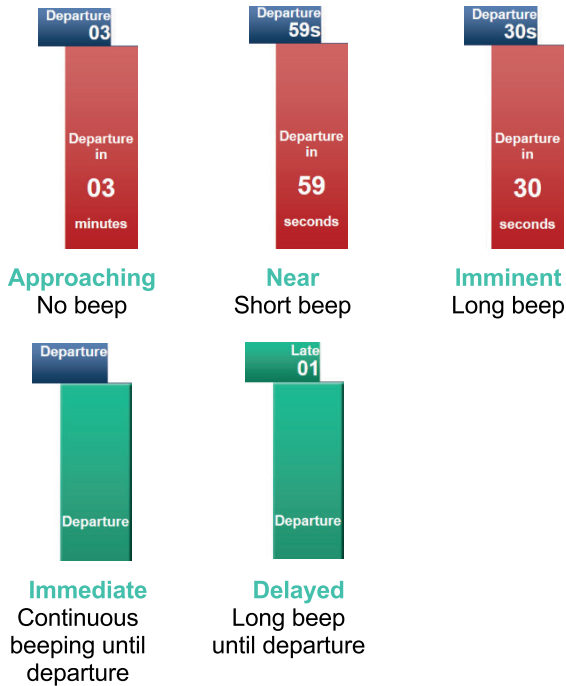
In the same way a mobile phone may experience coverage problems, during the course of your duties you may observe the radio buttons disappearing when passing through certain areas, or at certain times.

In the event that you need to contact Control but have no radio coverage for an extended amount of time, leave the cab when safe to do so and call Control or the Emergency Services as required.

DEPARTURE PROMPTS



Three audio prompts:



i TIP Pressing the Departure button will stop the console beeping.

EARLY/LATE TIMETABLE

Timetable adherence

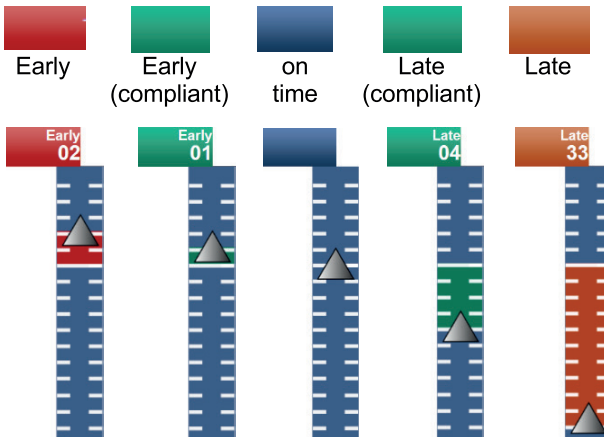


Colour coding

The early/late indicator changes background colour depending on timekeeping.

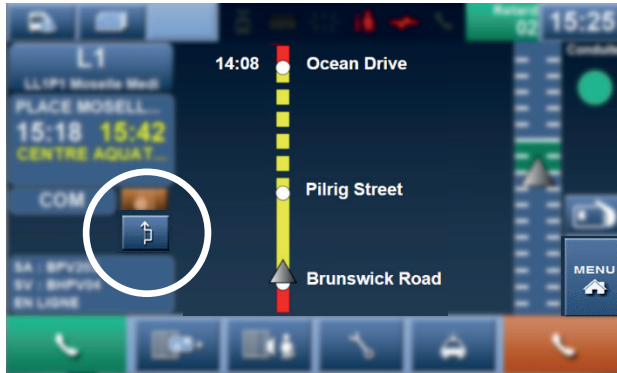


Early or late in rounded minutes




DIVERSIONS

Active diversion



When a diversion is active:

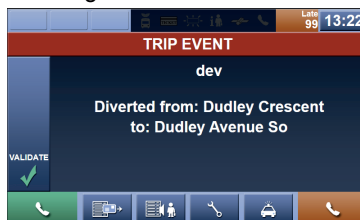
- the diversion icon  is displayed
- the route line turns **yellow** for the affected section and its bus stops
- stops not served are not shown (in synoptic view)

Diversion information

To access brief information about diversions relevant to the current trip, press *Menu*, *Operation Management*, *Diversion Consultation*:



Pressing the Active Diversion trip event indicator gives more information:



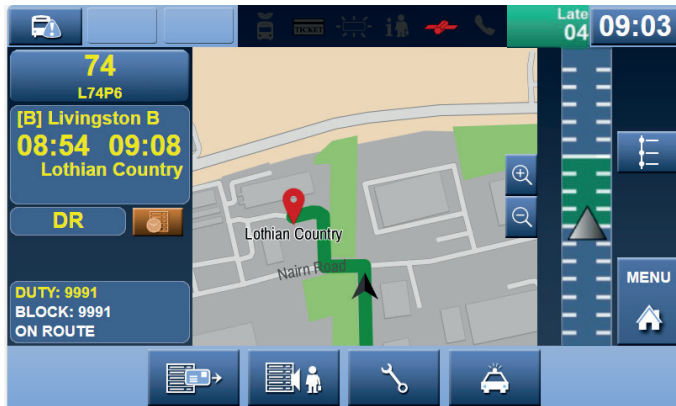
OFF SERVICE ROUTES

Scheduled Off Service routes

The map view will provide routing for off service routes to and from start/end and terminal points.

The routing can only be displayed once you have logged on to the route/block on the ETM.

Note: the trip status (bottom left-hand corner of screen) will state “ON ROUTE” or “DR” (dead run) while operating off service trips providing you have logged on to the ETM.



Unscheduled Off Service routes

If you are carrying out an Operational Spare duty, or are placing a vehicle on route (e.g. vehicle changeover) or are operating a duplicate trip, then an off service route will not be shown. In these cases please refer to LB Roads, or follow the instruction of a supervisor or manager.

Note: the trip status (bottom left-hand corner of screen) will state “PRE-TRIP” or “OFF ROUTE” while operating unplanned off service trips.

If in doubt, stop and contact Control who will assist you!

OFF ROUTE

Off route events

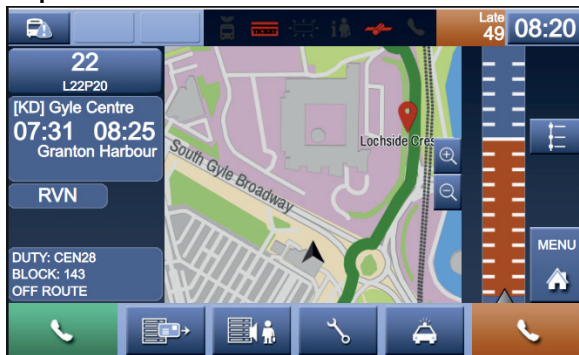
Once logged in to the ETM, if you do not follow the planned route and deviate from the scheduled roadway, the console will show this in two different ways.

In the map view, the vehicle indicator triangle will not be on the green line (or yellow line if diverted).

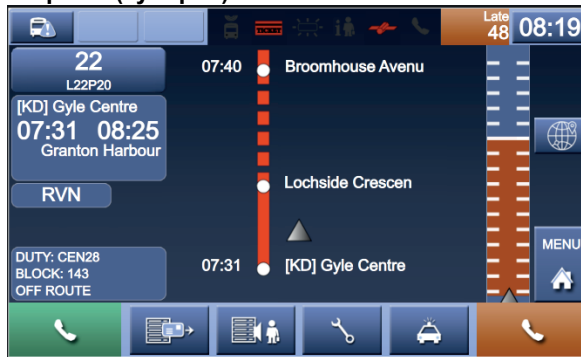
In the route line (synoptic) view, the vehicle indicator triangle will be situated adjacent to the route line.

In both views, the trip status (bottom left-hand corner) will state "OFF ROUTE".

Map view:



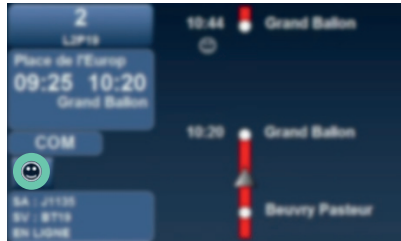
Stop line (synoptic) view:



If this happens, stop and contact Control who will assist you!

DRIVER RELIEF

Scheduled relief



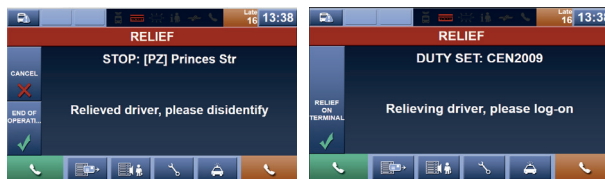
The 😊 icon is displayed when a relief is due.


The 😞 icon is displayed when the relief has been completed.

Alternatively, pressing *Menu*, *Management Consultation*, *Relief Consultation* gives access to duty details for the driver taking over:



To perform a scheduled driver relief:



Sign off the ETM. Then on the console press the End of Operation  button when prompted.

The new driver logs on to the ETM to begin their duty.

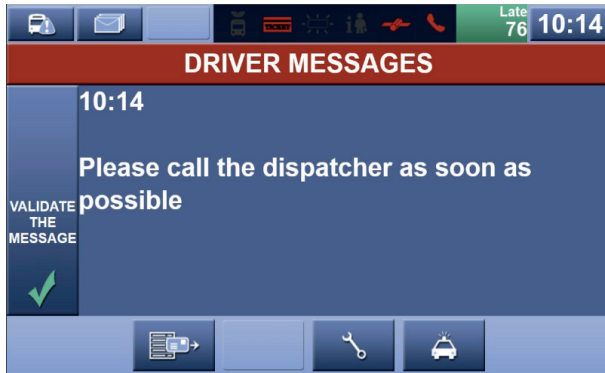
Unscheduled relief

To perform an unscheduled relief, *Force Sign Off* the ETM and then press the following buttons on the INEO console:





MESSAGING SERVICE

Control to driver



Messages Display with different priority levels

Important the message is displayed and must be acknowledged using the  button.

Normal the message is displayed and then archived, accessible here .

Accessing the mailbox archive

PRESS:



Unread
message(s)

OR



Mailbox
shortcut

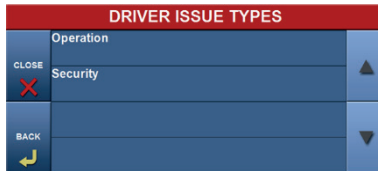
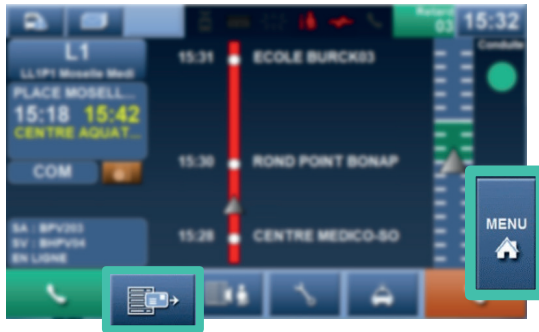
OR



Messaging
Menu

MESSAGING SERVICE

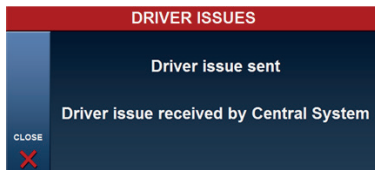
Driver to control



SELECTION
of the type of
issue



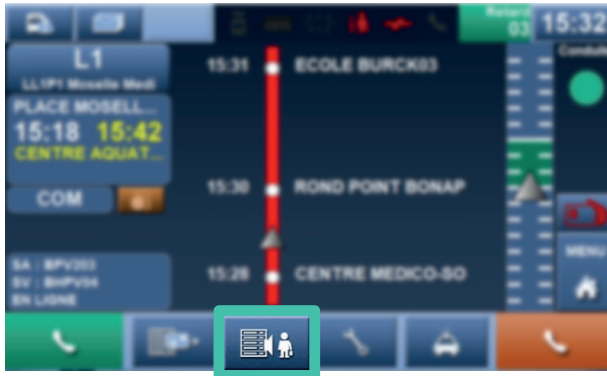
SELECTION
of the issue



SEND
to Control and
confirmation of
receipt.

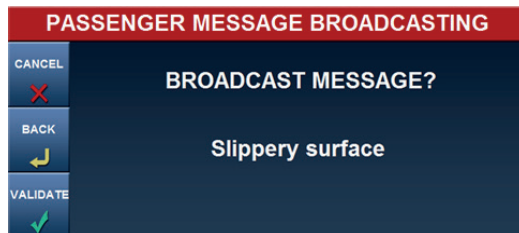
PASSENGER AUDIO MESSAGES

Driver to passengers

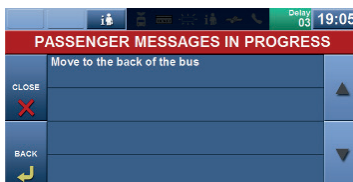



The message library and the audio message broadcast are accessible via the menu or shortcut.

Select the *Passenger Message Type*, then the *Passenger Message Choice*, then confirm to provide an audio message.



Messages in progress



Messages in progress can be viewed by pressing the  button.


END OF DUTY/CHANGEOVER

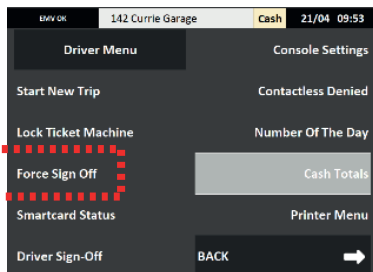
Normal operation

Once the last trip of a block has been completed, the log-off process happens automatically. Thereafter the log on screen is shown on screen.

Vehicle changeover process

In the event of a vehicle changeover, the driver needs to force a log-off from the ETM **first**, then INEO console.

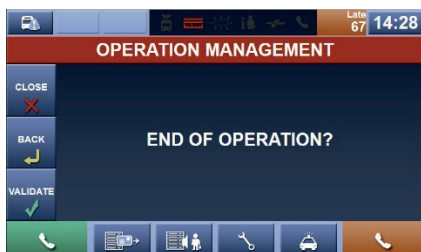
On the ETM press the  button, the select *Force Sign-off*.



On the INEO console and from the driver *Menu* select *Operation management, End of operation:*



A confirmation screen is displayed to confirm the block log-off:



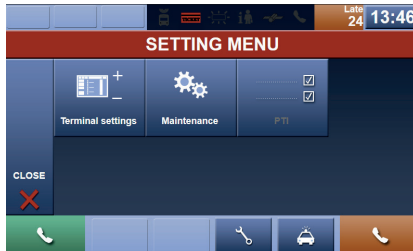
SETTINGS MENU

Display brightness and volume

The settings menu is accessible by pressing the



button on the lower part of the screen.



Console settings: It allows to adjust :



- the volume of the console loud-speaker from 0 to 100% (minimum - maximum volume)
- Brightness from 0 to 100% (minimum - maximum brightness).

