CASE STUDY | PUBLIC TRANSPORT

URBAN TELECOMMUNICATIONS TELEO-TISSEO

Comprehensive communications and public address solution

TELEO-TISSEO

France's longest urban cable car in Toulouse.

A straight line is the shortest route. That's the great advantage of Téléo, which goes over the river Garonne and the regional nature park. Its 3-kilometre route links the Université Paul Sabatier to the Oncopole, via the Hôpital de Rangueil, in just 10 minutes. The cable car is part of the southern Toulouse public transport belt, making it easier to travel between the east and west of the city.
It is the ideal solution for overcoming the many natural obstacles in the south of Toulouse. Overflight is possible at altitudes of up to 70 metres to protect the landscape and the environment. A trip on public transport that also guarantees a wow factor. www.teleo-tisseo.fr

PATRICK VIAL
Tisséo Collectivité – Toulouse
Head of Asset Systems and Investment

"Téléo represents an innovation in urban public transport systems; the integration of equipment such as video surveillance, passenger information and, of course, real-time ground/board communication (including Intercom), has contributed to the challenge of integrating this new mode of transport into the existing urban public transport system. »

COMMEND FRANCE

CHALLENGE

Tisséo, the cable car operator, was looking for a comprehensive communication and information solution that was reliable, integrated, interoperable with other existing operating systems and easy to use.

The stakes were high in terms of passenger safety, and the solution had to accompany passengers from departure to arrival, via the lifts, platforms and cabins.

These communication points had to be suited for people with all types of disability, taking into account the particularities of urban operations. This solution had to guarantee high sound quality with robust operational functioning due to intensive use.

SOLUTION

- 4x Y-WS211VIDA-AP intercoms customised specifically for Tisséo
- 3x WS211VIDA
- 20x AFLS10HCW equipped with MIC480 for public address on the 3 platforms
- 8x AFLS10HHG also for public address systems at the three platforms
- 16x ET908H-1 with MIC480 and AFIL for custom integration in the cabins
- 3x Y-100116 lift cabin intercoms
- 6x Y-AP862TP-S lift car roof and pithead intercoms
- 3x EE972AS master stations
- 1 VirtuoSIS virtual server to manage the entire solution and guarantee operational availability
- 1 Studio by Commend software package with the E-REC module for recording conversations and the E-RPT module, a live reporting tool

RESULT

As a partner for over 10 years, Commend France has been able to keep pace with changing needs as a result of joint projects such as the tramway, metro, park-and-ride facilities and now the cable car.

The specially customised Intercom system for Tisséo meets the PHMR standard, making it possible to standardise emergency call stations. The public address system is controlled by the same master stations that operate the Intercom stations. The overall solution delivers high sound quality thanks to background noise reduction and Intelligent Volume Control (IVC), which automatically adapts the volume to the ambient noise level to ensure that communication or information messages are always intelligible.

The intercom systems integrated into the gondolas are linked to the stations' voice announcement modules and to the radio for UHF broadcasting, optimising the use of existing equipment and, above all, prioritising audio streams. All the equipment is supervised by the master stations and also by the server. A special function has been implemented to forward calls to other master stations when a station's security officer activates the 'absence' mode via the server.

When the operator activates this mode because of a security check on the platform, at that moment if a passenger requests a station intercom, a pre-recorded message is played over the public address system telling the operator that he is expected at the security station. The loudspeaker at the boarding station is linked to the cable car's automatic system and broadcasts messages when the doors open and close, making the system more comfortable to use and safer for passengers. The choice of the Virtuo SIS virtual server means that the solution can be redundant on the virtual platform, guaranteeing the highest level of service availability.

The system is equipped with audio recording and statistics software to track all occurrences.