

Traffic Information

1 Traffic information for applicants and traffic operators

The information is supplied to applicants or traffic operators via a number of different channels, including e-mail, the internet, direct access to the Swedish Transport Administration's IT systems or verbally via telephone.

The information includes:

- a. agreed arrival and departure times at stations with traffic exchange
- b. details of where the trains are located geographically in real time (where it is technically possible)
- c. punctuality (presented in minutes in relation to the published train route)
- d. relevant arrival or departure track at stations that are interchanges
- e. estimated arrival and departure times in the event of traffic disruptions leading to a delay of five minutes or more
- f. presumed cause of delay for a delay of three minutes or more
- g. traffic events, information regarding action (if any) to restore track and traffic, as well as forecasts for this

When traffic operations take place in the form of works train movement (JvSFS 2008:7), only the services in items a and g are included. Works train movement only arises in cases where the technical requirements for travel cannot be fulfilled.

For information on access to the Swedish Transport Administration's IT systems, go to the Transport Administration's website.

2 Traffic information for passengers

The Swedish Transport Administration provides passengers with the information necessary for them to make their journey, regardless of who operates the traffic.

Traffic information concern both normal situations and traffic disturbances, which affects on the passengers expected travelling time, service and/or comfort.

2.1 Permanent signage

Permanent signage in and around the station informs passengers how to find their way to and from the trains. For station buildings owned by a party other than the Swedish Transport Administration, the owner is responsible for the permanent

signage. The framework for the Swedish Transportation Administration's sign standard is open to all responsible parties for use. This provides the opportunity to create a comprehensive solution for signage and information flow.

2.2 Dynamic traffic information for passengers

The presentation of advertising data may diverge depending on the technical capabilities of the traffic channels. The information must be uniform and where possible cover the passenger's entire journey.

Traffic information for passengers is based on up-to-date data which is verified as much as is possible. The information is delivered speedily and in a manner which enables the passenger to absorb it both quickly and with ease.

Traffic information at a station provides information about the current traffic situation and, where applicable, forecasts for the future traffic situation. This information shall be delivered directly to the traveler via one or more dynamic traffic information channels. An uncertain estimation indicated as “preliminary” and can be adjusted forwards and backwards. In the event of platform changes, the distance and time considerations involved in getting to the new platform are taken into account.

Visual information is given promptly when a traffic-impacting event becomes known for the Swedish Transport Administration and it is presented to those stations which are expected to be affected by the deviation. Information about canceled trains / departures given immediately to all locations involved.

Where possible, the following information is provided:

- a. advertised train number
- b. advertised start-/terminal station
- c. intermediate stations, that are decisive for the journey
- d. agreed arrival and departure times at stations that are interchanges
- e. estimated arrival and departure times for trains delayed 5 minutes and more (related to published train route). If the cause for the delay is known, it will be given for delays of 10 minutes or more
- f. relevant arrival or departure platform at stations that are interchanges
- g. aggregated information with cause and forecast of events that result in traffic impacts for a number of trains
- h. name of the applicant/traffic operator
- i. product name, information on train formation, service etc.
- j. instructions in the event of traffic disruption (e.g., replacement traffic).

If points a and b deviate from the route plan, the applicant or traffic operator must update the e-service at the Swedish Transport Administration's website. Also additional detailed information required in the points h-j must be provided by the applicant or traffic operator.

Dynamic signage

All trains are announced on signs and displays, where possible, not later than 30 minutes before the agreed arrival or departure time. In the event of a traffic disruption that is affecting several trains, information can be summarized in the overall sign messages.

The text ”*Spårändring*” ("Platform Change" in Swedish) is displayed when a platform change is made with 60 minutes or less to go before the scheduled arrival or departure time.

Loudspeakers

Loudspeaker announcements are made for trains with traffic disruptions and traffic events that require extra attention. Announcements are made primarily to give information about departures, while announcements for arrivals are made only in exceptional cases.

In the event of a traffic disruption that is affecting several trains, information can be summarized in the overall loudspeaker announcement. For major traffic disruptions, announcements that are important for the journey to the final destination, has a higher priority than other announcements.

The Swedish Transport Administration is working successively on introducing announcements in English for train departures, delays, track changes, cancelled trains and replacement traffic.

Information via web

Dynamic traffic information aimed primarily at passengers, but which may also be of value to applicants or traffic operators is presented on the Swedish Transport Administration's website. The information is published at least 12 hours before the agreed departure or arrival time of the train. The information is accompanied by a link to the website of the applicant or the traffic operator, provided that they have chosen to provide the Swedish Transport Administration with the web address.

2.3 Other

Traffic information exchanged between the Swedish Transport Administration and the applicant or traffic operator is provided in the first instance via IT systems. Additional information may also be provided via telephone, e-mail and to the applicant/traffic operator's on site personnel. Both the content of the information exchanged and the manner in which it is exchanged shall be structured in accordance with established guidelines. The Swedish Transport Administration and applicants or traffic operator shall maintain a dialogue in order to increase the standard of the traffic information provided to passengers.

Traffic information from the Swedish Transport Administration may be used for the applicant/traffic operator's web-based and mobile traffic information for passengers, or as verbal traffic information for passengers via call centers and sales channels.

The information pertaining to railroad traffic that is displayed on the Swedish Transport Administration's website is also available to third parties who develop traffic information services.

2.4 Advertising order for signs and speakers for passenger trains

The Swedish Transport Administration compiles, based on the agreed train paths, a basic advertising regarding traffic information for passengers. The proposed advertisement is presented to the applicant /traffic operators via the e-service at the Swedish Transport Administration's website.

The applicant/traffic operator is responsible for the complete announcement with details as below, both before a new timetable and changes during the running timetable.

All changes and additional data must contain information per train path and station and be submitted via the Swedish Transport Administration's the e-service by the applicant/traffic operator according to following:

Advertising	Handed in at latest
Train in established timetable	2 weeks before the timetable takes effect
Known deviations, for example planned track engineering work and weekend adaptations	5 working days before the commencement of traffic
Other changes outside the current operational period	Latest at 15.00 weekday before the next operational period ¹

¹ After this hour the information is locked and will only be changed by the Transport Administration.

Changes that occurs after 15 o'clock the weekday before the next operational period and during the period of operation it is assumed that the applicant/traffic operator provides the Transport Administration with the changes and additions required for a complete traffic information to passengers. See Annex 1.A Contact information for the submission of these advertising information.

The applicant/traffic operator is responsible for:

- announcement follows the current weekend adaptation and the right calendar day
- remove double announcement that may occur when diversion of trains

The applicant/traffic operator shall, on the basis of the Swedish Transport Administration's predefined templates complement advertising information with:

- Announcement text from the group *deviation* of
 - Replacement traffic

- Additional traffic
- Cancelled traffic – when the train is not replaced or at maintenance works or reference to the next departure
- Announcement text from the group *others* of
 - Instruction for passenger
 - Change train formation (in cases the applicant/traffic operator has listed announcement about train formation)

The applicant/traffic operator shall when needed also change/add information of announcement with:

- advertised train number
- other “to”- and “from” stations according to driving order
- via stations
- advertisement texts in the groups of product or service
- advertisement texts in the groups of reservation, other and/or train formation
- owner of traffic information to the traveler as well as the link to the information (for web and mobile units).

The information in the last point is for travelers to know where or to whom to turn for additional information regarding the journey, for example, in the event of a major disruption.

In addition to the signs and speaker announcements on stations, the Swedish Transport Administration use the advertising data when publishing traffic information on the internet, in mobile services and via the Swedish Transport Administration's IT system.

In order to be able to give passengers general traffic information in advance regarding a planned event, the Swedish Transport Administration requires basic input from the applicant /traffic operator. This information shall clearly describe changes and/or additions in terms of both traffic structure and any form of replacement traffic. This input must reach the Swedish Transport Administration no later than seven (7) days before the event is due to take place.