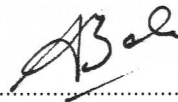


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Level 2

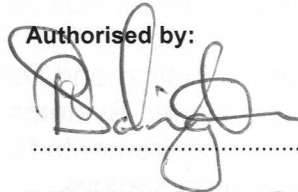
Electronic Visual Customer Information Systems

Endorsed by:



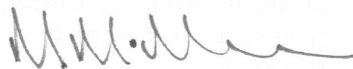
A Bali, Working Group Chair

Authorised by:



P Darlington, Steering Group Chair

Accepted for issue by:



M McManus, National Standards Manager

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Documents

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Issue record

Issue	Date	Comments
1	October 2006	Issue 1
2	August 2008	Updated to reflect Phase 2A reorganisation
3	September 2009	Updated to incorporate requirements from DfT Code of Practice and provision of real-time information.

Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail and its contractors if applicable from 02 November 2009.

When this standard is implemented, it is permissible for all projects, which have formally completed GRIP Level 4, to continue to comply with the Issue of any relevant Network Rail Standards current when GRIP Level 4 was reached and not to comply with requirements contained herein unless the designated Standard Owner has stipulated otherwise in the accompanying Briefing Note.

Reference documentation

GI/RT7016	Interface between Station Platforms, Track and Trains
NR/CS/STP/001	Managing Network Rail Standards (formerly RT/LS/P/001)
NR/L2/AMG/029	Product Introduction and Change
NR/PS/SIG/00009	Message Handling and Data Transmission Requirements Between Processor Based Systems
NR/L2/OCS/060	Customer requirements for the provision of train running information on stations.
TD/GEN096	Telecoms Requirements for General and Emergency Use at Sub Surface Stations
NR/SP/STP/045	Managing the Process For Non-Compliance Authority
GRIP	Guide to Railway Investment Process
EN 50121-4	Emission and Immunity of Signalling and Telecommunications Apparatus
RIS-7700-INS	Rail Industry Standard for Station Infrastructure
BS EN 60529:1992	Degrees of Protection provided by enclosures (IP code)
BS 8501:2002	Graphical symbols and signs – Public information symbols
BS 5760	Reliability of systems, equipment and components
CDM Regulations	The Construction (Design and Management) Regulations 1994 (as amended)
	The Construction (Design and Management) Regulations 1994, Approved Code of Practice
DfT	Accessible Train and Station Design for Disabled People: A Code of Practice July 2008
ENH04	Enhancements Manual - Town Planning & Other Consents.
ENH06	Enhancements Manual Station & Depot Change.
	Interface Requirements between Train Descriptor and Information Management systems via SMART

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1 Purpose

This standard has been defined to meet statutory requirements and to achieve consistency between installations undertaken in different locations and by different contractors/suppliers.

2 Scope

This Network Rail standard specifies the minimum requirements that shall be met by Electronic Visual Customer Information Systems installed on stations. Electronic Visual Customer Information Systems is a total system that provides the departure and arrival information and other appropriate information relating to transport services at a location.

This standard applies to any organisation intending to undertake works on Network Rail's managed stations or TOC franchise stations where Network Rail is involved in managing or undertaking the work. Work covered in the scope of this standard is as follows:

- Installation of a new EV CIS at a location where one does not currently exist;
- Renewal, replacement or enhancement of an existing EV CIS;
- Renewal, replacement or enhancement of an element of an existing EV CIS.

3 Definitions

AFFL

Above Finished Floor Level

CIE

International Commission on Illumination

CIF

Common Interface File

Character Height

The height from the top of the highest riser to the bottom of the lowest descender

EV CIS

Electronic Visual Customer Information System (e.g. displays)

EMH

Enterprise Message Hub

ESG

External Services Gateway

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Fill Factor

The area filled by active pixels compared to the dead, non-active space between the active pixels, per character

GRIP

Guidance to Railway Investment Projects – process used by Network Rail to manage the development and delivery of Infrastructure projects

Inter-mode

The location in which a EV CIS system would be expected to provide information about the transfer of travel from one transport system to another transport medium e.g. changing from a train to a bus

ITPS

Integrated Train Planning System. ITPS is the successor to TSDB and associated systems

LTP

Long Term Plan i.e. trains in the timetable representing the permanent timetable

NTI

Next Train Indicator

Product Acceptance

Agreement by Network Rail that the equipment or system may be installed on Network Rail infrastructure.

SMART

Signal Monitoring and Reporting of Trains

Sponsor

A Network Rail person who acts as the single point of contact between the Client as defined in GRIP and the Project Manager (or Development Manager)

STP

Short Term Plan i.e. trains in the timetable not represented in the Long Term Plan but planned using standard planning processes more than two days ahead of operation

System

A combination of products, equipment or sub-components.

SFO

Station Facility Operator

TD

Train Describer

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TD.net

Network Rail's "publish and subscribe" service providing train-related data using industry standard business-to-business messaging technologies.

TOC

Train Operating Company

TRUST

Train Running System (TOPS). A comparison system recording actual train running times at strategic locations and having the ability to report variation from planned times and delay reason information.

TSDB

Train Service Database. Common repository for all Network Rail timetable planning content. The functions of TSDB will be successively taken on by ITPS.

VMS

Variable Message Sign e.g. LED and TFT modular type display technologies.

VSTP

Very Short Term Plan i.e. trains planned by operational Control staff in response to ad-hoc and on-demand requirements, usually as a result of disruption.

4 Design Requirements – Determining the Location, Information Required and Display Design

4.1 Information to be displayed - General

The information provided shall be accurate, both when first presented and when being updated, and timely, both in terms of the content of the information and where the information is presented.

4.1.1

An EV CIS shall as a minimum contain the following information;

For departing services at Stations:

- Displays shall show final destination and calling points where applicable;
- Displays shall show platform number (or "Bus" where required) with the possible exception of NTI at the platform;
- Scheduled departure time; the publicly advertised time (in hours and minutes) that the service is timetabled to leave the station;
- Expected Departure time; the time (in hours and minutes) that the service is expected to leave a platform. This may be preceded by the wording "Expected at" or show "On time" or "Cancelled" or "Delayed" as appropriate;

For terminating services, where specified by the Sponsor: