

Disruption Management



Reliable Information for Public Transport Passengers

The HAFAS Information Manager HIM, HaCon's smart solution for disruption management, provides passengers with fast and accurate information on deviations from the schedule as well as service alerts. HIM supports all possible communication channels such as trip planners, RSS feeds, Twitter, Facebook, etc.

As a rule-based editor, HIM lets transit authorities ensure that disruptions are associated with the relevant services only. This includes the location, duration and nature of the disruption. Based on schedule and real-time situation, HIM will automatically detect which services are affected and only inform the passengers using them. Instead of a general broadcast message, HIM ensures targeted information is shared with the affected travelers only.

Live & Straight to the Point

Live editing of service alerts and messages as well as real-time exports to social media and GTFS feeds.

Real-time Information

Accurate details about disruptions guarantee comprehensive passenger information – a true plus for travelers.

Multi-client Capability

Company-specific user rights can be easily defined.

Standardization

Text and event templates guarantee a standardized message creation in multiple languages.

Easy-to-use Interface

Intuitive search functions facilitate smart disruption management.

Intuitive HIM Interface

HAFAS Information Manager

Create new stop closed message

Message category

☐ Information ☐ Construction ☒ Disruption ☐ Delay ☐ Rail replacement ☐ Advance Notice

Event period

From: 05.09.2018 12:31 Until: 05.09.2018 23:59

Validity: ☒ Whole day

Measures

Match parameter

Stop: Enter stop Always

Products / Categories

← Thanks to HIM, trip planners can easily route passengers around a closed station.

↓ Affected journeys at a glance.

Matching results

☒ Select all journeys

☒ EN 26 (3 / 3)

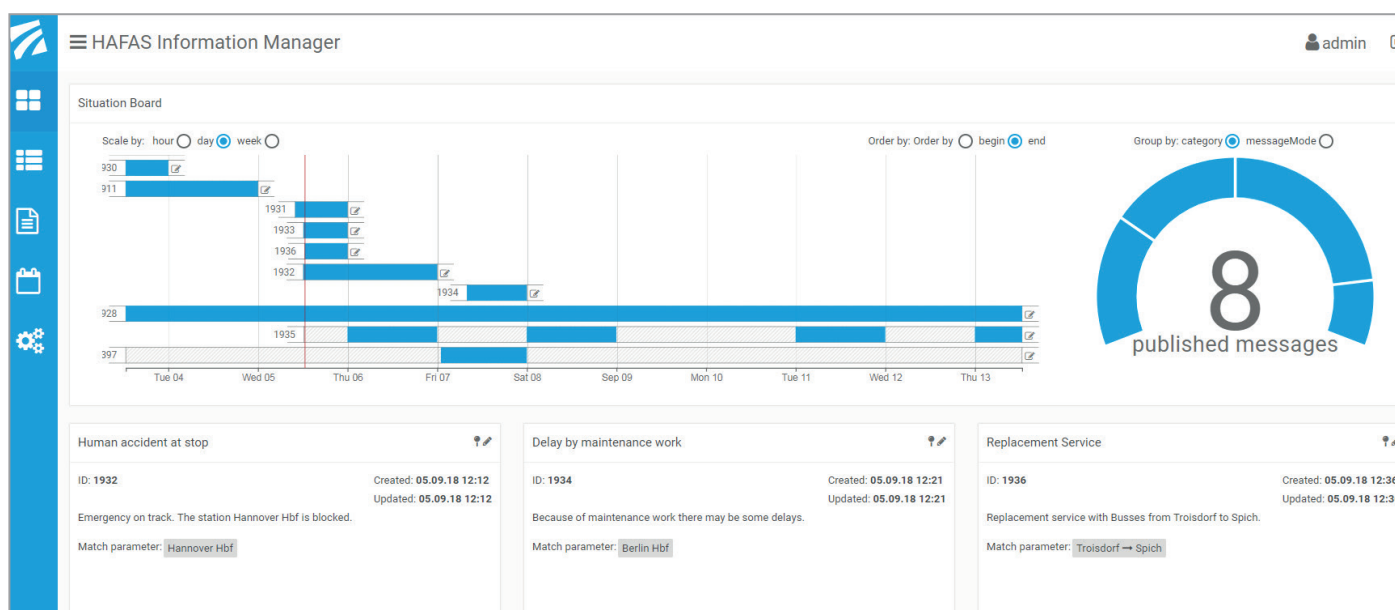
Train number	Departure station	Start time	Arrival station	Arrival time	Messages
<input checked="" type="checkbox"/> EN 491	Hamburg-Altona	27.04.2017 20:14	Wien Hbf (Autoreisezuganlage)	28.04.2017 08:26	0
<input checked="" type="checkbox"/> EN 491	Hamburg-Altona	28.04.2017 20:14	Wien Hbf (Autoreisezuganlage)	29.04.2017 08:26	0
<input checked="" type="checkbox"/> EN 491	Hamburg-Altona	29.04.2017 20:14	Wien Hbf (Autoreisezuganlage)	30.04.2017 08:26	0

☒ EN 490 (EN 26) (2 / 2)

☒ IC 140 (3 / 3)

☒ IC 141 (2 / 2)

↓ The dashboard shows the number of published disruptions, how long they will take and which stops and stations are affected.



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Together, Siemens Mobility, HaCon, eos.uptrade and Bytemark provide a unique and holistic ecosystem of digital services and solutions. From trip planning across passenger communication to mobile ticketing, payment and comprehensive Mobility as a Service (MaaS) solutions, fleet management to train planning systems and mobility data analytics, we share one common goal: enhancing the passenger experience – with our combined power for mobility.