

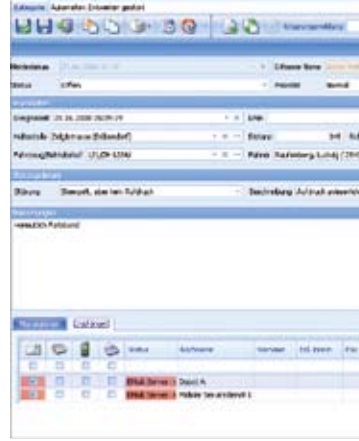
ActiveForms+

Secure work procedures in case of operating trouble

Forms and checklists are trend-setting tools allowing control center dispatchers to react correctly and efficiently in case of operating trouble. With our new ActiveForms+ solution, we offer transport authorities suitable tools such as forms and checklists for a structured work procedure in case of operating trouble.

Trapeze ITS ActiveForms+ runs in our control system as a separate application concurrently with the actual control computer software and is linked for the exchange of the necessary data. We have developed this solution in conjunction with our partner company Nettropolis. It is built on previous products and exclusively offers Trapeze ITS customers a previously unknown electronic workflow in the control center and in the involved functions within the company.

Control center dispatchers are hardly aware that they are dealing with different applications, skipping lightly from one window to another. A separate application allows the created forms and reports to be readily transferred via the Windows world of the company network – for reading or for further processing.



An end to endless paperwork

Despite extensive electronic control technology in use today, dispatchers still often use a lot of paper. Many events and facts must be recorded and passed on. The existing forms usually satisfy the needs of the reader but rarely the information flow and workflow of dispatchers, which means they must continually switch between dispatch tasks and paperwork.

Comprehensive forms

In the freely definable forms our customers can

- record and pass on information about individual events.
- generate or write operating reports.

The information that is known to the control system such as route/run, vehicle, event time, etc. can be automatically copied to the form. If this information is already recorded when case processing is started, the dispatcher will save valuable time in critical moments and will no longer have to make any handwritten notes. This once and for all puts an end to the piles of paperwork at the dispatcher's workplace.

A further advantage lies in data maintenance: Changes to forms and checklists can be made by trained control center staff without requiring any additional data supplier. With ActiveForms+ dispatchers can call up, complete, and distribute the customized forms and checklists as and when necessary. The "checklist processing" and "form completion" functions can be combined.

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What does ActiveForms+ offer?

There are more than a dozen compelling reasons for installing ActiveForms+:

- ActiveForms+ is ideally tailored to the needs of transit operations.
- Forms and checklists can be designed with the easy-to-use and powerful mask editor with extensive graphical flexibility and full freedom in terms of content.
- Working procedures can be mapped in Active Forms+ in all conceivable application cases (forms, checklists, and many more).
- ActiveForms+ has a modern user interface, which means operation is easy and intuitive.
- ActiveForms+ offers great clarity for editors and readers alike.
- During processing the checklist becomes a documentation form; this means there is no longer the dilemma of choosing between taking dispatch action and taking notes.
- The checklists can be edited by several users at the same time, ensuring that each is informed immediately of any changes.
- Actions predefined in the control system can be triggered directly from the checklist in ActiveForms+.
- Telephone calls can be made directly from the form via "Voice over IP" (VoIP).
- Thanks to multi-level user authority management, ActiveForms+ is ideally suited to the individual needs within the operation.

- When using ActiveForms+ within a multi-agency setup, it is possible to define what each transport authority is authorized to see and what not.

- An end to protracted in-house postal paths! Thanks to the simple electronic transfer of the forms within the control center or even the entire company, processing times are significantly reduced.
- Due to its versatile possibilities and high integration capacity, ActiveForms+ is unique in the market.

Screenplay direction with ActiveForms+

The purpose of control center checklists is to think about the required procedures in advance so that users can react quickly and in a structured, coordinated, and unified manner in case of operating trouble. With ActiveForms+ you can write the screenplay for processing each specific problem.

Meaningful checklists

The individual work steps can be represented individually or grouped in the checklist. Electronic updating of the checklists is easy. This allows the consistent application of structured trouble management in accordance with the VDV workgroup of the same name.

Interrupt a route – or divert it

In the event of a disruption, there is no time for discussion over possible line routing and general uncertainties. There is time for debate when the checklist is being created – this enables the appropriate considerations to be incorporated in the checklists during quiet periods. In case of operating trouble, everyone involved should know exactly what to do to ensure that traffic continues to flow as smoothly as possible. ActiveForms+ enables the individual work steps to be represented in a clear and structured way – with one easy-to-use but very versatile graphic editor.

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— Triggering actions via the checklist

Work steps and actions from the checklist need no longer be newly entered in the control system, but can now be saved as “prepared actions” and be retrieved and activated directly from the checklist. This means that dispatchers and operations can prepare more thoroughly for possible disturbances and at the decisive moment save valuable time and achieve greater quality. Appropriate steps to deactivate introduced measures can also be incorporated. This ensures that any actions that have been initiated can be subsequently cancelled again and will not be forgotten. These advantages increase with the number of passenger information displays used by the authority and the variety of information they wish to provide.

— Working hand in hand

Colleagues at neighboring workplaces in the control center can see who is processing each stage of the checklist and how they can speed up the process by taking over subsequent stages. Each can provide efficient support to the other.

Depending on the authorization level, it is possible to make the status of processing visible, in concrete situations also to partner control centers or master control centers. This means that time-consuming telephone calls in critical phases when little time is available can largely be eliminated.

— Controlling the traffic flow

Within the predefined distribution list, the editor can remove or add recipients, depending on the given situation. With ActiveForms+ an appropriate path can be defined for each form type so that the work process can be completely mapped and traced in case of inquiries.



The processing status of each individual step is visualized for all users.

Typical application cases are:

- Damage reports, correction entered by the respective technical service
- Accident reports, further processed by the workshop and claims office
- Taxi ordering for passengers, forwarding and charging

— Screenplays for large-scale events

The described work techniques can be applied to more than just diagnostic checklists in case of defects or diversion checklists in case of street blockades. With ActiveForms+ dispatchers can write their own screenplays as directors – for any desired workflow. This can be prepared in advance for planned deviations due to construction work or, for example, for a marathon event through a city when it is known in which sequence roads will be closed and reopened again but just not exactly when.

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You decide the look and the content

The powerful and easy-to-use mask designer included in the supply allows users to design their own forms and checklists according to their own specific needs. They are free to define the content fields and their layout as they wish. They themselves decide how much detail is included in the checklist for each specific instance, for example to what extent they take local peculiarities into consideration. Additional documents can be attached to every form or checklist, for example maps, technical instructions, photos, and scanned attachments.

Conclusion

Trapeze ITS' ActiveForms+ takes entirely new approaches. It is a quantum leap in the direction of more efficient, event-oriented control center operation. No control center should be without ActiveForms+.

The screenshot displays the ActiveForms+ interface. On the left, a list of measures (Massnahmen) is shown with columns for Name, Geändert am, Geändert von, and Ers. The right pane shows a detailed view for 'P2.02: Aufbieten/Info', including status, creation/modification dates, and various selection fields for replacement vehicles, drivers, and staff.

Name	Geändert am	Geändert von	Ers
P1.01: Gefahren bannen	25.04.2008 17:48	anton.mathis	25.1
P1.02: Aufbieten "Leb und Leben"	25.04.2008 17:48	anton.mathis	25.1
P1.03: Sperrung erforderlich	25.04.2008 17:48	anton.mathis	25.1
P1.04: Stopp Folgefahrten	25.04.2008 17:48	anton.mathis	25.1
P1.05: Erstinfor Fahrgäste	25.04.2008 17:49	anton.mathis	25.1
P2.01: Umleitung organisieren (Fahrdurchsagen)	25.04.2008 14:54	anton.mathis	25.1
P2.02: Aufbieten/Info	25.04.2008 16:58	anton.mathis	25.1
P2.03: Trainersatz (Route, Organisation)	25.04.2008 16:56	anton.mathis	25.1
P2.04.1: Fahrgastinfo akustisch	25.04.2008 16:28	anton.mathis	25.1
P2.04.2: Fahrgastinfo Anzeiger Haltestellen	25.04.2008 17:35	anton.mathis	25.1
P2.04.3: Fahrgastinfo Anzeiger Fahrzeug	25.04.2008 17:35	anton.mathis	25.1
P2.04.4: Fahrgastinfo zusätzliche Verbreitung	25.04.2008 17:33	anton.mathis	25.1
P2.05: Personalablosungen überprüfen	25.04.2008 17:49	anton.mathis	25.1
P3.01: Sammelnruf Fahrer			25.1
P3.02: Durchsage an Fahrgäste			25.1
P3.03: ITCS-Massnahmen zurücknehmen			25.1
P3.04: Fahrzeuge einreihen			25.1

P2.02: Aufbieten/Info

Status: Verloren
 Erstellt: 25.04.2008 11:43:00 * anton.mathis
 Geändert: 25.04.2008 16:58:05 * anton.mathis

Ersatzbus:
 Ersatzverkehr: HB-Stauffacher. Anwahl: 1G aus Hagenholz, 1N aus Fahrschule. Erledigt:
 HVZ: 4
 NVZ: 2
 SVZ: 1

Ersatztram:
 Ersatz für Kurslücke? Anwahl:
 Ersatz für defekten Zug? Anwahl: Erledigt:

Carrefoam:
 Betreuung Wagenführer? Anwahl:
 Ersatzfahrer? Anwahl: Fahrdienstcoach Zehnder geht vor Ort. Erledigt:

Platzdienste:
 Je 1 zur Fahrgastinfo an Stauffacher und HB. Anwahl:
 1 zur Zugfolgeregelung an Paradeplatz. Anwahl: Kobi und Zaugg aus Kontrolldienstgruppe 5, Aufdermauer aus Garage HG (Zon 57). Erledigt:

Betriebschef
 Pressestelle

ActiveForms+ ensures reliable work processes in case of operating trouble. Left: the different phases of troubleshooting; right: actions of a phase being processed.