NEC
\Orchestrating a brighter world

Customer Focused

Empower travellers to make decisions that best suit their needs

At NEC, we pride ourselves on offering a range of tools that empower customers to make the decisions that best suit their individual travel needs. We understand that customers need accurate information that is readily available to plan their busy lives. Our Journey Planner app provides customers with all the information they will need in one easy-to-use location.

Such information includes our real-time prediction engines that provide customers with accurate service arrival times. Our Passenger Counting

System captures loading data that can be communicated to customers providing them information regarding the capacity of the services enabling them to choose to travel now or wait for the next service.

In-Vehicle Passenger Information Displays as well as Automated Announcements provide travelling customers with the knowledge they need to confidently travel on the network and particularly helps those who are new to the network, are hard of hearing or have low visibility.

Real-time information panels can provide service delivery times and way-finding information at stops and interchanges. They can also provide information about connecting services or other modes of travel including micromobility options like number of share-bikes or e-scooters.

Customers can also use our tools to ask questions, leave compliments or complaints regarding their journey, enabling operators and authorities to improve services.

Journey Planner Apps

Real-Time Information Panels

Automated Passenger Counters
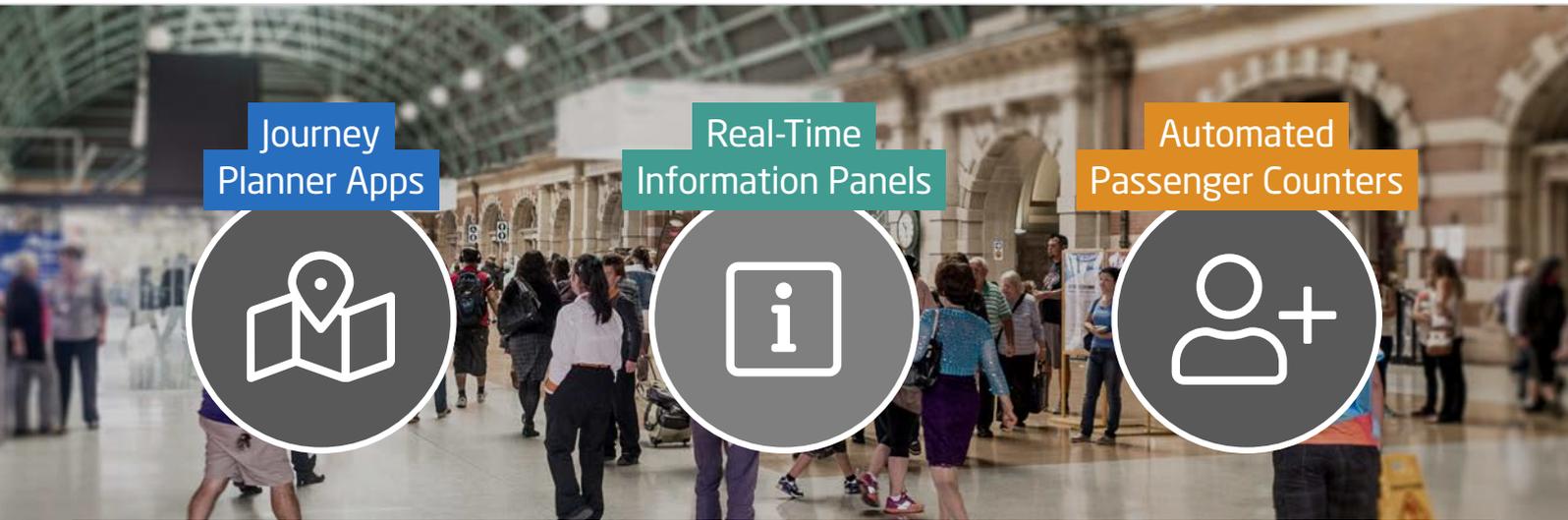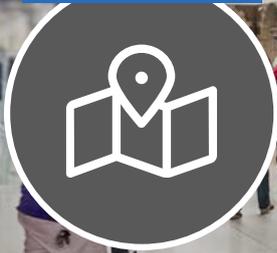
Our Journey Planner app, available on Android, iOS and the web can be tailored by customers to suit their needs.

The user-friendly app provides customers with clear and consistent information they need when they need it.

This includes journey arrival time, next service details, timetable information, service connections, fare details and disruption information that may impact their service.

Authorities can communicate in real-time across multiple locations throughout the transport network, providing customers with information they need to travel through the network.

Panels can include way finding information as well as advertisements, visitor information and other important customer announcements regarding events or unplanned disruptions.

NEC provides the latest in Automated Passenger Counters that can be installed on individual services (bus or train carriage) or across a whole service (multiple train carriages).

This information empowers customers to choose whether they travel now or later based on the number of seats available or overall capacity on the service.

Authorities and Operators can leverage this information to improve network planning and scheduling of services.

For more information on our Smart Transport Services, visit:

nec.com.au/sts

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