

# Towards seamless public transportation: DinTur's partnership with Consat Telematics



## Project at a glance:

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|-------------------------|--|
| <b>Partners:</b>        | DinTur and Consat Telematics   |
| <b>Location:</b>        | Västernorrland County, Sweden  |
| <b>Completion date:</b> | Initial implementation began in 2023, full expansion set to be completed in 2027.  |
| <b>Objective:</b>       | To establish a seamless and unified public transport system that enhances the passenger experience through real-time updates, improved operational efficiency, and centralised management. |

DinTur has joined forces with Consat Telematics to transform public transport in Västernorrland County, Sweden. This partnership delivers centralised management, real-time updates, and enhanced passenger services, laying the foundation for a seamless, future-ready public transportation system set to expand further until 2027.

DinTur, the regional public transport authority for Västernorrland County, has partnered with Consat Telematics to lay the foundation for a modern, reliable, and user-focused public transportation system.

Starting with Consat's Traffic Studio, DinTur has embraced a centralised platform that addresses current operational needs and sets the stage for an expansion toward a fully integrated system by 2027. This phased approach will evolve with the region's public transportation demands, providing both immediate value and a future-ready infrastructure.

### The situation

DinTur, the regional public transport authority for Västernorrland County, faced several challenges in managing an efficient, streamlined transportation system. The authority's previous setup was fragmented, with multiple providers handling different components of the passenger experience. This led to inconsistencies, particularly across various municipalities, making it difficult to ensure a cohesive experience for travellers throughout the region.

To meet the need for a reliable, integrated solution, DinTur decided to bring its services together on one central platform. For this, they partnered with Consat Telematics to set up a traffic management system that streamlines operations, improves passenger information, and creates a seamless public transportation experience.





“The biggest challenge was achieving consistency across our diverse region. With Consat Telematics solution, we can monitor everything centrally, helping us provide a better experience for travellers wherever they are in Västernorrland”

Stefan Belin, IT Manager at DinTur

## Functionality

- Real-time traffic monitoring and data integration
- Centralised traffic management with unified customer support access
- Digital signage at bus stops and real-time passenger information
- Future integration of on-board vehicle computers for real-time data insights

## The solution

In late 2023, the first phase of the project started, and DinTur implemented Consat's Traffic Studio as a centralised traffic management system. This phase includes, for example, integration with digital signage at bus stops, with SIRI/GTFS for real-time traffic information in the travel planner (for both the website and the traveller's app). This provides DinTur's central team with full control over route and service updates across their entire network through a unified interface, enabling real-time access to essential information.

The next phase, set for 2027, will integrate on-board vehicle computers, further enhancing communication and data insights from each bus in real time.

### Key features of Consat's solution included:

- Real-time traffic data integration for seamless updates on bus locations and conditions.
- A unified interface for customer support teams, allowing easy access to essential information in one place.
- Consistent passenger information shared across digital signage, the app, and other communication channels.
- Forecasting and monitoring tools to manage disruptions and keep passengers informed of any changes to service.

**“Previously, we had to chase information from multiple sources, which was both time-consuming and stressful for the team. Now, we can simply access what we need in real time and focus on delivering a better service to our passengers.”**

– Stefan Belin, IT Manager at DinTur.

### Real-time data

Live updates for smoother journeys.

### Unified management

Centralised control for efficiency.

### Vision 2027

Full fleet integration with advanced tech.

#### Value to staff and passengers

The impact of Consat's Traffic Studio was immediate. DinTur staff can now provide accurate, real-time information to passengers on delays or changes. With a centralised system, customer support teams have seen improved workflows, as they no longer need to coordinate across disparate systems or manually inquire about vehicle locations, saving valuable time and reducing stress.

Passengers also benefit from a smoother, more transparent journey. The ability to display real-time bus locations on maps and regular updates across all platforms keeps travellers informed, whether they're on the bus or checking updates at a stop. Additionally, the integration of Trafikverket's traffic disruptions has enabled proactive management and communication, making the service even more reliable.

#### A collaborative process

The partnership with Consat has been marked by transparency, collaboration, and shared vision. From the outset, Consat's team worked closely with DinTur to ensure a seamless implementation, addressing challenges swiftly which has enhanced both operational efficiency and passenger experience.

“We were impressed with how quickly everything was up and running. And that the new system, from day one, has been reliable and free from disruptions. That stability has made a huge difference, not only for us but for third-party partners and passengers as well.” – Stefan Belin, IT Manager at DinTur.



## Summary

- Centralised monitoring of real-time traffic data.
- Improved passenger experience with seamless updates.
- Enhanced operational efficiency for staff.
- Unified interface for customer support access.
- Reliable, future-proof infrastructure for sustainable transport.

## Building a reliable and adaptable future

Looking to the future, DinTur plans to introduce on-board vehicle computers across the fleet by 2027. This expansion will unify passenger experience even further, providing synchronised announcements and real-time information across all routes in Västernorrland. The system is also prepared for the next wave of sustainable transport, supporting the integration of electric buses and ensuring that DinTur's public transport infrastructure remains adaptive and future-ready.

"Knowing we have a partner like Consat who's ready to evolve alongside us gives us great confidence. This partnership has not only improved our current operations but also sets the stage for a reliable, adaptable service that will benefit the region for years to come." – Stefan Belin, IT Manager at DinTur.





## Traffic Management

Plan, dispatch and locate to secure public transportation service quality.

## Fleet Management

Monitoring and control for preventive maintenance.

## Passenger Information

Real-time information on-board, at stops and online

## Driver Assistance

Support for a secure, comfortable, and energy efficient journey

## Electromobility

Smart charging for sustainable electric vehicle operations

# Bringing public transportation to life

Consat Telematics is dedicated to reducing the environmental impact of public transportation through cutting-edge innovation and widespread implementation. Aspiring to global leadership in executing electrification and digitalization within public transportation, we serve diverse markets and organizations.

Our promise is a user centric, modular, and adaptable intelligent public transportation solution that never compromises on quality, reliability, and security. By placing our customers at the core, we ensure that more organisations can receive better data to monitor, manage, and improve their operations.

**Contact for more information or a demo:**

[www.consat.com/telematics/](http://www.consat.com/telematics/)