



MANAGING PASSENGER RIGHTS

Easy assessment of compensation claims

HAFAS.timemachine enables transport companies to determine in retrospect whether the individual travel chain of a passenger was rideable as scheduled.

Especially in the context of the EU passenger rights and related compensation claims, the traceability of historical travel data is of great importance.

Previous real-time archives could only analyze the course of individual trips. HAFAS.timemachine, on the other hand, maps the entire routing at the time of the journey - including the associated disruption information - and checks the complete connection chain for feasibility using the historical real-time data. Potential alternatives are also evaluated.

Transport companies are thus given the opportunity to determine efficiently, reliably and in great detail whether the compensation requirements for the passenger's individual connection are met.

DATA ANALYSIS

Beyond the examination of individual claims, the data processed by HAFAS.timemachine (especially in combination with HAFAS.fleet) can be used to optimize schedules and routing strategies or to check the punctuality performance of contractors.

DEPTH OF INTEGRATION AS REQUIRED

HAFAS.timemachine can be integrated into the existing complaint management in two ways - via HAFAS.api or our HAFAS.webapp interface.

IMPROVED LOADING TIMES

To ensure that the required information is available within seconds, the data of a previously defined number of travel days is preloaded. The number of preset days can be adapted to your specific requirements.

HAFAS.timemachine



Watch our short video to learn more!

Fahrplan
Details
 Mo, 06.07.2020
 19:35 +1 → 21:14 +17
 IC 2437 → EC 8
 1:39 1
 Definitely rideable connection
 19:35 +1 Oldenburg(Oldb) Gl. 3
 7 Meldungen vorhanden
 IC 2437 30 Min, 3 Halte
 20:05 +0 Bremen Hbf Gl. 1
 7 Meldungen vorhanden
 20:18 +21 Bremen Hbf Gl. 9
 7 Meldungen vorhanden
 EC 8 56 Min, 2 Halte
 21:14 +17 Hamburg Hbf Gl. 14
 Verkehrstage

ALTHOUGH THERE WAS A DELAY ON THIS CONNECTION, THE DEVIATION WAS ONLY 17 MINUTES.

Accordingly, there is no obligation to compensate here and the travel chain is classified as definitely rideable. Alternative connections are therefore not evaluated. In the more detailed view, it is possible to see in which trip segment the delay occurred.

Trip Planner
Results
 Paderborn Hbf → Stuttgart Hbf
 Probably rideable connection
 3:48 pm → 9:20 pm
 DPN ICE 771
 5:32 1
 Cancelled
 Definitely not rideable connection with definitely rideable alternative (At least one connecting element is cancelled)
 1 Message
 3:53 pm → 9:41 pm +1min
 DPN ICE 883 ICE 1099
 5:48 2
 Probably rideable connection

THIS FIRST CONNECTION IS DEFINITELY NOT RIDEABLE.

This means that the trip includes cancelled connections or is excessively delayed. However, an alternative connection with an acceptable arrival time has been found. This alternative connection is definitely rideable.

THE FIRST CONNECTION IS DEFINITELY NOT RIDEABLE

and the passenger can't be offered an alternative connection either.

Trip Planner
Results
 Ruhland → Dresden Hbf
 Mon, 06/07/2020
 11:05 pm → 12:43 am
 RB RB
 1:38 1
 Cancelled
 Definitely not rideable connection (At least one connecting element is cancelled)
 1 Message



We make mobility as easy as it gets: For passengers and for transport providers. Our software solutions ensure that passengers get from A to B comfortably and seamlessly – from trip planning, reservations, passenger communication and mobile ticketing to comprehensive MaaS solutions and On-Demand-Services. We support transport providers with fleet, disruption and data management, timetabling and live dispatching tools. We are: Siemens Mobility, Hacon, Sqills, eos.uptrade, Bytemark and Padam Mobility.