



TRANSPORT FOR LONDON, UNITED KINGDOM



THE CLIENT

Transport for London (TfL) is one of the largest transport authorities in the world, with more than 31 million journeys made across Transport for London's public transport and main road networks every day.

On any given weekday, the Transport for London network has radio call-volumes of over 60,000 per day, reaching 74,000 during major events.

SITUATION

Over the last 15 years, Tait has provided Transport for London with innovative, flexible and cost-effective solutions that enabled TfL to continuously evolve and improve its communications and service to the London public.

As part of the upgrade to a Tait DMR Tier 3 network in 2019, TfL needed a Push-To-Talk-over-Cellular (PTToC) solution to allow TfL staff to talk to the drivers in TfL's 9,500 buses directly using their smartphones (taitradio.com/TfL).

RESPONSE

At the time of this project, the TfL Surface DMR network is Europe's largest Private Mobile Radio network, and to provide a reliable and robust Push-To-Talk service, Tait engineers had to implement one of the most complex PTToC integrations seen to date.

The Tait TeamPTT solution that was delivered is fully interoperable with TfL's DMR Tier 3 network, and enables communications between TfL staff and the drivers in TfL's 9,500 buses via smartphones, removing the need to carry a separate radio ([LinkedIn, January 2020](#)).



UNITED
KINGDOM

LOCATION



TRANSPORT

EXPERTISE

SOLUTION OVERVIEW

- ▶ DMR Tier 3 Network
- ▶ Tait TeamPTT Push-To-Talk over Cellular (PTToC) Smartphone App



OUTCOMES

The Tait TeamPTT solution has enabled TfL's existing 76 iBus Control Centres, On Street Controllers and Garage Engineers to talk to 9,500 buses directly from the roadside using their smart phones.

This allowed these users to consolidate the number of devices they need to carry, by placing their radio on the same smart device as other core apps ([LinkedIn, January 2020](#)).

TfL have used the PTTtoC integration in their daily operations through the COVID-19 crisis. When TfL needed to add more buses to its fleet to provide the capacity needed for social distancing, TfL and Tait worked together to quickly modify the Tait TeamPTT solution to make it suitable for use by external bus drivers.

The whole project came together in less than 4 weeks: 80 buses were added to TfL's PTTtoC service which provided a communications link to their control center and an emergency line to TfL's Network Management Control Center ([LinkedIn, August 2020](#)).

The innovation, product reliability and quality shown in this project won Transport for London and Tait Communications a prestigious International Critical Communications Awards (ICCA) for "Best Use of Critical Communications in Transport" at the 2020 Critical Communications Week ([LinkedIn, November 2020](#)).

BUSINESS BENEFITS

- ▶ Tait TeamPTT has enabled TfL staff to talk to drivers directly from their smartphones
- ▶ The solution is fully interoperable with TfL's DMR Tier 3 network
- ▶ Removed the need to carry a separate radio, and staff have access to other smartphone features
- ▶ Cost-effective as it can be installed on smartphones
- ▶ TfL now has the flexibility to add external buses to its network when the need arises

"The Tait TeamPTT app has shown just how flexible it is. It already works well for our On-Street users, and it doesn't look out of place in the cabs of our extra school buses either."

Thomas Brewster, Transport for London's Service Delivery Manager
Technology and Data: Surface Transport ([LinkedIn, August 2020](#))