How did the TGL network modernize transportation management in its urban area?

matawan
mobility as one

Background

Before 2020, TGL used a ticketing solution that did not fully meet their daily back-office management needs.

The software was difficult to use and not intuitive, making data extraction and analysis challenging. This complexity hindered the operational management of the network.

The Intercommunal Joint Transport Union of the Longwy Urban Area (S.M.I.T.R.A.L) in a few figures:

23
municipalities

23
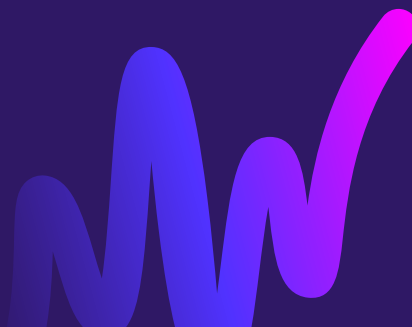buses in direct operation

75 000
inhabitants

11
subcontracted vehicles

6
urban lines,
including 1 main line

The Challenge

TGL began searching for a new ticketing solution better suited to its needs:

Improve the management and analysis of ticketing data.

Simplify the user interface for the back office to facilitate operation and maintenance.

Optimize daily operations, including driver and vehicle management.

Enhance customer service quality through more precise and accessible data.

The Deployed Solution

TGL chose the ticketing solution provided by Matawan. This solution was selected for its numerous features and ease of use, particularly at the back-office level. Matawan provided an intuitive user interface, enabling simplified and efficient management of daily operations.

The deployed WanFare solution includes:

Onboard equipment:

- ✓ Validators, printers, and tablets for the driver, providing real-time communication with the Matawan SaaS platform.

A SaaS platform that allows administrators to:

- ✓ Centralize and configure ticketing data, view validation histories, and analyze passenger flows.

- ✓ Track vehicle locations in real time, including progress/delays and disruptions.

- ✓ Monitor bus occupancy through passenger counting.

- ✓ Optimize routes and adjust schedules based on ridership data

Anne-Laure Di Lorenzo

Marketing & Ticketing Manager

«In case of need, we have always received constant support and assistance. We have never been left alone to face challenges. The team is attentive and truly takes our requests into account.»

And to go further

TGL paired the WanFare solution with WanReport to create and manage a repository of infrastructure and passenger information characteristics on their network, as well as to generate timetable sheets.
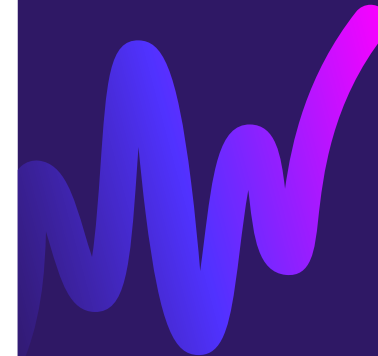
The Results

95% of trips completed	**Time savings in managing customer complaints**	**Streamlining operations through monitoring of occupancy rates**

Since the implementation of the Matawan solution, TGL has observed significant improvements:

Daily operational efficiency: The management of schedules, services, and drivers is now smoother and more responsive due to real-time visibility. The operations manager can quickly verify if drivers have started their shifts, thereby optimizing the coordination of operations.

Route optimization: The ability to track passenger flows in real time has enabled service optimization, reducing travel distances and saving fuel, thereby contributing to better economic and environmental efficiency.

Quality of work life: An intuitive and easy-to-use system supports drivers throughout their daily routes.

Improved customer service: With accurate data on schedules and stops, S.M.I.T.R.A.L can respond more effectively to customer complaints, streamlining communications and enhancing customer satisfaction.