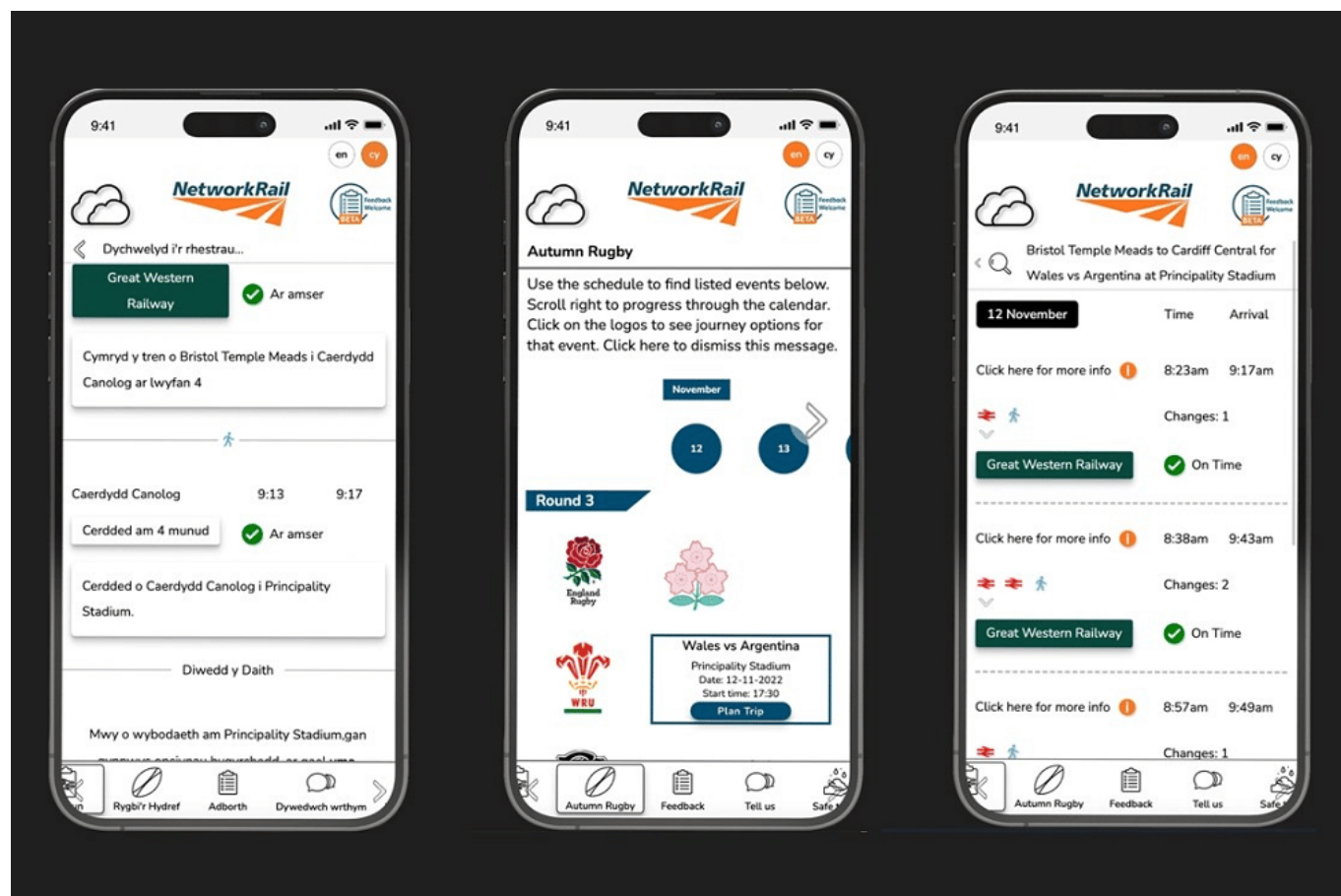# Network Rail to partner with Whoosh to tackle travel scrums for rugby crowds

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Network Rail and award-winning transport technology innovator, Whoosh, are providing QR codes containing bespoke journey information for spectators heading to rugby union's autumn Internationals.

The Journey Assist platform will guide users from home-to-venue to and from Twickenham and the Principality Stadium with bespoke QR codes displaying real-time information, including live travel updates, train and station facilities, at-seat ordering and onward travel options.

Eye-catching posters will be installed at Network Rail's Western route managed stations – London Paddington, Reading and Bristol Temple Meads –and the platform will include Welsh language functionality for the first time ever. The targeted and intuitive placement of posters of QR codes on platforms across Network Rail leads users to an accessible interface where they can plan onward travel; from fully accessible shuttle buses, to locating the nearest VOI Scooter when in Bristol, to booking a taxi through Karhoo, to walking.

Susan Evans, Network Rail's head of stations and passenger experience, said: "We're delighted to be working with Whoosh to trial an innovative real-time journey dashboard directly to passengers' mobile

devices at our London Paddington, Reading and Bristol Temple Meads stations.

"The platform not only provides live journey information so passengers can take the departure board with them as they move around our stations, but also information on station facilities and onward journey options such as bus and taxi links.

"This platform will play a key role in assisting passengers travelling to events in the local area – particularly over the coming weekends during the autumn international rugby matches – providing onward destination guidance and supporting passengers the entire length of their journey.

"We are constantly striving to identify and implement new innovative ways of improving the experience of our passengers when travelling through our stations and via the railway and this partnership with Whoosh is the latest example of this commitment."

The roll out of this technology on Network Rail's Western route – which covers the railway and towns and communities between Penzance and London Paddington – builds on the successful trial on Network Rail's North West and Central region and marks the start of a new 15-month contract with Journey Assist now available in more Network Rail stations than ever before.

In February 2022, Whoosh's Real-Time Journey Dashboard was rolled out at four of Network Rail's major stations, including Birmingham New Street, adding a further strand to the onboard platform that has been in use across Grand Central and Northern trains since early 2021. Whoosh and Network Rail also developed and implemented similar home-to-venue travel technology in just four weeks for the Birmingham 2022 Commonwealth Games.

Edmund Caldecott, Whoosh CEO and founder, said: "Signing a new contract with Network Rail is the natural progression of our successful partnership. We are thrilled to be bringing Journey Assist, our award-winning travel technology providing a wealth of real-time information at your fingertips, to more Network Rail customers.

"We are excited to see this subsequent roll out and hope to emulate the successful partnership that improved journeys to the Birmingham 2022 Commonwealth Games."