



Request to Stop

Digital communication and transport control system



Digital communication system for rural and low-density transport routes.

Request to Stop is a digital communication solution enabling passengers to request a train to stop using an on-platform communication system to send a signal directly to the driver of an inbound request to stop service, notifying them that a passenger is waiting to board.

The technology significantly improves efficiency and passenger safety compared to the manual method of requesting a train to stop at rural stations, reducing the need for a train to slow down and then accelerate where there are no passengers waiting.

This delivers significant benefits, saving up to 6 litres of fuel and 70 seconds each time an unnecessary stop is avoided, ultimately supporting trains running on schedule.

- Improved passenger experience
- Increased operational efficiency
- Time table resilience
- Reduced delay minutes
- Decreased vehicle wear and tear
- Lower fuel consumption
- Reduced carbon emissions
- Bearer agnostic e.g. 5G, GSM-R



On-platform and in-cab communication technology

Request to Stop can operate on a Radio Electronic Token Block (RETB) radio network, the digital Global System for Mobile communications (GSM) or the rail variant GSM-R and uses either a Cab Display Radio or a mobile handset to communicate stop notifications to the driver or guard.

Request to Stop (RtS) operating on the RETB radio network has been operational on the Far North Line between Inverness and Wick since 2022.

Funding for the next phase of RtS development, was awarded as part of The Department for Transport (DfT) and Innovate UK First of Kind (FOAK) competition to bring novel technologies to the rail market and led to a full product trial in partnership with Transport for Wales in 2024.

Teleri Evans, Customer Information Strategy Manager, Transport for Wales said:

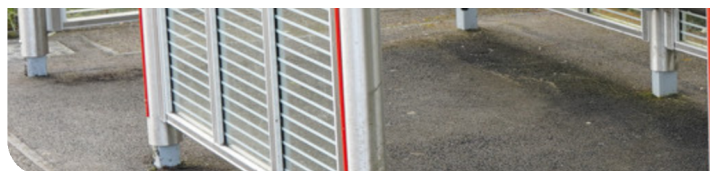
“We believe the RtS technology will dramatically improve customer experience and increase footfall from our rural stations.

We see significant benefit for customers in being able to request a stop by pushing a button without the need to manually signal the driver, especially for those holding onto pushchairs, wheelchairs and bikes or unable to action a manual request for health reasons.”

Rob Illsley, Managing Director, Comms Design said:

“We are delighted that the RtS technology has been identified by the UK Government as an enabler to improved rail operations and customer experience for UK rail passengers.

RtS is not only a pivotal advancement for the rural rail network in Wales and Scotland, but sets a precedent for similar innovations and the application of digital communication solutions that enhance passenger safety and optimise service efficiency on rural transport routes worldwide.”



Significantly improves operational efficiency and passenger safety

Passenger experience and safety

- Passenger gets confirmation that their stop has been requested through the on-platform Customer Information Screen
- Improved safety as passengers no longer have to stand near a platform edge to manually flag down approaching services
- Reduced incidences of stops being missed or overrun as train crew receive advanced notice of a stop request
- Improved timetable resilience and service punctuality

Operational efficiency and sustainability

- Significant reduction in fuel consumption and brake wear by reducing unnecessary braking and acceleration RtS stations
- Reduced co2 emissions associated with acceleration and braking
- Saving up to 70 seconds each time an unnecessary stop is avoided, reducing expensive delay minutes



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