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No downtime, no detours: How mass transit IT teams use cellular

Transit agencies leverage 5G connectivity for fare collection, Wi-Fi, and real-time network management across fleets and facilities



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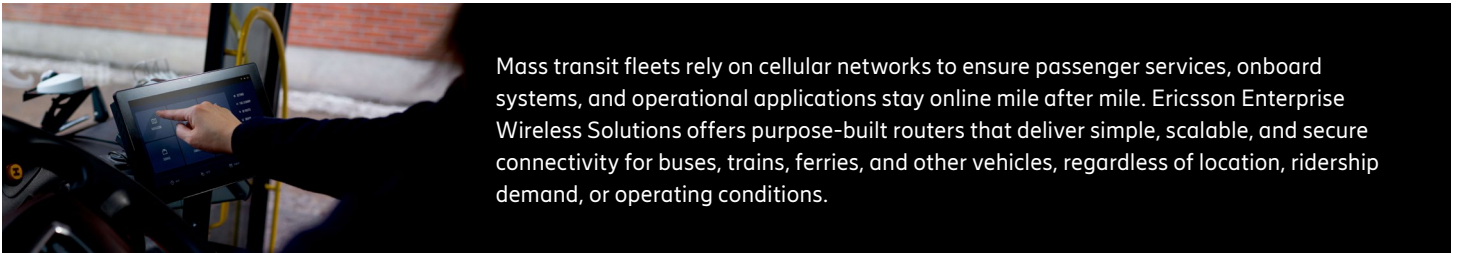
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Ryan Cassidy, Director of People and Processes, Coach Atlantic Maritime Bus

Transit agencies need networks as reliable as their routes



What to look for in a wireless solution for mass transit agencies



Ruggedized, transit-grade routers

Transit vehicles are subjected to vibration, temperature fluctuations, and high-density usage. Agencies depend on ruggedized cellular routers that maintain continuous connectivity in vehicles without compromising performance or security.



Cloud-managed networks for fleet-wide efficiency

Through a centralized, cloud-based platform, transit IT teams can remotely deploy, monitor, and update routers across entire fleets and depots. Vehicle routers also provide visibility into maintenance needs, ensuring that vehicles are not taken out of use unnecessarily. This reduces downtime, lowers costs, and keeps vehicles moving on schedule.



Multi-WAN resiliency for uninterrupted service

With dual modems and multiple carrier options, transit operators gain reliable, high-capacity connectivity that supports both operational systems and passenger-facing services, even in tunnels, rural areas, on water, or in crowded urban corridors.



Passenger experience enabled by advanced technologies

Modern fleets are rolling digital ecosystems. From mobile ticketing and contactless fare collection to Wi-Fi for passengers and dynamic digital signage, mass transit agencies use cellular connectivity to provide smooth, safe, and efficient journeys.

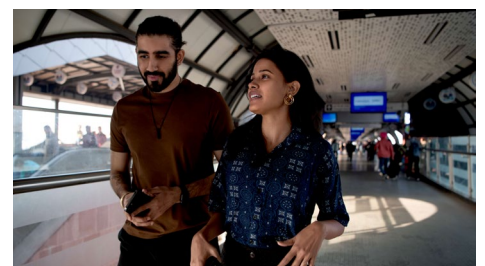


Safeguarding payment and operational data

As connected devices and apps proliferate — including point-of-sale terminals, surveillance cameras, and telematics systems — security risks grow. Transit agencies need mobile solutions with integrated enterprise-grade security at every level to protect sensitive rider and payment data.

Putting advanced technologies to work

Smart devices, apps, and connectivity help transit agencies move people faster, keep riders safer, and improve operations across routes. Here are real-world examples of how technology is transforming transit.



Connectivity for IoT devices and applications

Seattle transit agency connects AVL data, payment systems, and other tech in buses

Challenge

With wireless hardware in its buses approaching end-of-life support, Seattle-based King County Metro needed a new and scalable solution for in-vehicle connectivity. Having often used spotty networks with frequent dropped connections, it was challenging to reliably utilize real-time GPS and Auto Vehicle Location (AVL) data, as well as other critical operational technologies. Without a cloud-based network management platform, keeping up with installations, firmware updates, and troubleshooting was not feasible for the agency's lean IT team.

Solution

The agency upgraded its metro buses and select bus stops with a comprehensive solution: Ericsson Cradlepoint cellular routers, specifically designed for the unique needs of vehicles, including routing, GPS, AVL integration, and centralized network management.

Benefits

With highly pervasive cellular connectivity throughout the Puget Sound region, King County Metro can utilize real-time data gathered from a wide range of sensors and devices (e.g., traffic signal priority radios and fare payment systems) connected to cellular routers. These analytics power greater operational efficiency, provide the IT team with cloud-based management tools, and improve the passenger experience.

[Read full success story →](#)



“I can schedule updates to push out across the fleet simultaneously at 3 AM — without requiring our team to visit any of the buses.”

Russ Mattichak, Network Engineer, King County Metro

Reliable passenger Wi-Fi

Cloud-managed cellular routers help Coach Atlantic improve uptime and keep customers connected

Challenge

Coach Atlantic Maritime Bus, the Maritimes' largest motorcoach provider, operates nearly 250 vehicles across Eastern Canada and beyond. To enhance the passenger experience, the company deployed onboard Wi-Fi, but its legacy solution proved unreliable and frequent disruptions. Frustrated riders added strain for drivers, and left IT teams struggling with difficult-to-manage hardware and wasted time.

Solution

Coach Atlantic implemented Ericsson Cradlepoint cellular routers in its entire fleet to securely extend on-board Wi-Fi to riders. The company also utilizes Ericsson NetCloud Manager to easily configure each router and monitor data consumption from anywhere.

Benefits

Reliable onboard Wi-Fi was a top priority for Coach Atlantic. With Ericsson Cradlepoint routers, the company now delivers dependable connectivity for school groups, universities, sports teams, and more. Passengers can easily connect their personal devices, while cloud-based management through Ericsson NetCloud enables IT to remotely configure, monitor, and troubleshoot routers, improving flexibility, efficiency, and overall service quality.

[Read full success story →](#)

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Ryan Cassidy, Director of People and Processes, Coach Atlantic Maritime Bus



Image courtesy of Coach Atlantic Maritime Bus

Vehicle monitoring and fleet management

French transit agency utilizes Ericsson Cradlepoint routers to improve fleet operations, maintenance, and customer experience

Challenge

Tisséo Voyageurs, the fourth largest urban transport network in France, encompasses buses, metro, and tram lines, serving 103 million trips annually. As part of its digital transformation, the system faced two key challenges: ensuring continuous vehicle connectivity with the operations center and expanding digital services to improve the passenger experience across its growing network.

Solution

Tisséo equipped each vehicle with an Ericsson Cradlepoint cellular router, linking securely to the operation center servers via a secure cellular network. Using the Ericsson NetCloud portal, all applications are remotely managed. This constant 4G/5G connectivity keeps buses in touch with the operations center, enabling real-time localization, vehicle telediagnosis, and continuous monitoring of onboard systems.

Benefits

Tisséo chose Ericsson for its ease of deployment, reliable performance, and enhanced connectivity. The solution also enables the operations center to view bus screens in real-time, while NetCloud Manager streamlines configuration updates, saving IT teams significant time and boosting overall operational efficiency.

[Read full success story →](#)



“The trials conducted on a limited number of vehicles with Ericsson Cradlepoint routers convinced us of their relevance. Additionally, the support provided by the Ericsson team has been highly effective.”

Nicolas Boutté, Project Manager, Tisséo Voyageurs

In-vehicle video streaming

Transdev Sydney Ferries uses 5G to stream and download security footage from vessels



Image courtesy of Transdev Sydney Ferries

“There were two key elements of this technology that we were extremely impressed with: the 5G connection to the vessel CCTV systems — which enabled almost real-time footage review — and the speed at which we were able to get the connection live.”

Loretta Lynch, Managing Director, Transdev Sydney Ferries

Challenge

Transdev Sydney Ferries carries 15 million passengers annually across 38 wharves and 10 routes, operating nine vessel classes since 2012. To meet the safety requirements under its Transport for New South Wales contract, the company utilizes 4G-connected CCTV; however, video quality and reliability often fell short, posing challenges to both security and operational needs.

Solution

As part of a broader program to outfit vessels, wharves, and offices with refreshed technology, Transdev Sydney Ferries trialed and deployed Ericsson NetCloud Service and several ruggedized Ericsson Cradlepoint 5G routers on select vessels and wharves to deliver improved IP video monitoring, inclusive of customer Emergency Help Point services.

Benefits

With 5G, Transdev can reliably stream HD CCTV with minimal troubleshooting, saving staff time and effort. Rugged routers and cloud-based management enable clear footage and Help Point data to flow to the operations center. The solution also powers announcements, passenger displays, and Wi-Fi, while Ericsson NetCloud Manager provides real-time vessel tracking and visibility into cellular coverage.

[Read full success story →](#)

Harnessing the power of cellular networks to keep people moving

Downtime is costly for public transportation agencies: every stalled fare transaction, disconnected vehicle system, or offline operations platform adds up in lost revenue and diminished rider trust. By ensuring always-on connectivity, Ericsson Cradlepoint routers and adapters help agencies protect their bottom line while improving service reliability. Advanced cellular networks operate in the background to ensure systems and applications run smoothly, allowing transit leaders to focus on delivering efficient operations and positive customer experiences.

Learn more about enterprise wireless solutions

