

What's on

The calendar below shows key events over the next few months, from RTIG and our associates. For further details of RTIG events please contact secretariat@rtig.org.uk

Workshops

June Connected Vehicles and on Vehicle Equipment

Webinars

12 April Enhanced Partnerships – Reporting
17 April BODS NeTEx Fares Profile
2 May Bus User Priority – The New Local Transport Note

For booking details and additional events see the website.

Working Groups

CCTV Technology & Best Practice
Procurement of Software as a Service

RTIG Board

PTIC

6 June 2024, Virtual

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Newsletter Frequency and Email Alerts

The newsletters are produced on a monthly cycle.

They will be posted on the RTIG website and emailed out to the newsletter contact list.

If you think a colleague or contact would benefit from receiving the RTIG newsletter then please ask them to fill out the form on the website or use the QR Code.



Social Media

RTIG is on these social media channels:

Linkedin

<https://www.linkedin.com/company/12119271/>



X (twitter) as @RtigInform

<https://twitter.com/RtigInform>



Instagram:

https://www.instagram.com/rtig_inform/



Facebook:

<https://www.facebook.com/RTIGInform>



Photo Library

To help liven up RTIG printed and digital outputs we are interested in receiving any images of public transport information real time or otherwise that you would be happy for us to use.

We will of course credit the appropriate source if published.

If you have any material, you would be able to let us have access to please contact Tim tim.rivett@rtig.org.uk

Working Groups

If anyone wants to become involved in any of the work packages in the business plan then please feel free to discuss or commit by getting in contact with Tim tim.rivett@rtig.org.uk .

Hearing Loops

During the pandemic, bus operators introduced Perspex screens between the driver and passenger to help provide protection from COVID-19. This barrier increased the challenge for passengers and drivers who have hearing problems.

The use of audio induction loops (hearing aid loops) and other solutions will help to alleviate some of the resultant problems.

The requirement will form part of the future vehicle requirements as seen in the new zero-emission buses scheme.

We will be producing an advice note for operators. If you want to be involved in the group creating this then please let us know.



CCTV Technology & Best Practice



In the 15 years since RTIG last produced guidance on CCTV there have been many changes in the technology available and its capabilities.

We are convening a working group to create updated advice on CCTV. We currently expect this to cover different camera and recording technologies, and good practice advice on management of images, installation and maintenance.

We've met a few times and a report is in development.

If you want to be involved in the working group exploring this then please let us know. To get involved in this group please get in touch tim.rivett@rtig.org.uk

Procurement of Software as a Service



With an increasing move by software suppliers to supply services on a Software as a Service (SaaS) basis, the approach to procurement needs to change to reflect this shift.

Traditional procurement and contract arrangements need to be updated to reflect the requirements and expectations of SaaS.

We have convened a working group to create guidance on how to better procure SaaS systems.

We've met a few times and a report is in development.

If you want to be involved in the working group exploring this then please let us know. To get involved in this group please get in touch tim.rivett@rtig.org.uk

Next Face to Face event

Connected Vehicles and On Vehicle Equipment

June

The venue and agenda for this is being developed.

Upcoming Webinars

Enhanced Partnerships - Reporting



Enhanced Partnerships Reporting

12 April 2024, 13:00 -14:00

With many Enhanced Partnerships having been up and running for a while we take a look at what the Bus Back Better strategy and the EP guidance says and what partnerships are achieving.

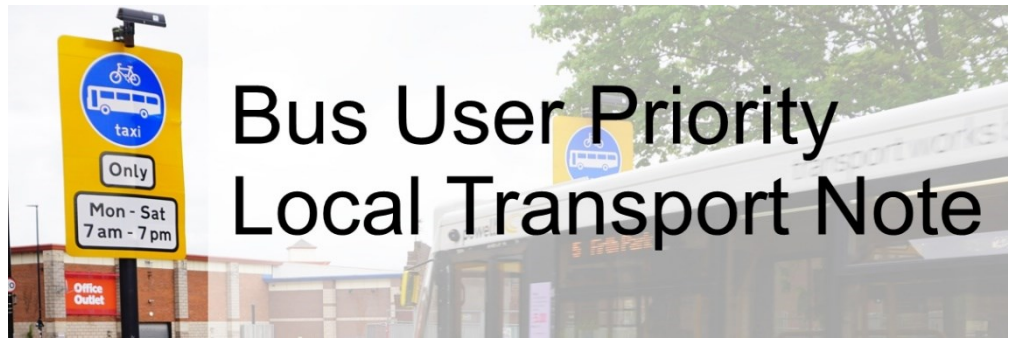
In this series we will explore:

- Information to the Passenger
- Reporting

- Managing partnerships
- Planning networks

In this second session we explore the reporting requirements.
<https://www.eventbrite.com/e/853627852887>

Bus User Priority - The New Local Transport Note



2 May 2024, 13:00 -14:00

What does the new local transport note on Bus User Priority say? 25 years on from the previous guidance, what is different other than the inclusion of User in the title?

The new Local Transport Note 1/24 is part of the government's national strategy to improve bus services and increase bus use and will be a key document for anyone involved in public transport for many years to come.

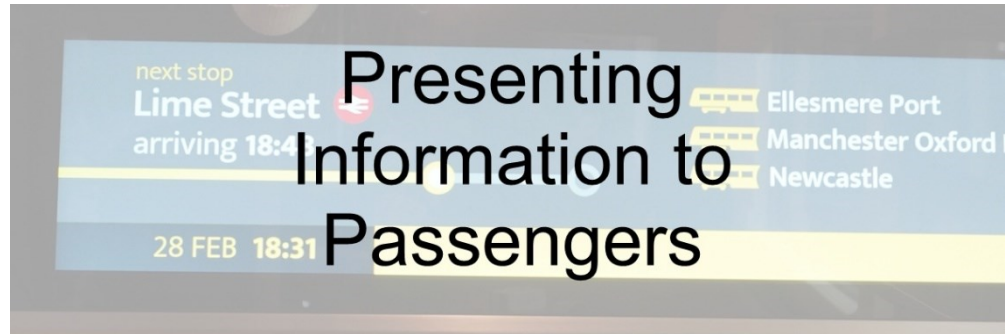
What does the note cover and what does it expect and what advice does it include?

In this webinar we will look at the new structure of the guidance and the 6 core design principles it lays out and how as transport professionals you can use the guidance to help delivery your bus service improvements plans and provide better bus services.

<https://www.eventbrite.co.uk/e/876012445807>

Past Events

Presenting Information to Passengers



20 March 2024, Leicester

In an increasingly online world the attraction of physical displays continues unabated, and with the new Accessible Information Regulations there is an increased focus on information on vehicle.

Supporting the rapid roll out of displays on vehicle we have seen in the last couple of years the launch of many new displays by suppliers, this is an opportunity to hear about the latest innovations and trends and see some of them in real life.

Its easy to get engrossed in the physical displays and technologies, to avoid that we will also take some time to look at what information does the customer need.

Welcome to Leicester

Daniel Pearman, Leicester City Council

Leicester Real Time Information – a Journey

Mike Baxter, Leicester City Council

Open transport systems are the future

Matthew Wilks & Ani Bandaru, Vix

Accessible Information Regulations & Grant

Tim Rivett, RTIG

Access to Audio in Public Transport

Jonathon Hoskin, Ampetronic

TfGM Display Research

Graham Banks & Thomas Drew & Dalma Adefeyisan, TfGM

Think Accessibility

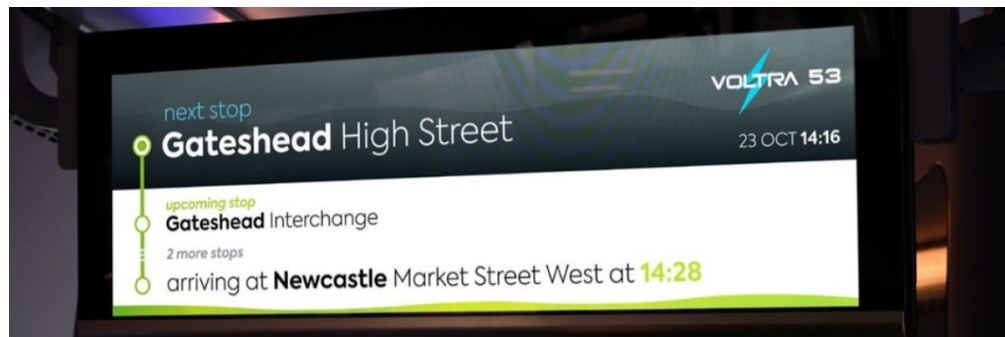
Tim Rivett, RTIG

From pixels to passengers

Gary Fletcher-Moore, Journeo

A holistic approach to
accessible real time information<https://rtig.org.uk/workshops/2024-03-20-0>

Accessible Information Regulations

**27 March 2024**

In March 2023 the Department for Transport published a new statutory instrument before Parliament to introduce rules that will require almost every local bus or coach service to provide audible announcements and visual displays identifying the route and direction, each upcoming stop, and the beginning of any diversions.

New vehicles need to comply already, but the first tranche of existing vehicles need to comply from October 2024.

In this webinar we will explore:

- What do the regulations say?
- What can you do to comply?
- Where would you turn to for help and information?

We've brought together all DfT documents into one place

<https://rtig.org.uk/aig>.

Slides and the recording of the webinar can be found on the RTIG website:

<https://rtig.org.uk/workshops/2024-03-27>

AGM**Annual General Meeting**

The AGM was held during the Presenting Information to Passengers event in Leicester. Thank you to those who attended.

We reviewed what we have done in the last year and the plans for this year.

The new membership category of Executive Member was approved. We will be asking those of you who are Foundation members if you want to become Executive Members, or remain as Foundation shortly.

The Subscriber Terms and Benefits for 2024-25 were approved, as was the business plan.

Two directors were elected unopposed – Russell Gard and Tony Brown and in addition Tony was elected Chair.



All our previous webinars have been recorded and available on our YouTube channel:

<https://www.rtig.org.uk/youtube>

NaPTAN Product Update

The next workshops on NaPTAN are:

Topic TBD

Tues 30 April – 2pm to 4pm

Thu 2nd May – 10am to 12pm

All events are managed through Eventbrite:

<https://www.eventbrite.co.uk/o/department-for-transport-naptan-team-39414925573>

BODS NeTeX Fares Profile



Following recent emails about the development and consultation process for the NeTeX Fares profile for BODS, we can announce that v1.0 of the profile has been published.

The profile is available through the PTIC website at:

https://www.pti.org.uk/bus_open_data_fares

The use of NeTeX for fares & tickets is a relatively recent introduction to the industry. The UK NeTeX profile is highly flexible and allows for a multitude of potential ways to express the data. In order to simplify this and bring greater consistency to published fares data, BODS are implementing a BODS NeTeX profile for both simple and complex fares.

Some validation has already been implemented for simple fares and the BODS NeTeX profile document codifies these rules and expands it to cover complex fares scenarios, such as capping and post-pay products. Subjects covered by the profile include:

- Level of network data required: operator, service, stop data

- Different product types: singles, returns, passes, carnets, etc
- How to define access rights in a fare product, passenger types, limitations
- How fare products can be paid for, where they can be bought, etc
- How to define a daily / weekly caps, etc

This webinar will explain the profile and the basic concepts of fares for BODS and provide time for Q&A.

17 April 2024 13:00 – 14:00

<https://www.eventbrite.com/e/869124734477>

Accessible Information Regulations

Around 14 million people in Great Britain are disabled, and on average they rely on using local bus and coach services more than most to make the journeys many take for granted. For some, a lack of on-board travel information can be a major barrier to traveling confidently and independently. More broadly, on-board information has the potential to improve the journey experience for all passengers.

Many transport operators and authorities have taken steps to provide this information, but over half of vehicles remain unequipped to provide it. This is why the government has introduced the Accessible Information Regulations. These new rules will make the provision of audible and visible information a requirement on board local services across Great Britain, which will help everyone to travel with confidence.

Providing audible and visible information on board transport services is not a new concept. The provision of announcements and visual displays has been a requirement for new railway rolling stock since 1998, and since the early 2000s several operators and authorities have begun providing it on buses. For over fifteen years, most bus services in London have incorporated audible and visible information on the route and upcoming stops.

The Accessible Information Regulations became law in June 2023 and already apply to new vehicles, from October 2024 they will apply to newer existing vehicles with all vehicles having to comply by October 2026.

For more information RTIG have produced a summary of the requirements https://www.rtig.org.uk/aig/AIR_Summary and as a standalone guide: <https://www.rtig.org.uk/documents/rtigt058-11>

The government has allocated £4.65m to support smaller operators to comply with the Regulations, RTIG have been asked to manage the grant on behalf of the Department for Transport.

In the coming weeks RTIG will be launching a grant scheme to support the cost of fitting vehicles with audio visual equipment. This will be targeted at the smallest operators.

Local Transport Note - Bus user priority (LTN 1/24)

The new LTN 1/24, is part of the government's national strategy to improve bus services and increase bus use was released on 17th March and updates the previous guidance (LTN 1/97) which is over 25 years old.

A key change in this document is the redefinition of bus priority as bus user priority; bus user priority is a combination of measures and techniques providing safe, accessible, reliable and efficient bus journeys that are consistent and minimise delay.

This puts the passenger and their door-to-door trip at the heart of improving bus services not just the vehicle. There are a series of core design principles:

- Enable and support passenger access to the bus stop
- Provide a safe, comfortable and accessible bus stop
- Minimise interruptions and delay along a route
- Give the bus vehicle priority
- Support reliability
- Provide accessible information

Various improvement measures are identified as direct, indirect and complementary and cover a whole range of measures. Bus user priority is not just about bus lanes.

Attention is also paid to the implementation of signage and supplementary measures that support the introduction of contraflow bus lanes and other dedicated busways.

Optimising stop durations, enhancing ride quality, and maintaining technology integral to traffic management aim to deliver a superior service experience that meets modern expectations for public transport.

<https://www.gov.uk/government/publications/bus-user-priority-ltn-124>

Free Membership of CIHT for Bus Centre of Excellence Members

If you are not already signed up as a BCoE Member (its free) you can apply for a complimentary membership to CIHT up to the end of 2024.

All you have to do is register, upload your CV, and complete the form.

This offer is exclusively for new CIHT members working in England and is not applicable if you've held membership within the past 12 months. For inquiries, please contact membership@ciht.org.uk or call +44 020 7336 1555 (Option 1).

SINFONICA Project

SINFONICA will design innovative tools for user engagement and co-creation to foster acceptance of CCAM solutions.

SINFONICA, which stands for "Social INnovation to FOster iNclusve cooperative, Connected and Automated mobility", is a Horizon Europe funded project that aims to develop functional, efficient, and innovative strategies, methods and tools to engage

CCAM users, providers and other stakeholders (i.e. citizens, including vulnerable users, transport operators, public administrations, service providers, researchers, vehicle and technology suppliers) to collect, understand and structure in a manageable and exploitable way their needs, desires, and concerns related to CCAM. SINFONICA will co-create final decision support tools for designers and decision makers to enhance the CCAM seamless and sustainable deployment, to be inclusive and equitable for all citizens.



Particular attention will be paid to gathering and understanding the needs, expectations, concerns and desires of the different categories of Vulnerable Road Users (elderly, immigrants, disabled, etc.), with the aim of making CCAM solutions more inclusive and accessible.

SINFONICA brings together 18 partners from 6 European Countries. The project started in September 2022 and will run until August 2025.

The SINFONICA Project has kicked off its online survey. We're looking for people's views on transport and their thoughts around driverless (CCAM) technology.

The West Midlands is one of the research areas and we're particularly interested in the thoughts of people from the region. You can respond to the survey here:

<https://soscisurvey.psych.tu-dresden.de/sinfonica/?l=eng&r=WM>

Not in the West Midlands? We also have a generic survey and want to take part? Don't worry - we've got you covered, you can take part here:

<https://soscisurvey.psych.tu-dresden.de/sinfonica/>

There's also an incentive as it's a prize draw...

GTFS-Flex Has Passed

After 11 years of development, including a major push last year, we are proud to announce that GTFS-Flex has been officially adopted into the specification!

In the last year we engaged with contributors across the globe by hosting 4 working group meetings, 2 GeoJSON discussions, and multiple stakeholder interviews, and as a result, GTFS-Flex received 18 votes in favour of adoption.

That's the most votes in GTFS history! 🎉

Your Bus Journey – 2023 results



Your Bus Journey

The independent bus user survey

2023 results

The new Transport Focus survey, Your Bus Journey, enables transport authorities, bus operators and partnerships to monitor targets set in Bus Service Improvement Plans.

It also informs existing plans to be adapted including investment and resources to deliver further improvements across key areas. We know that for passengers these improvements should focus on better value fare deals, more reliable journeys, and more frequent services.

First year results for 2023 from the new Your Bus Journey survey showed passenger satisfaction varying widely, with passengers in East Riding of Yorkshire and Bournemouth, Christchurch and Poole the most satisfied overall with their journey at 90 per cent. While passengers in West Yorkshire were the least satisfied with 73 per cent.

<https://www.transportfocus.org.uk/publication/your-bus-journey-2023-results/>

Keeping in touch with you

As well as keeping you up to date with all the latest news from RTIG, this newsletter aims to provide a community forum for members. We therefore offer RTIG members the opportunity to submit a short article here on any issue or innovation that might be of interest to the community.

There are two ways of becoming involved in this:

- ▶ Email pieces to us when you have them – press release format is fine, and pictures are welcome.

Nominate a marketing contact who will be included in the editor's monthly process of 'chivvying'.



A VIX Technology display in Leicester

Announcing the Basemap Forum

Announcing the Basemap Forum



For those who have been Basemap customers for many years, you may remember the Basemap forum—a place where we encouraged users to seek advice from their peers, request new features, or ask questions about data and legislation.

We've been approached by numerous users over the past year to bring this back, so we're happy to announce its return. We've integrated it into our support desk, making registration free (or if you've ever raised a support ticket, you already have an account). Please use this space to engage with other users.

You'll find a link to the forum below
<https://support.basemap.co.uk/support/login>

Bee Network passengers to benefit from new journey planner and live bus tracking across Greater Manchester



Two new functions that will make it easier for people to plan and track their bus journeys are being added to the Bee Network app, as Greater Manchester gets ready for the next phase of bus franchising in late March 2024.

A new journey planner is now available on the Bee Network with a live bus tracking service to follow shortly, adding to an existing range of useful functions on the app for customers.

The journey planner will enable people to plan any trip using public transport – whether it’s bus, tram or train – as well as walking, wheeling and cycling routes. The planner will also show Park and Ride locations and bike hire stations.

Meanwhile, the bus tracker will allow customers to see where their bus is on a map. In the coming weeks, work will be ongoing to continually improve the accuracy of the service as Greater Manchester takes on more control of the network.

The new additions have been designed to complement existing Bee Network app features, including live departure times for local bus, tram and train stops and stations; the ability to buy tram tickets, Bee AnyBus travelcards and Bee AnyBus + Tram travelcards; access to travel alerts; and the ‘rate my journey feature’.

Ito Data Quality Whitepaper

Data increasingly plays a ubiquitous role in public and shared transportation, influencing everything from journey planning and ticketing to service improvement, governance and transport policy.

This whitepaper aims to examine the concept of data quality in public transportation. This includes an analysis of the various types of data involved, as well as the challenges encountered in aggregating public transit data for journey planning and assessing the service performance of a multimodal network.

<https://www.itoworld.com/uk-department-for-transport-case-study-2/>

Mobility digital twins for Italy from Yunex & Municipia

Yunex Traffic Italy has agreed to cooperate with Italian engineering group Municipia to develop digitalisation of mobility and traffic management processes based on artificial intelligence.

Yunex said the two companies will jointly work on creating digital twins of systems for Italian cities, with a focus on reducing CO₂ emissions and enhancing the efficiency of urban traffic flow.

...

The core of the collaboration will be the creation of platforms that use AI technology and the Internet of Things (IoT) to develop digital twins of urban mobility systems. “This will enable us to deliver value-added services tailored to support local authorities in managing their urban traffic more effectively – and ultimately provide more convenient, greener and connected mobility services to the citizens of Italy,” said Capitani.

Their work will include dynamic regulation of traffic lights, prioritisation of dedicated vehicles such as emergency vehicles or public transport, increasing safety for vulnerable road users such as cyclists, providing real-time information on variable electronic message signs or mobility applications.

The two companies will foster a public-private partnership model for project financing in order to help digital platform development. The intended result will be a reduction in accident rates, congestion, pollution, noise and land use.

<https://www.itsinternational.com/its4/its5/its6/its8/its9/news/mobility-digital-twins-italy-yunex-municipia>

Mosaiq Insights Goes Live on AWS Marketplace

Snapper Services is today announcing that its Mosaiq Insights platform, which gives transit providers a clear view of their network performance, is available to purchase on Amazon Web Services (AWS) Marketplace.

The launch of Mosaiq Insights on AWS Marketplace demonstrates to Snapper’s transit customers and partners that its Software-as-a-Service (SaaS) product meets the stringent technical, security and reliability standards required of validated AWS partners.

Procuring Mosaiq Insights through AWS provides additional cost-efficiency for customers already investing in cloud-based products via the AWS Enterprise Discount Programme.

TfL awards Init 10-year contract for iBus next generation

Transport for London (TfL) will introduce a next generation of its iBus system after awarding a 10-year, £160 million contract for the work to Init.

The supplier will replace on-vehicle hardware and back-office services for all buses and trams used on behalf of TfL, displacing an existing system that has been in use on buses in the capital for 17 years.

Among the benefits of next generation iBus will be new service control tools for operators. It will also integrate with current voice radio, payment and performance management systems, which TfL says will lead “to improved service reliability and information provision for customers.”

Also enhanced by the shift will be the reliability and accuracy of real-time information by including disruption and diversion information both aboard and off buses. That will be made available to customers via onboard information displays and audio-visual announcements, and through the TfL Go app.

Use of data from previous journeys on the day in question will leverage accuracy of arrival information provided by iBus, particularly at stops early on a bus’s route. The next generation of the platform will also enable TfL to provide better quality information to third-party apps for journey planning.

Other benefits for operators will include an ability to change iBus equipment themselves. That will reduce downtime when repairs are needed, TfL claims. The technology will also issue hazard warnings to drivers when tight turns or narrow roads are encountered.

It supports over 8,000 buses on 700 routes and over 19,000 bus stops across Greater London, plus around 80 bus garages.

Cambridgeshire and Oxfordshire to use machine learning to monitor transport

The Greater Cambridge Partnership, Cambridgeshire County Council and Oxfordshire County Council are planning to use machine learning algorithms to monitor transport networks in their areas.

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They are working with Alchera Data Technologies, supported by £250,000 from Innovate UK, on a pilot project using the algorithms to monitor vehicle, pedestrian and roadworks data in real time.

The technology will be used to provide recommendations to control room staff so they can keep people moving and improve the performance of sustainable transport options such as buses.

It will also take in data on vehicles, active travel and roadworks.

Both areas are already using Alchera's data hub platform to access mobility data.

Management Committee Members

The Management Committee for the year 2024-2025 was appointed at the AGM on 20 March 2024. Membership is currently as follows:

Chair: Tony Brown

Members: Sonya Sparks (Essex), Graham Davies (WYCA), Russell Gard (React Accessibility), Darren Maher (21st Century), Tony Brown (Atkins), George Connell (Stagecoach), Simon Gold (Reading Buses), Triumph Okojie (DfT)

Contact us

Best by email: secretariat@rtig.org.uk.

<https://www.linkedin.com/groups/8557065>

Next issue

Issue 177 – Thursday 2nd May 2024.

Please send all contributions to secretariat@rtig.org.uk at any time up to Monday 29th April 2024.

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