RTIG INFORM

improving public transport through technology

Non-Members Edition   **December 2023 – Issue 172**

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

Webinars

18 January 2024	Turn your technical knowledge into simple insights
23 January 2024	Introduction to ABOD for authorities and operators
15 February 2024	ABOD analysis – logic and improvements made

For booking details see the website and additional events.

Working Groups
CCTV Technology & Best Practice
Procurement of Software as a Service

RTIG Board
15 January 2024, Virtual

PTIC
7 December 2023, Virtual

In this issue:

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N E W S & E V E N T S

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

N E W S & E V E N T S

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 current 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.

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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

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N E W S   &   E V E N T S

Upcoming Webinars

Turn your technical knowledge into simple insights

Thursday, 18 January 2024 - 13:00 - 14:00

Learn how to give your audience actionable insights by transforming your technical reports into clear messages.

Delivering BSIPs and EPs requires contributions from lots of people who have differing levels of technical knowledge and perceptions about bus service improvement. Your success depends on creating an environment where technical knowledge is not a barrier to creating support for your goals. The first step on your journey to realising this involves gaining a better understanding of your various audiences and presenting your messages in terms they can understand.
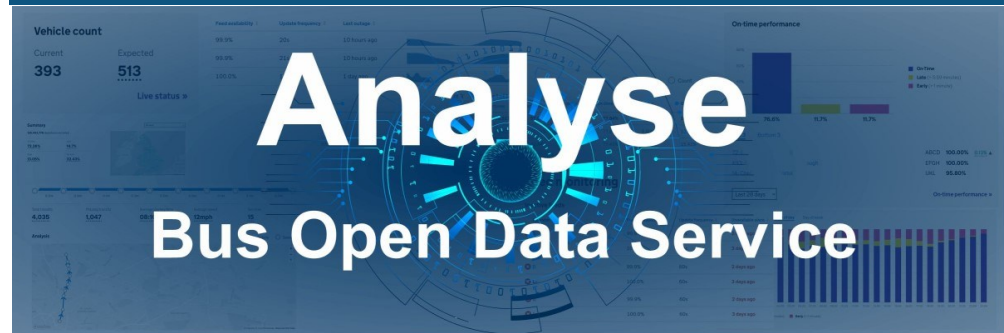
In this first taster session, you will learn three key skills and how to apply them:

- Know your audience
- Answer their question, not yours
- The secret power of visuals

Book Event:
https://www.eventbrite.co.uk/e/769738126457

NEWS & EVENTS

ABODS Series

Analyse Bus Open Data (ABOD) is an extension service to the Bus Open Data Service (BODS), that provides free-to-access reporting and analytics to operators and authorities nationally.

The service provides:

- Dashboard overview;
- feed monitoring;
- on-time performance analyses;
- Vehicle journey analysis;
- Corridor reporting.

Analyse Bus Open Data is part of the Department for Transport's ongoing investment in bus services, and supports the National Bus Strategy, by helping government, local authorities, and bus operators to:

- perform existing bus data analysis in faster and easier ways;
- produce more accurate and detailed performance analysis reports;
- improve on collaboration between different organisations;
- identify network improvement opportunities;
- inform transport policy and compliance monitoring across the industry.

RTIG is supporting the Department for Transport by promoting the service to ensure operators and authorities know about the service and how they can use it. We will be holding a series of webinars during 2024, together with DfT's technical supplier Ito World, to demonstrate ABOD features and help users understand how to maximise its potential.

Operators and authorities who have not yet received an invitation to get access to ABOD can also request this during the webinars – or in advance by emailing BusOpenData@dft.gov.uk

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Introduction to ABOD for authorities and operators
Tuesday 23rd January 2024

- What is ABOD?
- How can the data be used to save you time when completing performance surveys?
- How to get access and invite members of your team

https://www.eventbrite.co.uk/e/770256216077

ABOD analysis – logic and improvements made
Thursday 15th February 2024

- We will run through the changes we have made to the data over the past year thanks to your feedback
- Understand the logic ABOD uses to derive the on time performance calculations
- See changes to data completeness and early departure metrics

https://www.eventbrite.co.uk/e/770269706427

Past Events

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

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

What Next for Data Standards?

What Next for Data Standards? What are the recent changes and what is on the development path for data standards?

In the UK we have been using standards to ensure consistency of public transport data for decades. We have been using the same version of standards for a few years now, but there has been a lot of change in the last couple of years with more planned.

In this webinar you will learn about:

- What is new and what are some of the most important new features available in the latest versions?
- What is being planned for the next releases and beyond?
- How can you report problems with a standard?
- How can you influence and get involved in the development of standards?

Slides and recordings are available online at:
Available to members and attendees of the event

Managing Bus Real Time Systems

8 November 2023, Manchester

At this event we heard from:

Managing Real Time Passenger Information in Essex - Sonya Sparks & Tucha Osborne, Essex County Council

Using SIRI VM to Power Bus Performance - David Mountain, Transport API

Lancashire Experience- Ian Barratt. Lancashire County Council

Re-procuring RTI - Teresa Jolley & Nic Cary, DEFT153

RTI and Bus Reform- Dave Pearson, AtkinsRéalis

FlowOS Live - Pete Ferguson, Prospective

Presenting Complex Information in engaging ways. Temple Method - Teresa Jolley & Nic Cary, DEFT153

Wales System Update - Mark Jones, TfW

Deciphering Bus Open Data: A Guide to ABOD Insights - Charles Sprang, ito world

Slides and recordings are available online at:
Available to members and attendees of the event

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Christmas & New Year Timetable Data 2023-4

Christmas & New Year
Timetable Data
2023-24

Bus services around the Christmas and New Year period will often operate differently to normal weeks and is one the most challenging times of the year to ensure data in customer information channels is correct.

The data for use in services such as the Department for Transport Bus Open Data Service , Traveline, journey planners, real time systems and mobile phone apps all need to be updated to reflect the changed operation.

RTIG and PTIC have produced some advice that covers how to prepare data for the BODS service to ensure that it is correct for the Christmas and New Year 2023 holiday period.

https://www.rtig.org.uk/documents/rtigt056-1

D f T N E W S

NaPTAN Product Update

What have we been building?

The Managed removal service, and Bulk Removal services are now running in Private beta. We have had not only the DfT team as Private beta users now, but also TfW removed more than 30 stops on Monday. "The process was very easy, and the team were really helpful! Looking forward to cleaning up more of our old redundant stops from the dataset now we can.
(Or you can go with "Whee that was easy" 🤣) " – Tansy Appleby – TfW
We are working with TfW as the first Private Beta user. We have three others lined up, and we are planning to have around half of the 147 LTA's on-board by the middle of 2024.

If you want to join the Private beta for this – drop me a line j.harrison@dft.gov.uk and we will sort out details.

In other work we kick off Data Retention this week – applying the policy we have developed and socialised across the ecosystem. These changes should have no impacts for end users.

What's coming up next?
PenTest – it looks like we will be doing our Pen test in early December. There should be no impact for end users and we will let you know the outcomes.

Plans for 2024 – we have some ideas and are working with DfT to organise resources and prioritise the work:

NaPTAN Central Stops – 910, 920, 930 and 940 stops

We have started to audit and clean up the centrally managed stops. We are working with DfT departments to review the data we are holding. We will be working with anyone who has "Metro/Underground/Tram/LightRail" stops on the 940 list to ensure we have only the live stops in the NaPTAN data set.

To give an example of how much the data set has changed, we have started the first audit of the Rail data (910) since the early 2000's. We now have 76 stations to remove, many of which were recoded as 940 stations (this includes removing the very British stations Paris Nord and Bruxelles-Midi).

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We also have a number of Rail Stations to add, and we are taking this opportunity to improve the process for the NaPTAN team to be notified as early as possible when new stations are coming online. The current number of stations to add varies a little based on how far in the future we should go when adding in a stop – 3 months, 6 months? As soon as we know the location? If you have thoughts on this – drop us a line.

This work is taking some time, and we are also working through the requests for central stop changes in the mailbox. Please bear with us as we try and align the work.

Combatting Contactless fraud

In an effort to address fraudulent behaviour known as 'mobile wallet flipping', where passengers avoid paying for travel by re-registering cards, which results in a new primary account number (PAN) to bypass regular card deny list mechanisms, a new cross-sector security upgrade stops this happening.

By utilising the industry-wide Payment Account Reference (PAR) token, global transport payment processing infrastructure company, Littlepay, in partnership with device vendors, have developed an additional blocking feature based on the PAR, in order to block cardholders at the account level, thereby preventing fraudulent transactions. PAR links all the cards in an account and does not change when a mobile wallet is 'flipped', which prevents any re-registrations.

New framework for the deployment of intelligent transport systems in Europe

Main objectives of the new legislation
The revised directive aims to take account of technological developments, such as connected and automated mobility, on-demand mobility applications, and multimodal transport.

It also aims to accelerate the availability and enhance the interoperability of digital data that feed services, such as multimodal journey planners and navigation services. This will allow vehicles and road infrastructure to communicate with one another, for example to warn about unexpected events, such as a traffic jam ahead.

The revised law therefore represents an important step towards creating the common European mobility data space.

Main provisions of the new directive
The revised law extends the scope of the previous directive to cover emerging services, such as multimodal information, booking and ticketing services (for example, apps to find and book journeys that combine public transport, shared car, or bike services), communication between vehicles and infrastructure and automated mobility.

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The new directive also sets targets for the digitisation of crucial information, such as that on speed limits, roadworks and multimodal access nodes, and the delivery of essential services, such as information on road safety. The benefits for transport users will materialise in a wider coverage of real-time information and more accurate intelligent speed assistance systems.

The new law retains the framework character of the 2010 ITS directive and the various technical interventions by way of implementing and delegated acts. The revised directive therefore contains an implementation programme covering at least the next 5 years and a precise geographical scope of road network for which reusable data must be available as a baseline requirement. By way of delegated acts, the Commission may further complement certain aspects of this implementation programme.

The necessary types of data, including access conditions for tunnels and bridges, speed limits, traffic circulation plans, permanent access restrictions, road closures, roadworks, temporary traffic management measures, as well as the critical services, such as road safety-related traffic information services, to be made available across the Union, are set out in the annexes to the new directive.

https://www.consilium.europa.eu/en/press/press-releases/2023/10/23/council-adopts-new-framework-to-boost-the-roll-out-of-intelligent-transport-systems/

mobilityDCAT-AP

NAPCORE is proudly presenting the first release of mobilityDCAT-AP 📢 mobilityDCAT-AP is a metadata specification for National Access Points and other mobility data portals. Metadata is a crucial building block for the accessibility and reusability of datasets, as offered on NAPs and other mobility data portals.

So far, there has been no established common metadata approach specific to mobility data portals. mobilityDCAT-AP aims to fill this gap. It provides a structured, interoperable and harmonised approach to describing and exchanging metadata about datasets and about access

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for such datasets related to mobility, and in particular related to Intelligent Transport Systems (ITS).

Its primary goal is to enhance the cross-border and cross-sectorial discoverability of ITS- and mobility-related datasets published on relevant data portals.

mobilityDCAT-AP provides precise and unambiguous metadata designations for any data offering with mobility relevance, e.g., for representing the data topic, the data provider or the data format.
It is highly recommended that the metadata management of National Access Points (NAPs) in Europe, or any other mobility data portals, is based on mobilityDCAT-AP in order to harmonise their data descriptions and ease the exchange of metadata in the mobility data ecosystem. Furthermore, this will ensure the basis for extended interoperability, among others, between individual NAPs and other data portals.

mobilityDCAT is a product of a dedicated Metadata Working Group within the EU-funded project NAPCORE

https://www.linkedin.com/posts/napcore_napcore-is-proudly-presenting-the-first-activity-7127220996587053058-rN31

https://mobilitydcat-ap.github.io/mobilityDCAT-AP/releases/index.html

M E M B E R S   N E W S

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

M E M B E R S

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Powerfleet and MiX Telematics Announce Transformative Business Combination

I am very excited to announce that we have signed a definitive merger agreement with Powerfleet, to create one of the largest mobile asset Internet of Things (IoT) Software-as-a-Service (SaaS) providers in the world. This powerful combination will form a scaled, global entity of choice focused on helping our customers save lives, time, and money by solving mission-critical business challenges including safety and risk management, compliance, sustainability, and operational efficiency.

What makes this combination so special? A few reasons, including:

- Market Leadership: The combined company will create a top-tier mobile asset IoT SaaS organization with significant scale, serving all mobile asset types. The increased scale will enable the combined entity to even more efficiently serve our customers and create advantage to compete in an industry characterized by the need for high pace of development and innovation.
- Scale and Data Strategy: With a combined base of approximately 1.7 million subscribers following the transaction, the joint entity is expected to achieve significant scale as well as enhance our platform strategy - including our AI-led data harmonization and integration capabilities. There will be no platform migration necessary.
- Research and Development Excellence: By integrating the Powerfleet and MiX world-class engineering and technology teams, the combined organization is expected to accelerate the delivery of top-class solutions with improved competitive advantage.
- World-Class Talent: With more than 1,800 tenured and talented team members worldwide, the combined entity will focus on attracting and retaining top talent to deliver optimal value to our customers.

Rest assured, there will be no impact to our customers, suppliers and partners – it is business as usual. We will continue to do what we always do - focus on customer satisfaction and delivering value. We will spend the period before the transaction closes integrating our businesses, with you at the heart of our approach.

https://investor.mixtelematics.com/news/news-details/2023/Powerfleet-and-MiX-Telematics-Announce-Transformative-Business-Combination/default.aspx

MEMBERS NEWS

Authorities Invited to Test Snapper's Passenger Insight Platform

Snapper Services is partnering with the public transport app Transit to integrate real-time passenger experience data into its Mosaiq Insights platform
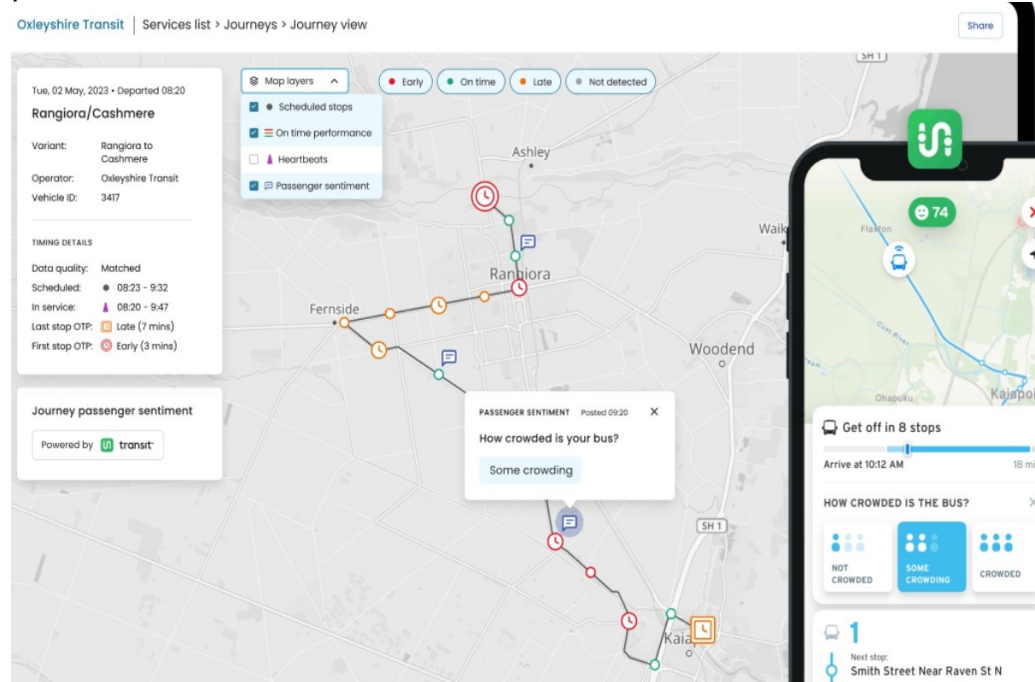
Snapper Services is joining forces with the Transit urban transport application to integrate real-time passenger experience data into its Mosaiq Insights platform.

Transit agencies use Transit's Rate-My-Ride feature to ask questions about their rider's journey, allowing users to share important feedback on aspects such as stop safety and vehicle cleanliness.

Mosaiq Insights, Snapper's analytics platform, combines data from existing tools to provide easy-to-understand dashboards, with the aim of driving deeper understanding of network operations and to help inform confident decision-making.

Snapper Services and Transit's integration means agencies can now view Rate-My-Ride feedback within Mosaiq Insights, which is matched with the same journey's network performance data and shown side-by-side in the tool. This will enable authorities to analyse the quality of their services and prioritise opportunities for improvement informed by objective performance data and honest passenger feedback.

To celebrate the collaboration, Snapper Services and Transit are offering transit authorities a one month free trial of Mosaiq Insights Rate-My-Ride data.

Snapper's vision is focused on creating excellent experiences in public transit that accelerate the journey to a more sustainable world. Its suite of intelligent, data-driven tools enable public transport operators and authorities to identify inefficiencies across routes, extend capabilities, and have complete visibility over their operations.

Incorporated in New Zealand, Snapper is expanding its customer base in the UK and Ireland, and growing its team in the region. Snapper reports it is working with UK local government organisations including West Yorkshire Combined Authority to better understand systemic transport flaws and utilise accurate and reliable data tools to solve them.

FARA ACQUIRED BY GLOBAL TECHNOLOGY COLLECTIVE MODAXO INC

Ticketer have announced the acquisition of its Nordics-based subsidiary FARA by global technology firm collective Modaxo Inc. ("Modaxo").

Acquired by Ticketer in 2019 whilst continuing to operate as a separate entity, FARA is a valued provider of software and technology solutions to the public transport industry in the Nordics. Operating for over 20 years, FARA specialises in multi-modal Account Based Ticketing, Real-Time-Information platforms and predictive fleet operations. Ticketer is excited to see FARA embark on its next chapter and expand its reach with the partnerships and collaboration the Modaxo collective will provide.

Established in 2020, Modaxo is a global collective of technology companies which are passionate about moving the world's people. Their businesses are committed to delivering software and technology solutions that help connect people with the places they need to go for work, family, and everyday life.

Businesses under the Modaxo banner include AEP, Binary System, Cittati, Empresa1, Holmedal, Imperial, PLANit, Signature Rail, Systemtechnik, TransTrack Systems, Trapeze Group, and TripSpark.

https://www.ticketer.com/en/press-article/fara-acquired-by-global-technology-collective-modaxo-inc/

NAVAHO SUPPORTS UK BUS AWARDS

Navaho proudly supported this year's UK Bus Awards at a glamorous celebration within London's Troxy.

Providing Wayfinding screens, which enabled 700 guests to find their seats in the celebrated art-deco auditorium, the Navaho wayfinding system powered by InformALL™, also offered table plans and up-to-the-minute travel updates to ensure home journeys were simple and efficient.
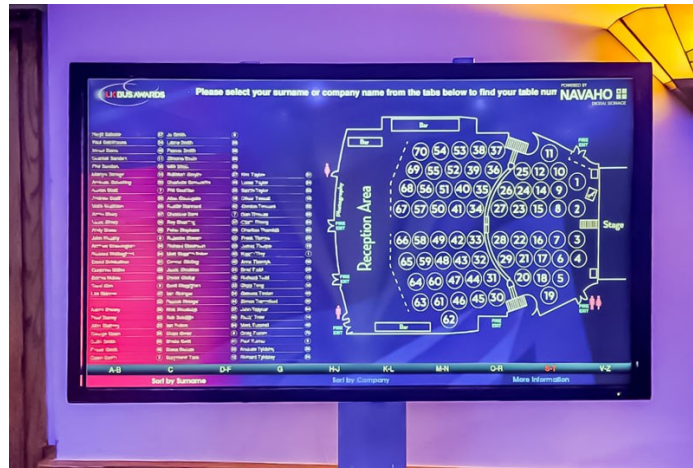
Navaho wishes all the Winners of the UK Bus Awards our greatest congratulations on well deserved successes! Check out the UK Bus Awards website for all the downlow on the awards.

A D M I N

Management Committee Members

The Management Committee for the year 2022-2024 was appointed at the EGM on 19 January 2023. 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 173 – Tuesday 2nd January 2024.

Please send all contributions to secretariat@rtig.org.uk at any time up to Thursday 21st December 2023.