

Non Members Edition

March 2021 – Issue 139

## 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](mailto:secretariat@rtig.org.uk)

### RTIG Webinars

10 March 2021, virtual  
Traffic Light Priority Trigger File Standard

More webinars will be announced as the month progresses. For booking details see the website.

### AGM

18 March 2021, Virtual

### Bus Open Data Service Events

the full list of regularly updated events here:  
<https://www.eventbrite.co.uk/o/bus-open-data-service-31561104991>

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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.



## RTIG on Twitter

RTIG is now on twitter as @RtigInform

<https://twitter.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](mailto: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](mailto:tim.rivett@rtig.org.uk) .

## Traffic Light Priority Trigger File Standard



The Traffic Light Priority Trigger Position File working has produced a new standard and schema for review:

RTIGT042 Traffic Light Priority Trigger Position File Format  
This includes an XML schema of the format.

In addition to the new standard and document the group has also updated:

- RTIGT008 TLP and Cleardown Specification
- RTIGT030 Digital air interface protocol
- RTIGT031 Centre-centre bus priority protocol

These documents are all available through the members section of website.

We are holding a webinar on 10th March 2021 at 13:00 to introduce the standard and traffic light priority more generally.

<https://www.eventbrite.co.uk/e/traffic-light-priority-trigger-position-standard-tickets-138927193977?aff=newsletter>

## Environmental Impact of Displays



# Environmental Impact of Displays

There are a bewildering range of displays on offer from suppliers from LED to TFT powered by mains, battery and solar.

With the climate emergency and environmental concerns high in peoples minds the impact of our choices of technology need to be considered more than ever.

Purchasing and environmental teams are increasingly expecting questions to be asked whenever equipment is purchased.

What is the impact of the choices we make?  
Do we know which technologies are better for the environment?  
Do we know the carbon impact of different display types and technologies?

We do not know the answers to these at RTIG, neither do we know if these are even the right questions to be asking.

To help make sure we ask the right questions and are able to help people with finding the answers we are setting up a new working group to look at the environmental and carbon impact of different display technologies and power suppliers.

If you have some of the answers, or more questions to ask, or just want to find out more then please get in touch with [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk) and join the working group.

## On Bus Audio Visual Display Implementations

There are an increasing number of successful on-bus audio visual deployments in the UK with more being installed all the time.

Once the long-awaited Accessible Information requirements for the Bus Service Act 2017 are published there will be a large number of operators with no or little experience of specifying, selecting, installing and maintaining on bus audio visual systems.



We plan to produce a series of case studies of best practice implementations and advice on specifying, selecting, installing and maintaining systems.

If you think you have experience that you would be willing to share with others, or think you have a good system then please get in touch.

## Webinars

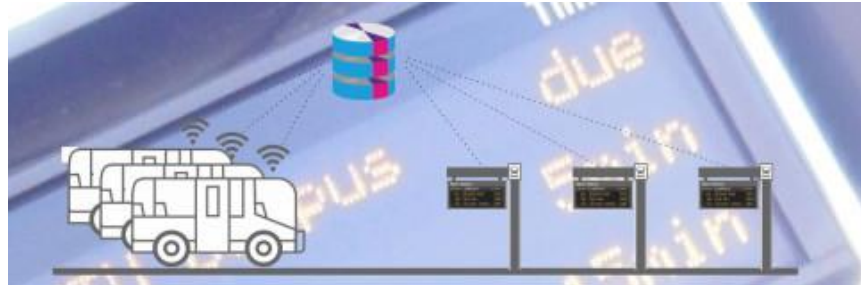
With the inability to physically meet for the foreseeable future we have been running some webinars instead.

All these webinars are being recorded and available on our YouTube channel:

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



## Creating Real Time Information Webinar



With the introduction of the Bus Open Data Service from the DfT it is easier than ever to access public transport data. How can timetable and location data be used to create real time information for customers?

If you've never used public transport data before then this session will introduce you to the concepts of how you can use timetable and location data to create real time information for customers - the countdown information you see on a bus stop display or on a phone app.

You will find out how the data from the Bus Open Data Service can be used and the importance, if you are a bus operator or supplier to bus operators, of making sure the data you supply to the different data feeds matches.

If you missed the session then the recording is available at:  
<https://youtu.be/vr-heQyuU8>



## Experiences from Implementing Passenger Counting

### Experiences from Implementing Passenger Counting



1.	8	Occupancy: Medium	5 min
2.	28	Occupancy: Low	7 min
4.	8	Occupancy: Low	15 min

Covering, maintain social distancing & carry hand sanitizer.

On 25<sup>th</sup> February we held our webinar hearing from those with experience of implementing passenger counting as a follow up to last years two webinars on how to count passengers and present the information on vehicle occupancy to customers.

Our new member Prospective Labs talked about their work taking passenger counts from First Group and using predictive technology to help customers know the likely availability by the time the bus reached their stop.

West Yorkshire Combined Authority discussed their on-street display implementation of occupancy information.

Finally we heard from ITO World on what they are doing in other countries.

If you missed the session then the recording is available at:

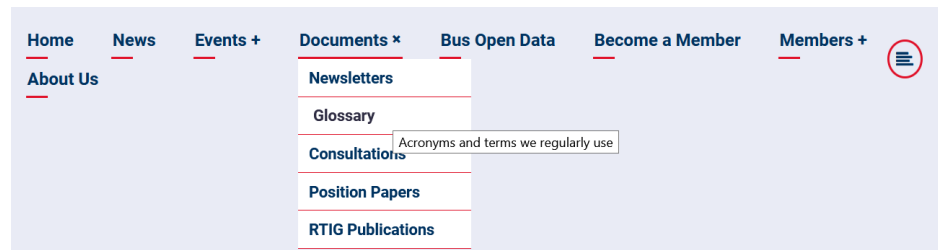
<https://youtu.be/jXultd9Q2Cs>



## Glossary

We have added a new Glossary section to the website:

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



This includes all the Acronyms and terms that have been regularly used by RTiG over the last few years.

There are many more that could or should be included. If you want to see others included then drop us a quick email.

## 2021-22 Business Plan

Now we are in the latter part of the 2020/21 business plan year it is time to start to consider what RTiG should be doing for the period from April 2021.

At the moment the plans include activity in these general areas:

- Foundations of real time
- Providing customer information
- Support for the bus open data programme
- Support for accessible information requirements
- Smart transport systems
- Towards Net Zero Carbon
- Transport innovations
- National and international standardisation and cooperation

If you have anything that you would like to see RTiG involved in, producing or organising during 2021 then please get in touch with Tim [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk) .



## Annual General Meeting 2021



The AGM will be on the 18th March 2020 at 13:00 and will be held online.

The AGM will review 2020 and the 2021 business plan and elect the committee of the group.

The AGM is open to all Subscribing Members and Affiliate Members of RTIG who have committed to subscribing for FY20-21.

Full details have been published to members with agenda and papers. If you have not received a copy please do get in touch.

You can book to attend on Eventbrite:

<https://www.eventbrite.co.uk/e/annual-general-meeting-2021-tickets-13477595511?aff=newsletter>

## COVID-19: How can RTIG Help?



As you face the challenges that COVID-19 are bringing you, what are the areas and things you would think RTIG could help you with?

Would some new guidance on a particular area help?  
Would an online session of a particular topic be useful?

Please do get in touch with Tim with any ideas  
[tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

## Publishing your timetable data in TransXchange 2.4.

Bus operators are now legally required to publish timetable data from 31 December 2020. During 2020, we have been accepting both TransXchange 2.1 and 2.4 and currently 95% of lines are provided in TransXchange 2.4 with 5% of lines in the dataset being provided in 2.1. In total, 14% of operators are publishing in just TXC 2.1 only, 4% in both 2.1 and 2.4 and the remainder of operators are publishing in just TXC 2.4.

The Bus Open Data Service Team are currently developing a validator for the TXC 2.4 PTI profile validator and from the Summer, operators will be required to start publishing to this profile. In advance of that change, we would encourage all operators who are currently publishing in TransXchange 2.1 to start transferring their data exports to TXC 2.4 prior to the service no longer accepting TransXchange 2.1 files.

## Punctuality reporting requirements

As we mentioned in January's newsletter, the next set of requirements within the Bus Open Data regulations is for bus operators to openly publish data on punctuality and performance of their bus services. The regulation can be found here: <https://www.legislation.gov.uk/uksi/2020/749/regulation/14/made>

Punctuality data will be created from the combination of timetable and location data uploaded onto the Bus Open Data Service. This will then be pulled through the Analyse Bus Open Data Service which is being released in March 2021.

It's noted that for the 31 March 2021 deadline the legal requirement to supply punctuality data only applies in respect of August 2020 to December 2020. If operators have joined BODS as early adopters of the location service, they'll be able to provide punctuality reports for this period once the Analyse Bus Open Data Service is released.

If operators have not joined BODS as early adopters of the location service, then they will not be able to and won't be required to provide punctuality reports for August to December 2020.

For the 31 March 2022 deadline, as 2021 is being treated as a transitional year we will not expect Traffic Commissioners to enforce punctuality reporting for all of 2021 by this date. Instead, we will expect operators to meet the deadline of 31 March 2022 and supply whatever punctuality data they have for 2021.

However, by 31 March 2023, we will expect operators to supply data for all of 2022 and those who are unable to do so, will likely face enforcement procedures from the Traffic Commissioners. This will be detailed in the enforcement policy which is being developed in consultation with the Traffic Commissioner.

## Ticketing block exemption up for review

The Department for Business, Energy & Industrial Strategy (BEIS) will shortly be reviewing the Public Transport Ticketing Block Exemption, setting out the rules that public transport operators need to follow in order to deliver multi-operator tickets without breaching the terms of Chapter I of the Competition Act 1998.

The Block Exemption was intended to encourage operators to offer attractive multi-operator tickets, offering benefits to consumers and helping reduce congestion and pollution, while continuing to compete in other ways. The review will address the continued relevance of the objectives and ask whether the Order needs any changes. The review does not affect the term of the Order, which was extended for ten years in 2016.

Multi-operator bus fares and tickets comprise one of the categories of “simple fare and ticket information” that should already be supplied to BODS.

## Create Fares Data Service

The Create Fares Data service (<https://fares-data.dft.gov.uk/>) is being used by bus operators throughout the country to generate the NeTEx format fares data to publish on the Bus Open Data service. We continue to work with users and make improvements based on their feedback. We have now updated the site to allow operators to upload fares triangles/charts in either pounds or pence. This means it should be much easier for anyone getting their fares triangles as an export from Ticketer systems.

## Data quality tips for publishing timetables data

For your timetables data to be easily consumed and provided through apps to passengers, it's best to 'update' your current dataset with your updated data, rather than publishing a whole new dataset. At the same time it's important to be using both start and end dates within your files, which will give clear signals for what periods that data is relevant.

## Location data publishing – remember that final step...

If you have a link for a subscription to your location data feed from your ticket machine supplier, remember to log into the Publish Bus data Service and publish that link to us. Currently we have 34 Ticketer operators who have a subscription link to the feed but have not yet published this feed to the Publish Bus Data Service. You know who you are – do get in touch if you need help!

## We need your NOC code!

We've noticed in the TransXchange data that many bus operators are currently publishing their NOC code in an incorrect data format. A NOC code usually comprises four digits and will appear for example as ABCD. A link to the NOC code database is provided below – please ensure that the OperatorRef field contains your four digit NOC code. From Spring 2021, we will start actively validating the provision of NOC codes. Failure to include your NOC code or providing partial/incomplete/incorrect NOC codes adversely impacts bus passengers trying to use your data for journey planning. We need your NOC code and we need it to be the right NOC code.

<https://www.travelinedata.org.uk/traveline-open-data/transport-operations/browse/>

## A New Future for Bus and Rail Integration.



With effect from 1 April 2021, on the retirement of Jonathan Radley, Commercial Director of Journey Solutions the partnership will merge with the Traveline Information Board. Jonathan has successfully managed the PlusBus brand over the last fourteen years and developed it into the household name for integrated ticketing in the UK. From April, management of the national system and its 280 local products will transfer to the team at Traveline, which is headed by Chief Executive Julie Williams.

The merger will combine PlusBus, which is Britain's only nationwide train to bus ticketing scheme with Traveline, the nationwide public transport information service. The merger heralds exciting new opportunities for the further development of public transport journey planning and integrated ticketing, whilst continuing with the high-quality provision of existing PlusBus products and services.

Over the next two months Jonathan will be working in partnership with Julie Williams and the Traveline team to ensure a smooth and efficient handover of PlusBus scheme management.

## 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'.



Buchanan Bus Station have unveiled their new 75" TFT passenger information displays manufactured and installed by the Trueform.

## EPM Bus Solutions completes Omnibus acquisition

18 Feb 2021 – EPM Bus Solutions has today, with the support of Literacy Capital, completed the acquisition of one of the UK’s leading passenger transport software businesses, Omnibus.

The strategic acquisition sees EPM further strengthen its capability in providing high quality software solutions across the bus operator and transport authority markets, focussed on improving operational and commercial performance.

Founded in 1990, by Peter and Carol Crichton, Omnibus provides software for passenger transport scheduling, staff rostering, depot allocation and timetable construction to a wide range of public transport operators and local authorities, with solutions being used across the UK and overseas.

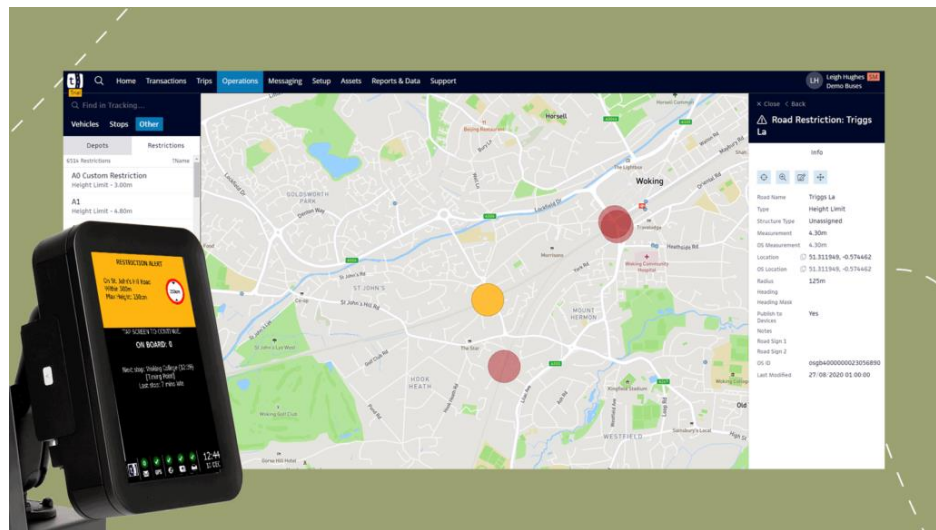
EPM Bus Solutions, formed in 1986, provide software to help bus operators and transport authorities reduce operational costs, improve financial performance and better serve their customers. In addition, EPM are the UK’s leading BSOG auditor and concessionary reimbursement consultancy.

Ian Churchill, CEO at EPM Bus Solutions, said: “Omnibus’ software solutions perfectly complements EPM’s, and the acquisition will enable us to provide a higher quality service to existing clients and give a wider offering of solutions to new customers. By bringing together the two businesses we will be able to harness the domain knowledge and experience of both to develop solutions to meet the needs of the public transport sector as society emerges from the impact of Covid-19.”

Peter Crichton, Managing Director at Omnibus, said: “I am very proud of the journey the Omnibus business has been on over the last three decades. Driven by the challenges faced by the pandemic, new technologies, and demand from bus operators and transport authorities for deeper insights into their operations to drive efficiency, EPM’s solutions combined with Omnibus’s will offer a powerful set of solutions which will be best-in-class. I am looking forward to working with the EPM team on this exciting journey.”

## Ticketer develops new driver alert feature for the bus and coach industry: Road Restriction Alerts (RRA)

Ticketer has launched an exciting additional driver alert feature on their Electronic Ticketing Machine (ETMs) which will bring further benefits to public transport operators and drivers.



Due to changing schedules, road closures and rail replacement services, drivers can often find themselves along unfamiliar routes where restricted access, such as width and height limitations, may prevent the safe passage of some buses. Answering an industry wide call for a solution, Ticketer's new Road Restriction feature alerts drivers when they are approaching a restricted access area that cannot safely accommodate the vehicle, warning the driver that it would be inadvisable to cross under or through.

Utilising a regularly updated national gazetteer of restricted roads across the UK, together with dimensions of the vehicles, the ETM can detect when the bus is approaching any restricted roads and warn the driver via a visible and audible alert.



## State of Public Transit 2021

Swiftly have published the results of a survey to learn how other transit professionals navigated 2020 and how you can apply their learnings at your agency.

2020 was a turbulent year for public transit. Ridership plummeted, budgets suffered. And yet, public transit showed itself to be more resilient and agile than ever before. Transit professionals worked tirelessly to keep essential workers moving and quickly implemented protocols to make public transit safe for riders and staff.

In an effort to capture the state of public transit in the midst of a global pandemic, we surveyed transit professionals and analyzed quantitative data to understand the breadth of COVID response, uncover areas of learning, and find opportunities for the industry going forward.

<https://www.goswift.ly/2021-state-of-public-transit>

## IVU supplies network timetable information for VBB

Compiling and enriching timetable data and preparing it for use in information systems – on behalf of the VBB, the Berlin-Brandenburg public transport authority, IVU Traffic Technologies is ensuring that the region's timetables are current at all times with the IVU.pool timetable management tool.

Covering more than 30,000 km<sup>2</sup>, the VBB network area is roughly the size of Belgium and is therefore among the largest in Europe. In total, the 36 network members operate more than 1,000 routes and call at more than 13,000 stops each day. In addition, the timetable information across the VBB network integrates numerous connections from companies in neighbouring regions. The VBB has now commissioned IVU to continue managing data integration until the end of 2024.

Standardised interfaces make it easier for the IVU engineers to import data from the various planning systems and ensure reliable data harmonisation. At the same time, IVU.pool allows data on walking distances, transfer times or accessibility

information to be added to the timetable information. Thanks to a special component, on-demand buses not connected with a route or the BerlKönig BC shuttle bus can also be modelled in IVU.pool and output in the VBB's timetable information.

“The functional scope of the IVU.pool system that is used enables a high degree of efficiency and cost effectiveness in editing and is one of the reasons why we awarded the contract for data integration to IVU following the tender,” said Alexander Pilz, Head of Passenger Information at the VBB. “In addition, we profit from IVU's long-standing expertise that comes into play in extraordinary situations such as those related to the coronavirus pandemic in particular.”

In order to incorporate the regular changes to the timetables due to pandemic-related developments in a timely manner, the IVU engineers updated the VBB timetable twice as often as they normally would. Besides specialist support, IVU is responsible for all technical administration of IVU.pool. In future, the system will be fully hosted in the IVU.cloud, the powerful servers of which enable higher performance and even faster data preparation.

<https://www.ivu.com/news/ivu-supplies-network-timetable-information-for-vbb>

## Passenger announces five-year partnership with the Go-Ahead Group

Passenger, the UK's leading provider of public transport apps and websites will be delivering 15 apps and six websites for Go-Ahead Group's UK bus operations as part of a new five-year contract.

Go-Ahead, one of the UK's leading public transport companies, will move from developing digital solutions in-house to using Passenger's market-leading digital service platform to power the apps and websites for its UK bus operators.

Passenger has extensive experience in delivering large scale systems to transport operators and authorities, including fully PCI-compliant mobile app ticketing, network dataset management and real-time systems. The Bournemouth-based company will manage the migration of customers, including those with active tickets, to the new platform.

## Management Committee Members

The Management Committee for the year 2020-2021 was appointed at the AGM on 30 April 2020. Membership is currently as follows:

Chair:

Members: Andrew Wilson (Hants), Graham Davies (WYCA), Russell Gard (React Accessibility), Darren Maher (21<sup>st</sup> Century), Tony Brown (Atkins), George Connell (Stagecoach), Simon Gold (Reading Buses), Meera Nayyar (DfT)

## Contact us

Best by email: [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk).

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

## Next issue

Issue 140 – Thursday 1<sup>st</sup> April 2021.

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Monday 29<sup>th</sup> March 2021.

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