RTIG INFORM

improving public transport through technology

Non-Members Edition **May 2025 – Issue 189**

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

Multiple	Accessible Information Regulations and Grant

Workshops

24 June	Meeting the Passenger Information Need – Milton Keynes

For booking details and additional events see the website.

Working Groups

OpRa Mirror Group
T047 CMS to Display Technical Group
Future Bus Priority

AGM

13 May 12:30 - Virtual

PTIC

5 June Virtual

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Email: secretariat@rtig.org.uk
Web:www.rtig.org.uk

NEWS & EVENTS

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/

Bluesky
https://bsky.app/profile/rtig.org.uk

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

Facebook:
https://www.facebook.com/RTIGInform

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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 .

OpRa UK Mirror Group – Historical and Performance Data

OpRa will be the next data standard in the Transmodel framework – for historical and performance data.

The European project group is finally starting the technical work on its development, Tim Rivett is directly involved in this work, to support it and make sure that the UK has more than just Tim's view of what is needed RTIG are setting up a mirror working group.

The working group will initially review the use cases which were included in the original scoping work which led to a TR standard.
We can then keep an eye on the technical work as it progresses to implement the use cases – XSD and documentation.

A bit more on OpRa:
https://www.opra-cen.eu/
there is also the obligatory YouTube of a presentation from last summer:
https://youtu.be/2YDAWKXnsr0

We have had two meetings with the next planned for early September.

To get involved in this group please get in touch tim.rivett@rtig.org.uk

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NEWS & EVENTS

Definition of Terms used for Reporting and Metrics

One of the tasks that the OpRa working group is to understand what different terms used in measuring performance and in reporting mean.

At the moment there are often misunderstandings and differences in definitions for common metrics – what “On Time” means is a good example – it depends on who you talk to, even with an definition from the regulator.

We have setup a document with different terms and are trying to populate it with the different definitions we have come across, and wherever possible a source for that definition.

This will help create a document of UK definitions for bus performance and reporting which can then be used to help with the implementation of OpRa in the UK, and also assist suppliers to provide reports and analytical tools which support UK requirements and improve transparency of performance reports.

Please have a look at the document and add what you use as a definition or you understand a metric to mean (along with an attributing source if possible).

https://bit.ly/metric_definitions

RTIG T047 version 2 Draft

The T047 working group has been working on an update to the T047 part 1 to 3 documents now that there have been real world implementations and user requirements.

The release candidate drafts are now available for review, version 2 all being well will be released during May.

If you would like to review the v2 drafts then please let tim.rivett@rtig.org.uk know.

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Future Bus Priority Working Group

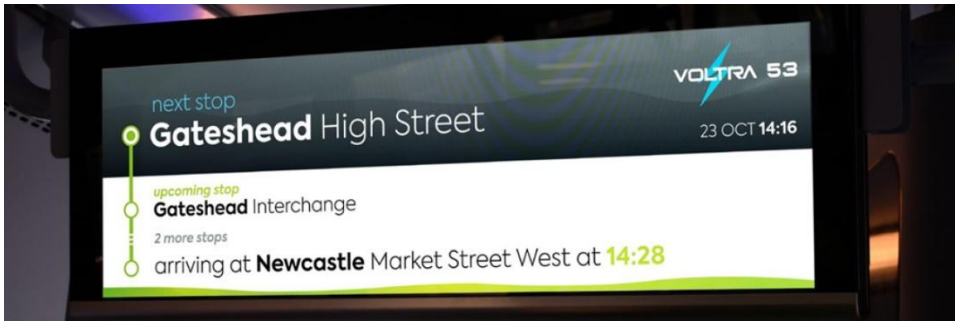
At our recent practical bus priority event there was plenty of discussion about the challenges of the current approach to providing bus priority. We discussed what works and where there are opportunities to do things differently and what the medium and long term futures may be and need to be able to handle.

It was agreed that the current RTIG / UDG standard T031 needs some updates to better meet requirements – a group has been reviewing this and is nearing the end of the review which will update the document and XML standard.

There was also a desire to fully review how bus priority could work in future. A working group has started to meet, but is in the early days still and new members are more than welcome.

If you want to be part of either of this working group please contact secretariat@rtig.org.uk

Bus Operator Accessible Information Regulations Support Grant



In March 2023, the Department for Transport announced 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.

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.

NEWS & EVENTS

On 8 April we opened applications for the Accessible Information Grant to help small bus operators with the cost of meeting the accessible information regulations. The original closing date for applications was 3rd June.

On 28 May we extended the period for which applications for the grant can be submitted to be open ended until the funding is fully committed.

Our ask is if you as someone working for an Authority, with more direct relationships with operators than ourselves at RTIG, is to pass on the message about the availability of the grant to your operators and encourage those who are eligible to apply.

If you're a small operator then please look at the application process and if you are eligible apply.

If you are a supplier please let your customers know and encourage them to apply if eligible.

To find out more about the regulations please visit:
https://www.rtig.org.uk/aig

Information on how to apply for a grant can be found at:
https://www.rtig.org.uk/aig/apply

Auracast™ Bluetooth Briefing Note

Auracast Bluetooth is a new wireless audio broadcasting technology that extends the capabilities of Bluetooth Low Energy (LE) Audio. It allows a single audio source to broadcast to an unlimited number of nearby Bluetooth receivers, making it ideal for public announcements, assistive listening, and social audio sharing.

This briefing note introduces the technology and outlines some of its potential uses.

https://www.rtig.org.uk/documents/rtigt061-1

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NEWS & EVENTS

AGM

Notice for Annual General Meeting 2025

This notice is to inform you of RTIG's upcoming Annual General Meeting. The meeting will take place on 13 May 2025 from 12:30 – 13:30. The meeting will be online.

The AGM is open to all Subscribing Members and Affiliate Members of RTIG, including organisations who have subscribed or committed to subscribe for FY25-26.

A formal calling notice has been sent to members.

Non-members are welcome to attend but will not be able to vote.

To attend please register at
https://www.eventbrite.co.uk/e/1292702340499

Papers for the AGM can be downloaded from here:
https://www.rtig.org.uk/2025AGM

NEWS & EVENTS

Supplier Member Vote

One of the two Supplier Director roles is due to election this year.

The following nominations have been received by the due date:

Name	Organisation	Nominated by
Jon Salmon	**Snapper Services**	**VIX Technology**
Darren Maher	**Journeo**	**Journeo**

In accordance with the Election Rules, there will be a ballot of System Supplier Sector organisations who are Executive, Foundation or Full Members of RTIG.

Only Supplier Sector organisations who are Executive, Foundation or Full Members of RTIG may vote in this election.

Only one vote may be submitted from each organisation.

Voting in advance of the AGM is carried out online:

https://forms.office.com/e/G0xABXkmDX

It will be possible for supplier members to vote during the meeting.

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NEWS & EVENTS

Next Face to Face event

What topics would you like us to cover in our events?

We are planning the event calendar for the year – face to face and webinars and would like to hear from you about what you want us to cover in the events this year?

https://forms.office.com/e/guvCY83x1Z

Meeting the passenger information need

24 June 2025 10:30 – 15:45
Milton Keynes

In an era where we are bombarded by the latest news and we are everyone is trying to grab our attention for a few seconds, it is increasingly difficult to make a difference and make public transport standout.
With all the technologies available to us, what should we be using and how is a regular question we face. In this event we set out to answer three questions:

1. What does the passenger need and want from public transport information?
2. What can we learn from the recent research and implementations about what and how we should be deploying information?
3. What are the latest developments and capabilities for website, app and physical displays and technologies?

NEWS & EVENTS

Call for Speakers: We invite you to contact us if you would like to share your experience and knowledge.

Call for Exhibitors: If you would like space to showcase your product(s) please get in touch.

Book your place:
https://www.eventbrite.co.uk/e/1347961020699

Upcoming Webinars

What topics would you like us to cover in our events?

We are planning the event calendar for the year – face to face and webinars and would like to hear from you about what you want us to cover in the events this year?

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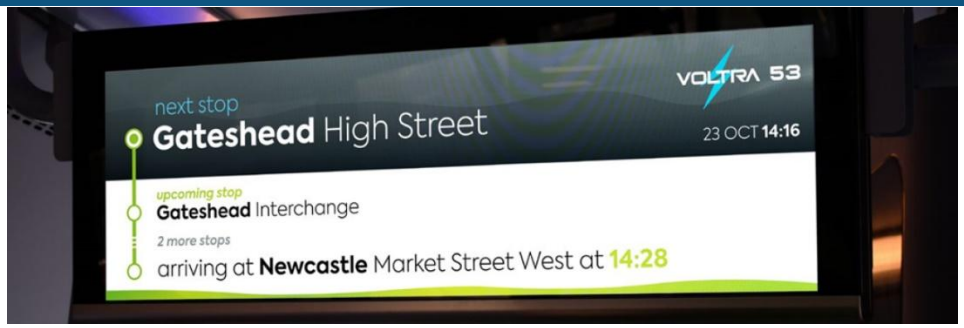
Accessible Information Regulations & Grant



Multiple Events

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.
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.

On Monday 8th April applications for grants to help with the cost of meeting the accessible information regulations opened.
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?
- Eligibility for the grant and how to apply
- Q&A

All events can be found in this collection:
https://www.eventbrite.com/cc/on-bus-accessible-information-regulations-grant-644989

NEWS & EVENTS

Past Events

Introduction to Auracast Bluetooth – Accessible Audio for All

16th April

Auracast™ is a new wireless audio broadcasting technology that enhances Bluetooth Low Energy (LE) audio. This technology is ideal for public spaces such as transportation environments to deliver public announcements and provide accessible audio to those who require the use of assistive listening technology. This will significantly benefit the 18 million people with hearing loss in the UK.

Auracast allows audio to be shared wirelessly with an unlimited number of devices, ensuring clear and accessible audio for all in various environments.

We held the webinar alongside Ampetronic to learn more about how Auracast works and its potential benefits in public transport.

Slides and recording are available at:
https://www.eventbrite.co.uk/e/1289393032269

NEWS & EVENTS

All our previous webinars have been recorded and available on our YouTube channel:
https://www.rtig.org.uk/youtube

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DfT NEWS

NaPTAN Public meetings coming up

All events are managed through Eventbrite:
https://www.eventbrite.co.uk/o/department-for-transport-naptan-team-39414925573

BODS Refresher/Introduction Sessions - 2nd Edition

Following our success with the 1st edition of refresher and introduction sessions, we are launching the 2nd edition in the month of May. In these sessions, we will be focussing on deep dive into some of the crucial topics as well as introduce are stakeholders to all the new features recently launched. Please find below the calendar for month of May:

15/05/2025 Morning (10:00-11:00)
BODS- AVL Matching Deep Dive Technical walkthrough of the AVL Matching reports and the different ways a matching score may be impacted with examples.Operators/Agents (optional-suppliers) 60 mins
https://events.teams.microsoft.com/event/03e285eb-d5a0-40d6-82d6-3699a0b9061f@deff24bb-2089-4400-8c8e-f71e680378b2

20/05/2025 Morning (10:00-11:00)
BODS- AVL Matching Deep Dive Technical walkthrough of the AVL Matching reports and the different ways a matching score may be impacted with examples.Operators/Agents (optional-suppliers) 60 mins
https://events.teams.microsoft.com/event/4c7e7ad1-b51f-4bc1-87dc-916d69c251a2@deff24bb-2089-4400-8c8e-f71e680378b2

20/05/2025 Afternoon (14:00-14:30)
BODS - API Deep Dive Technical walkthrough of the BODS API and Outputs,
exploring each field and offering insights into their functions and contributions to the data output Consumers 30 mins
https://events.teams.microsoft.com/event/1d7ceec5-204f-4fe2-bd34-bb30e7ce5442@deff24bb-2089-4400-8c8e-f71e680378b2

21/05/2025 Morning (10:00-10:30)
BODS - API Deep Dive Technical walkthrough of the BODS API and Outputs,
exploring each field and offering insights into their functions and contributions to the data output Consumers 30 mins
https://events.teams.microsoft.com/event/51da8534-0538-4fb3-ac94-48899c4a3bcd@deff24bb-2089-4400-8c8e-f71e680378b2

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21/05/2025 Afternoon (14:00-14:30)
BODS - API Deep Dive Technical walkthrough of the BODS API and Outputs,
exploring each field and offering insights into their functions and contributions to the data output Consumers 30 mins
https://events.teams.microsoft.com/event/0606b2f4-3dd0-434e-9bf4-242840c9cccd@deff24bb-2089-4400-8c8e-f71e680378b2

22/05/2025 Morning (10:00-10:30)
BODS - Fares Line level Reporting Walkthrough of Fares Line Level Reporting feature available in the BODS compliance reports.
These reports provide crucial information on all lines associated with an operator, highlighting areas that may require attention due to fare-related issues. Operators/Agents (optional-suppliers) 30 mins
https://events.teams.microsoft.com/event/15684dab-79e0-40f5-82a4-9cc766681980@deff24bb-2089-4400-8c8e-f71e680378b2

22/05/2025 Afternoon (14:00-14:30)
BODS - Fares Line level Reporting Walkthrough of Fares Line Level Reporting feature available in the BODS compliance reports.
These reports provide crucial information on all lines associated with an operator, highlighting areas that may require attention due to fare-related issues. Operators/Agents (optional-suppliers) 30 mins
https://events.teams.microsoft.com/event/d04ba2cc-f987-4688-abbd-ce7fb45cab0d@deff24bb-2089-4400-8c8e-f71e680378b2

23/05/2025 Afternoon (14:00-14:30)
GTFS Feeds Discussion on the new GTFS pipline avialable on BODS Consumers 30 mins
https://events.teams.microsoft.com/event/3be36809-9b4b-40fa-987a-0b7f06d48ecb@deff24bb-2089-4400-8c8e-f71e680378b2

27/05/2025 Afternoon (14:00-14:30)
GTFS Feeds Discussion on the new GTFS pipline avialable on BODS Consumers 30 mins
https://events.teams.microsoft.com/event/ca62011a-5f01-453b-98e0-9bfd34365dab@deff24bb-2089-4400-8c8e-f71e680378b2

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IN OTHER NEWS

Transport Scotland Bus Open Data Regulations Consultation

In 2019 the Scottish Government brought in new primary legislation for transport (the Transport (Scotland) Act 2019), which included new provisions to better define bus open data, and to require it be shared for the new purpose of directly informing passengers (or potential passengers) about services. We believe that bus open data is essential to make travel on public transport more accessible, and to increase patronage of public transport in Scotland.

We intend to introduce new supporting legislation, known as Regulations (or 'Secondary Legislation') which define what specific information is required to be published, when, and in what format. This will allow for consistency across Scotland and will help us align with changes already underway in the wider UK.

In order to progress this legislation, we are seeking views from all interested parties on the timescale for implementation, the detail of the prescribed information to be provided, any guidance or support needs the sector may have, the data format and schedule of the information and the types of services these requirements will apply to. We are keen to hear both technical views on the data format, and passenger (user) views on which information should be included.

We would therefore like your views, supported by evidence where possible, on making this change. You can use the following weblink to access the consultation online:

https://consult.gov.scot/transport-scotland/scottish-bus-open-data-consultation

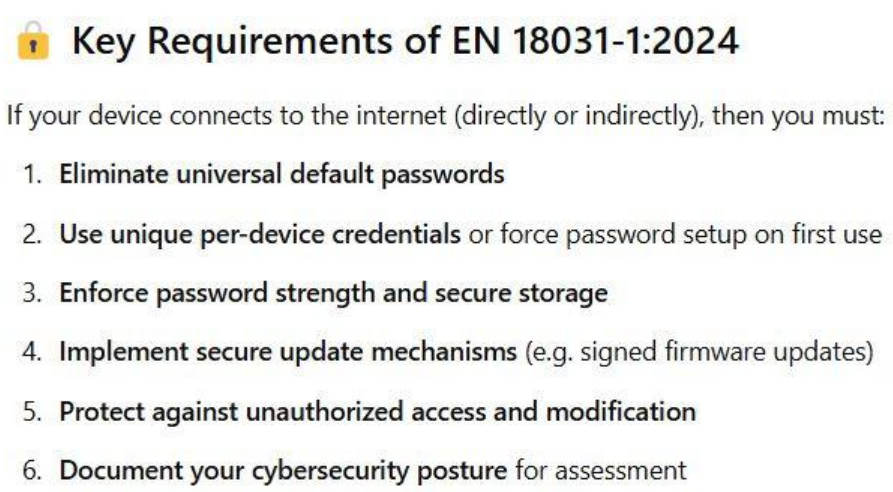
EU Mandating of Device Password Uniqueness

On 1st August 2025, the requirements of EN18031-1:2024 become mandatory in EU.....one of the key requirements of this standard is that devices like 4G/5G routers have completely unique passwords or force a change at first logon.....this makes sense and is manageable in B2C world...

But what if you are a System Integrator, with a scripted/automated process to provision 100s or 1000s of routers? Will you have to abandon automation and have a human typing something into every device?

IN OTHER NEWS

If you supply into the EU are you ready?



Critical infrastructure too reliant on ‘increasingly fragile’ copper network, BT warns

Note: some public transport infrastructure is classed as CNI

BT has said that the UK’s ageing copper landline network is increasingly prone to faults and has urged the UK’s Critical National Infrastructure (CNI) providers to move to new technology.

The copper network has been active since 1876 and has been predominantly used for telephone communications and, more recently, providing internet services to people across the nation.

But new data showed that 60% of CNI customers in the UK currently have no plan to migrate away from the legacy analogue network despite the fact it is becoming increasingly unstable with age.

CNI designations are applied to assets considered vital to the functioning of the nation, such as energy grids, water systems, transportation networks and, most recently, data centres. This status affords them extra protections to make them more resilient to energy outages, cyber attacks and adverse weather events.

BT has called on all CNI operators to move their assets off the old copper network by the end of 2025 at the latest.

As the UK’s historic public switched telephone network (or PSTN) reaches the end of its life, it is becoming increasingly prone to faults and difficult to maintain. Ofcom’s recent Connected Nations report highlights

IN OTHER NEWS

that, in 2024, the number of significant PSTN resilience incidents reported increased sharply by 45%.

https://eandt.theiet.org/2025/01/27/critical-infrastructure-too-reliant-increasingly-fragile-copper-network-bt-warns

Apply for a funded place at Quality Rural Bus 2025

Funded Places Available - Apply for a Bus Centre of Excellence funded place

Event partners Bus Centre of Excellence (BCoE) is generously funding a number of places for selected delegates to attend Quality Rural Bus 2025.

BCoE will be prioritising local authorities and there will be a maximum of one free ticket per organisation.

Please apply for your ticket before 17.00 on Wednesday 14th May. Successful applicants will be contacted shortly after this. A waiting list will be held for unsuccessful applicants.

https://www.landorlinks.uk/quality-rural-bus-2025-apply

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MEMBERS NEWS

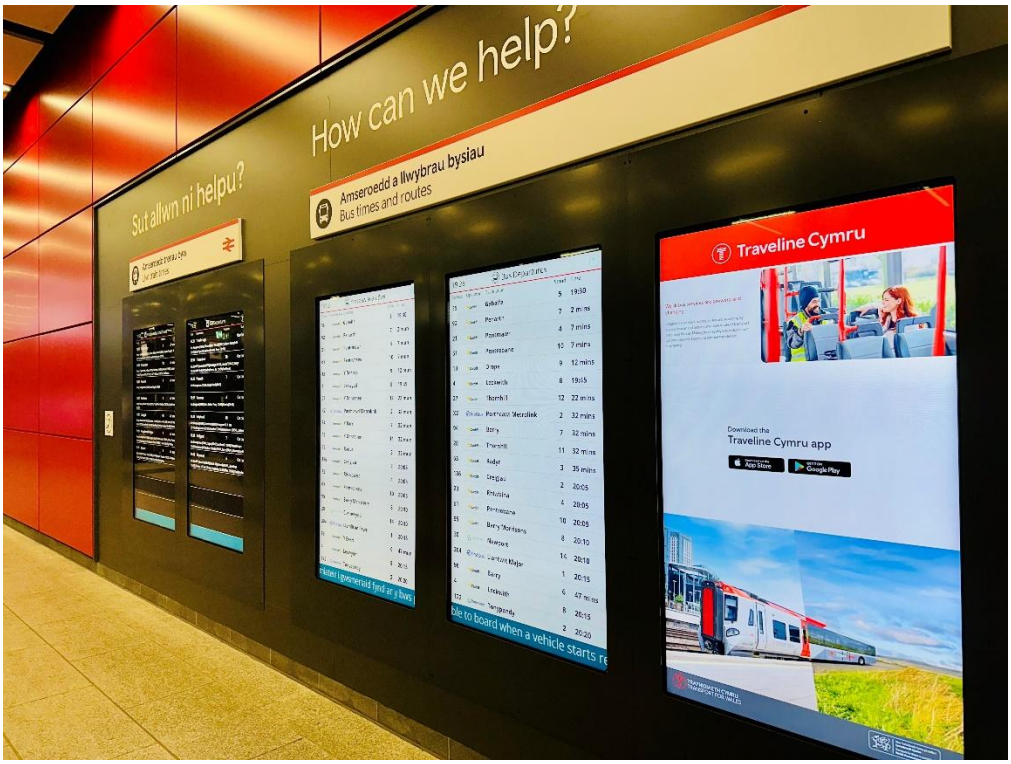
Keeping in touch with you

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'.



Transport for Wales, Cardiff Interchange

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MEMBERS NEWS

Improving pedestrian access in TRACC

Should footbridges be included in your accessibility analysis? It sounds like a simple question — but when using advanced tools like TRACC, the details matter.

We explore how footbridges affect walkability and access, especially when combined with the latest Ordnance Survey MRN data, which now includes pavement presence. This new data enables a much more realistic view of pedestrian access, helping planners make better-informed decisions.

Read More

Helping North Somerset Achieve Sustainable, Accessible Bus Services

Bus services are essential gateways to greener, more connected communities – and we're proud to play a part in improving them. A new collaboration between Idox and Papercast is helping to transform North Somerset's bus service infrastructure. This initiative is part of the Council's Bus Service Improvement Plan, which is revamping over 130 bus stops across the region. As part of this effort, we've introduced more than 160 solar-powered, energy-efficient displays to enhance the Plan's sustainability and cost-effectiveness.

https://www.idoxgroup.com/news/transport/helping-north-somerset-achieve-sustainable-accessible-bus-services/

Metroline To Pioneer AI-Powered Service Control Software Across London Operations - Metroline

Metroline to implement AI-powered service control FlowOS Live across its London operations

MEMBERS NEWS

The use of AI-assisted software is predicted to save Metroline passengers up to 2,000 hours of waiting time across over 700,000 passenger journeys every day

Leading UK bus operator Metroline – has today announced plans to deploy AI-powered service control software FlowOS Live across its entire London operations. The implementation, an industry first, aims to enhance service reliability and consistency, provide more predictable driver shifts, reduce overcrowding during peak hours, and cut passenger waiting times.

This initiative follows the successful trial at Metroline's Edgware garage, where the software was tested on several of its most demanding bus routes. The trial saw Metroline significantly reduce Excess Waiting Time (EWT) – a key performance metric used by Transport for London (TfL) – collectively saving passengers up to 2,000 hours daily across Metroline's services in London.

The trial also highlighted the benefit of the software's support for Metroline control room teams; by automating much of the administrative work they currently undertake to monitor and record incidents, cancellations, and delays on the network, thereby enabling them to dedicate more time to improving service delivery.

As a result of the trial's success, Metroline has signed a license agreement for FlowOS Live to be deployed across all Metroline's London garages, managing over 1,000 high-frequency service buses and providing the administrative platform for low-frequency services. Metroline employees will be trained on the system to deliver immediate EWT improvements.

https://www.metroline.co.uk/metroline-to-pioneer-ai-powered-service-control-software-across-london-operations/

Vix Technology to manage London's largest RTPI upgrade in over a decade

Following a competitive tender process, Vix Technology has been selected by Transport for London (TfL) to deliver the largest real-time passenger information (RTPI) display upgrade in London in over a decade. This initiative aims to modernise the city's digital display network, improving passenger satisfaction by giving millions of daily bus users even more accurate and timely updates.

A new era for London's bus network

MEMBERS NEWS

The project will see Vix upgrade the existing bus display estate, and provide a facility by which TfL could deliver future initiatives. Among the next-generation LED, E-Paper, and TFT displays potentially being rolled out, these long-life, battery-powered models can help to provide sustainable, energy-efficient solutions.

The upgrade includes the use of Vix's display management back office. The platform supports a variety of display types from different vendors in one place, giving visibility and control over all display and stop information. The new technology allows for legacy hardware to be integrated and provides the option to add new displays to the estate, keeping waste and disruption from new installations to a minimum. This unified system is the largest implementation of the RTIG T047 standard for display management.

Display improvements providing up-to-the-minute public transport updates

A regional real-time passenger information (RTPI) system has been upgraded to allow all bus and tram operators to feed in live journey information.

Nottingham City Council has led on a programme of improvement over the past four years to digital bus stop displays, which provide up-to-the-minute transport information for passengers.

The project has also introduced new digital wayfinder 'totems' across the city centre and within the grounds of the two universities, as well as new displays close to tram stops that show live bus times.

To complement the new-look displays and totems, the RTPI system that covers the wider region, taking in Derby, Derbyshire and

MEMBERS NEWS

Nottinghamshire, has been upgraded. It now includes a data broker element that more easily enables all bus and tram operators to feed live journey information in and out of the displays.

This followed the council being successful in applying for a £4m grant through the Government's back in 2019.

The four local councils then established the D2N2 Real Time Passenger Information partnership to team up with local bus and tram operators.

The main aim was to provide as much live public transport information as possible to connect services from different communities. This not only included live bus times, but also an ability to provide disruption information such as journey cancellations or short-notice diversions.

The wider region currently has around 4,150 displays in variety of styles, shapes and sizes, of which around 1,650 are in Nottingham. This is the highest number outside London and provides approximately 125 million local bus passenger trips a year with 'next bus' detail in real time.

https://www.transportnottingham.com/display-improvements-providing-up-to-the-minute-public-transport-updates/

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ADMIN

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 (Journeo), 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

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Please send all contributions to secretariat@rtig.org.uk at any time up to Thursday 29th May 2025.

RTIG's newsletters are distributed by email.

To subscribe: simply complete the form online, use the QR Code or email us at newsletter@rtig.org.uk with your request and a valid email address.

To unsubscribe: email with the subject "unsubscribe" – or simply reply to your notification telling us you'd like to be taken off the list.