

Non Members Edition

October 2024 – Issue 182

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

31 October	Ghost Buses
Multiple	Accessible Information Regulations and Grant

Workshops

30 October	Practical Bus Priority, Birmingham
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For booking details and additional events see the website.

Working Groups

October	OpRa Mirror Group
	T047 CMS to Display Technical Group

RTIG Board

4 November	Virtual
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PTIC

5 December	Virtual
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For all administrative matters and enquiries please contact:

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36 Fields End, Sheffield, S36 8WH

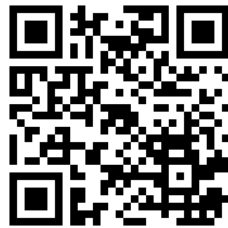
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Web: www.rtig.org.uk

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

<https://x.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 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.

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

OpRa UK Mirror Group – Historical and Performance Data



OpRa

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

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.

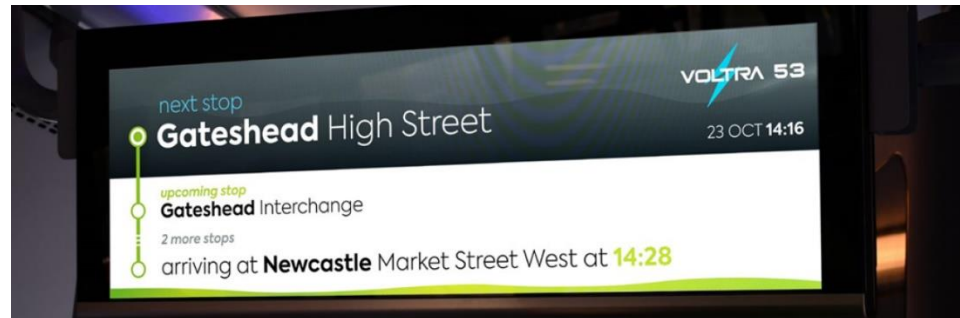
We have setup a document with different terms and are trying to populate it with the different definitions we have come across, and wherever possible a source for that definition.

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

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.

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>

Christmas & New Year Timetable Data 2024-25

Christmas & New Year Timetable Data 2024-25



Bus services around the Christmas and New Year period will often operate differently to normal weeks and is one of 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 2024 holiday period.

<https://rtig.org.uk/documents/rtigt060-1>

Next Face to Face event**Practical Bus Priority**

30 October 2024 10:30
Millenium Point, Birmingham

Bus journey times continue to be one of the most significant challenges facing the bus industry. Providing priority for buses is of increasing importance and with increased attention to value for money and efficiency, how is priority being delivered and what support do practitioners need?

Following on from the Future of Bus Priority event in 2023 we are holding this follow-up event.

This time we want the morning session agenda to be set by you the attendees. We ask you to let us know:

- What you want to know about?
- What you need help with?
- What you want to share with others about your experience?

In the afternoon we will explore:

- What the future of bus priority looks like from suppliers looking at their plans for their products in aligned areas such as bus priority, congestion management and analytics.
- How we can cooperate more effectively to help interoperability and adoption.
- The Local Transport Note – Bus User Priority published earlier this year which provides guidance aimed at local authorities. It contains information on good practice and new technologies that can be used to support bus user priority in England. How can this guidance

be used in practice to make a difference? How are different authorities planning to make use of it?

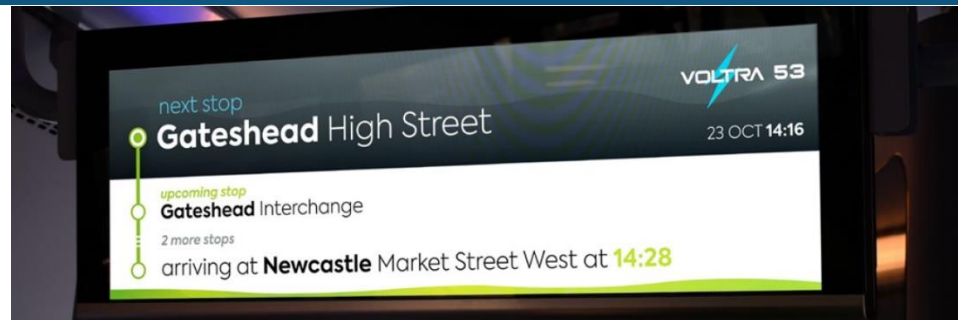
Call for questions and speakers - secretariat@rtig.org.uk

To book:

<https://www.eventbrite.com/e/1005061545137>

Upcoming Webinars

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>

Ghost Buses



Thursday 31st October 13:00

Ever had the scary experience of seeing information about a journey for which a bus does not show up? then you've come across a ghost bus...

A 'Ghost Bus' occurs when a service is shown as predicting on on-line and/or electronic outputs (passenger information display screens, on-line, SMS etc.) but the bus (apparently) never arrives at the stop.

These occur infrequently in most systems and can be particularly frustrating to a customer who does not understand what is going on.

There are many reasons for 'Ghost Buses' and the most common will be discussed along with phantoms.

<https://www.eventbrite.com/e/932525678407>

Past Events

Why is the information different?



Tuesday 3rd September 2024

In recent years, there has been an explosion in the number of sources of information for the passenger and the way that it is presented.

For authorities, this is seen in part, as a means of achieving broader policy objectives such as increasing modal shift away from private car use and thereby easing congestion on the roads; as well as improving the environment. For bus operators, it is seen as a key part of improving the image of the public transport offer.

The result of the focus is that most bus operators are now providing real time data for customers. Indeed, from 2021 bus operators were required under the Bus Services Act 2017 to provide location data to the Bus Open Data Service (BODS) for the majority of their services. This presents a unique opportunity to ensure consistent provision of bus location data to customers.

With information being more available from more different sources in more different ways as companies innovate and find approaches to differentiate them from others, the opportunity for the passenger to see different information increases.

In this webinar we will look at the recent RTIG report on some of the different approaches to presenting information and why the information may be different.

<https://rtig.org.uk/workshops/2024-09-03>

Introduction to The Procurement Act 2023



Friday 27th September 2024

The Procurement Act 2023 is a piece of legislation that aims to reform the UK's public procurement system.

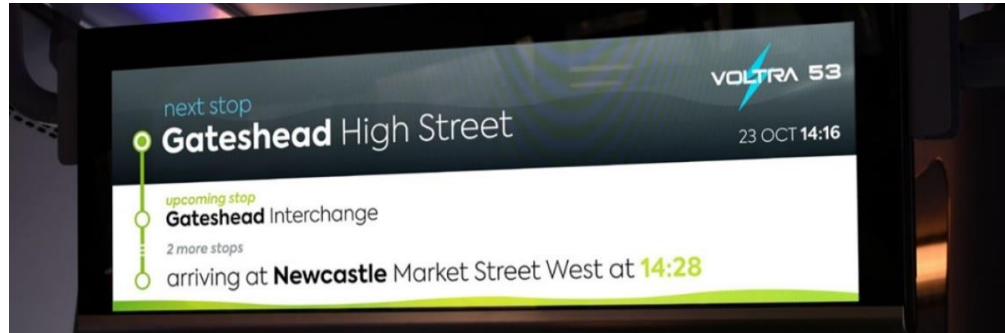
The act's objectives include: Simplifying the system - The act consolidates all public procurement regimes into one piece of legislation.

- Increasing transparency - The act aims to make it easier to scrutinize how taxpayers' money is spent.
- Opening up opportunities - The act aims to create more opportunities for small businesses and social enterprises to compete for public contracts.
- Making the process more inclusive - The act aims to establish a more transparent and inclusive procurement process.

With only a few months left before it goes live what are the key things you should know and be doing to prepare if you have not done anything yet?

<https://rtig.org.uk/workshops/2024-09-27>

Accessible Information Regulations



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.

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 one of the webinars can be found on the RTIG website:

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



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

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

NaPTAN Public meetings coming up

2024 Meeting dates:

Next dates:

Oct 2024

Tues 29th 2pm to 4pm

Thurs 31st 10am to 12pm

Nov 2024

Tues 26th 2pm to 4pm

Thurs 28th 10am to 12pm

All events are managed through Eventbrite:

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

Accessible Information Regulation exemption for coaches used on rail-replacement work

Coaches on rail-replacement work can be granted a temporary exemption from complying with Accessible Information Regulations (AIR), which are due to come into force on 1 October, the Department for Transport (DfT) has revealed to trade bodies.

Concern had been expressed that the new regulations could mean that smaller operators in particular could lose out on work and that rail operators would be unable to find sufficient cover.

However, coaches with more than 16 passengers used on rail-replacement work on what is defined as a “local service” will now be able to apply to be exempt until July 2026 from the need to meet the specific technical rules over audio and visual announcements.

Small buses with 16 or fewer passengers, were already set to be exempt. AIR will also not be applied to those not meeting the definition of a local service, where more than half of a route comprises distances of 15 miles or more between stops.

Exemptions will not apply to operators who have been allocated a share of the £4.65 million Accessible Information Grant designed to help small operators with the cost of the upgrading equipment.

Your best bus stop

Bus stops matter. When they have clear timetables on display and live information screens, and they're comfortable and well-maintained, catching the bus is a pleasure. We want to hear about your best bus stops!

Please tell us about your best bus stop. We'll use your examples to highlight places that are getting it right, and show other places how it should be done.

If you know of a bus stop with great, clear information on display, please tell us about it! We're looking for the bus stops it's easy to catch a bus from, where you can tell what bus you need and when it will be arriving!

Of course, some bus stops stand out from the crowd. They might have an innovative design, a 'green roof', a gorgeous view, or artwork on display. If this describes a bus stop near you, we'd love to hear about it.

But this isn't a beauty contest! We also want to hear about 'ordinary' bus stops that are comfy and well cared-for, with good seating.

We're especially keen to hear about bus stops with great, clear information on display: we love up-to-date timetables and real-time passenger information screens.

If your bus stop is great, we want to hear about it. Your example will help to build a campaign for better bus stop information across the national network.

You can tell us about your best bus stop on social media – via X, Facebook, Instagram – or fill in the form below.

<https://bettertransport.org.uk/campaigns/your-best-bus-stop/>

The economic impact of local bus services



Independent research on the scale and breadth of economic benefits delivered by local bus services to the British economy highlights how investment in them by government offers excellent value-for-money.

The Economic Impact of Local Bus Services, commissioned by the Confederation of Passenger Transport shows:

- Bus operators directly employ 105,000 people and support employment of a further 53,000 in the sector's supply chain – which provides an £11 bn boost to the British economy.
- Bus services deliver far more economic benefits than this, with passengers spending £1 in every £10 spent on the High Street - contributing a total of almost £40bn every year to local economies.
- Bus commuters earn £72 bn a year and pay taxes of £15 bn.
- Alongside health and environmental benefits, a typical package of public investment to improve infrastructure for buses and support better services, can generate returns of £4.55 for every £1 invested.

The research also shows that buses deliver a host of wider benefits for both passengers and local communities - including access to jobs, education and training worth £8.7bn, health benefits worth £2.8bn, support for volunteer work valued at over £1bn, and a reduction in congestion worth £600m per year.

<https://www.cpt-uk.org/media/couiy5y/240902-economic-impact-of-bus-final.pdf>

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 PATWIS display driven by r2p Systems back office in Salisbury

MultiQ becomes Journeo

Following the acquisition of MultiQ by Journeo plc in 2023, MultiQ Denmark A/S is now called Journeo A/S.

The change represents increased investment in the region by Journeo, and creates a platform for the growth of the Group's end-to-end solutions that connect millions of journeys, in real-time, every day.

Journeo is also pleased to announce the appointment of Marcello Gregorovic as Business Development Manager for the region, who joins the team next month.

Russ Singleton, Chief Executive Officer at Journeo plc, explained: "This makes perfect sense. The skills and reputation of MultiQ are a strong fit for Journeo. I expect to see Journeo customers in the UK benefit from our expanded expertise in accessible on-bus information and sustainable passenger information displays. Likewise, customers in the Nordic region can now access a wider pool of experience in delivering transformative transport technology projects."

Mads Henrik Hansen, Managing Director at Journeo A/S, added: "There is now a great opportunity to work with transport operators and authorities across the region to deliver even smarter, safer and more sustainable transport services. Customers can be assured that the local management structure, support teams and service channels remain in place."

Sight Loss Council & React

Accessible bus stops and stations are essential for and partially sighted people so they can get to work, see friends, attend appointments and essentially live the lives they choose. #Merseyside Sight Loss Council has visited #Birkenhead bus station to trial REACT as part of our work to #MakeTransportAccessible.

This innovative system provides audio timetabling information through an app, fob, or button, ensuring everyone has the access they need. 69 per cent of public transport journeys in Great Britain were made on local buses in the financial year ending 2021. They are the most heavily used public transport mode by disabled people.



Blind and partially sighted people can face a range of challenges accessing bus services, including having to navigate unfamiliar layouts whilst the bus is travelling and accessing timetables.

Pluvo choose TAPI Rail Performance to model train carbon emissions

When TransportAPI supported the Connected Places Catapult Intelligent Mobility Accelerator a couple of years ago we were introduced to Pluvo a rapidly growing SME who develop pioneering clean air technologies. Pluvo have a brilliant proposition: install an air filtration column in polluted environments that double as a public display totem and monitor air quality. Among the best locations for a Pluvo column are railway stations served by diesel trains, as there is capacity to filter and return fresher air to the station environment.

We are therefore delighted to announce that Pluvo have subscribed to the [TAPI Rail Performance managed service](#) to provide input to their planning systems for stations like Birmingham New Street where their columns are installed. TransportAPI are providing records of historic arrivals and departures by platform for the stations where the Pluvo filtration columns are installed. By measuring dwell time at a station and platform and combining it with knowledge of the diesel emissions for the motive power that stops there, it is possible to model the expected emissions load that the Pluvo column might need to handle.

Launching the Mosaiq Global Public Transit Index

The Mosaiq Global Public Transit (PT) Index started with a simple yet critical question: What exactly does it mean for transit to be on time? As

anyone familiar with public transit systems knows, the answer varies depending on where you are.

What qualifies as 'on-time' in Tokyo can be vastly different from Washington- a gap which can be as long as seven minutes, a significant amount of time if you are waiting at a bus stop.

This raised another intriguing question: How would Washington perform if its data was placed in the same parameters of early versus late that Tokyo operated under, or vice versa?

It prompted us to explore whether there could be a global benchmark for on-time performance—perhaps not a single standard, but a set of standards tailored to different environments, like rural versus urban areas or average trip lengths.

<https://www.mosaig.co/articles/launching-the-mosaig-global-public-transit-index>

A single ITCS for Strasbourg's trams and buses

INIT is again demonstrating its expertise in operations control not only in the bus sector, but also in the combined bus and tram sector. The Compagnie des Transports Strasbourgeois (CTS) has chosen MOBILE-ITCS nextGen from the Karlsruhe-based telematics specialist for the operations control of its 119 trams and 246 buses. As a result, employees in the operations control center (OCC) will have state-of-the-art dispatching measures at their disposal, including numerous new tram-specific functions.

Some of the factors which made INIT their preferred choice were the opportunity to have a single ITCS for trams and buses, and one which is constantly undergoing development, as well as an improved working environment for OCC staff and drivers, proximity to the INIT site, a French-speaking project team, and an extended range of dispatching measures.

<https://www.urban-transport-magazine.com/en/a-single-itcs-for-strasbourgs-trams-and-buses/>

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 183 – Friday 1st November 2024.

Please send all contributions to secretariat@rtig.org.uk at any time up to Monday 28th October 2024.

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