

## 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)

### Webinars

- 11 September 2023 Customer information in 5 years – Data
- 14 September 2023 Flexible Bus Service Data in the Bus Open Data Service
- 28 September 2023 Customer information in 5 years – Online Information & Apps

For booking details see the website and events beyond September.

### Workshops

- 19 September 2023 Designing the Next Generation of Bus Priority *Birmingham*
- 8 November 2023 Managing Bus Real Time Systems, *Manchester*

### Working Groups

CCTV Technology & Best Practice  
Procurement of Software as a Service

### RTIG Board

7 September 2023, Virtual

### PTIC

29 Sept 2023, Virtual

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**For all administrative matters and enquiries please contact:**

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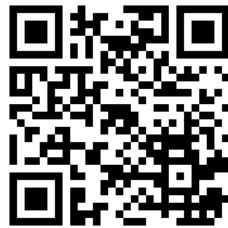
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## Newsletter Frequency and Email Alerts

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 X (Twitter)

RTIG is now on twitter as @RtigInform

<https://twitter.com/RtigInform>

## RTIG on Instagram

RTIG is now on twitter as rtig\_inform

[https://www.instagram.com/rtig\\_inform/](https://www.instagram.com/rtig_inform/)

## 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).

## 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](mailto: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](mailto:tim.rivett@rtig.org.uk)

## Upcoming Webinars

### Customer information in 5 years



Over the next few years we know that many things about public transport and the way that we travel will change, the need to de-carbonise and improve air quality will become more urgent. There will be more electric and non-ICE powered vehicles and more micro mobility solutions available and there is much discussion about how to achieve these changes.

What about the information that public transport passengers and micro-mobility users will need to be find out about the services available and how to use them?

In this series of webinars we will explore what customer information may look like in five years' time, starting with what data may be available, through the passenger's information journey to being on bus.

<https://www.eventbrite.com/cc/customer-information-in-5-years-2461689>

#### **Data**

**11 September**

This session will focus on what data will be available and where from.

#### **Online information & Apps**

**28 September**

This session will focus on how information will be presented online and what technology may become available.

#### **On Street Information**

**10 October**

This session will focus on what customers can expect on street and how it will be presented.

#### **On Bus**

**26 October**

This session will focus on what customers can expect on bus and how it is presented.

## Next Face to Face event

### Designing the Next Generation of Bus Priority



**19 September 2023, Birmingham**

Public transport, and buses in particular, are facing challenges at every turn: slow recovery from the covid collapse in passenger numbers, inflation increasing cost base, driver recruitment and retention, and of course traffic congestion.

How can we make the bus more attractive to encourage more people to use it?

One way of making buses more attractive, and encourage former and new passengers onto buses, is ensuring that they provide a competitive and reliable journey time in comparison to other modes – both now and in the longer term.

It is vital therefore, as traffic levels and congestion continues to increase, that journey times do not become slower or less reliable as a consequence. Unlike some of the challenges we face, this is not under the control of bus operators – but traffic managers can make a difference, including through bus priority measures. Bus Back Better (the national bus strategy) has a lot to say about bus priority, and it forms a key element in many Enhanced Partnerships and Bus Service Improvement Plans.

Nearly 20 years ago the first standard approach to providing digital bus priority was published, and over a decade ago an interface between



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buses and urban traffic control systems was developed. This UTC interface is now well adopted with plenty of experience in its implementation.

However, in the last few years technology has progressed very rapidly, and there are now bus priority schemes that have been and are being introduced using different approaches.

This event is being jointly organised by RTiG and UTMC.

At this event we will:

- Review the historic bus priority landscape
- Hear from places trying new approaches
- Understand how traffic management is changing

During the afternoon we will break into small groups to help identify:

- What needs to be done to support the adoption of good practice?
- What needs to happen to help suppliers of bus and traffic management systems work together to achieve effective bus priority?
- How can bus operators and traffic managers work together?
- How do standards need to develop?
- What information is needed by implementers?
- How can business cases be developed and presented?

The event will take place at Millennium Point, Curzon Street, Birmingham, B4 7XG

<https://www.millenniumpoint.org.uk/getting-here/>

Book your place:

<https://www.eventbrite.co.uk/e/687978721877>

## Managing Bus Real Time Systems



**8 November 2023, Manchester**

Are you passionate about providing the best information to the bus passenger? Do you want to know what it takes to run a bus real-time system?

Then you need to attend our day conference on managing bus real time systems.

**Why Attend?**

**Explore Cutting-Edge Technologies:** Dive into the world of real-time data management, fleet tracking, and passenger information systems that are revolutionising the way we manage bus fleets and provide information to customers. Discover the latest advancements and how they can enhance operational efficiency.

**Widen Perspectives:** Gain insights into how different areas are implementing and managing real-time bus systems. Learn from success stories and challenges faced by different cities and counties, and broaden your knowledge of what is available now and in the future.

**Mobility of the Future:** Engage with experts as they share insights on how bus real-time data can play a pivotal role in shaping future plans through data.

**Networking Opportunities:** Connect with professionals, practitioners, and suppliers from around the country. Exchange ideas, collaborate on projects, and build lasting connections. Whether you're from a bus operator, transport or local authority or supplier, this conference offers valuable takeaways that will enrich your knowledge and help you contribute effectively to the advancement of bus real-time systems.



Whether you're a seasoned expert or new to the field, there's something for everyone.

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

**Register Now:** Book your spot at the conference and be part of this dynamic event that promises to shape the future of bus real-time systems.

The venue is a 10 minute walk Deansgate rail or metrolink stop, or 30 minute walk from Manchester Piccadilly.

Bonded Warehouse, Lower Byrom Street, Manchester, M3 4AP

#### **Book Event**

<https://www.eventbrite.co.uk/e/managing-bus-real-time-systems-tickets-710219785497>

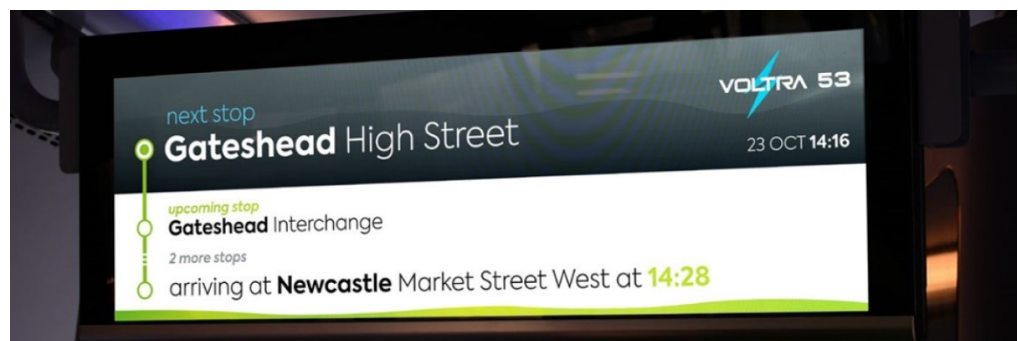
## Past Webinars



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

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

## Accessible Information Regulations – Sector Sessions



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.

It has been estimated that only 30% of buses outside London providing this information, which can be a major barrier for disabled people wanting to travel by bus or coach.

RTIG is a community group which seeks to establish, support and share good practice in the use of information and communications technology in public transport. With members from public authorities, transport operators, consultancies, and the systems industry, we have an impartial perspective and support the common good. We have an excellent relationship with national Government and work closely with other community groups.

As a result of our relationship with Government we have a grant from the DfT to assist with the implementation of the regulations for the smallest operators and we want to understand how to make it as easy as we can to apply.

With all this in mind we want to understand more about what suppliers need to help with implementation of the regulations and so would like to have a conversation with you to help with producing and encouraging others to provide what is needed to help ease the regulations path to adoption.

A proposed agenda for the conversations are:

- Introduction to the Accessible Information Regulations
- Explore what help and support operators and their suppliers will require.
- What does each industry sector need to know?
- Where would you turn to for help and information?
- The DfT / RTIG grant – what should it cover?

Operator event slides:

<https://rtig.org.uk/workshops/2023-08-14>

Authority event slides:

<https://rtig.org.uk/workshops/2023-08-07>

Supplier event slides:

<https://rtig.org.uk/workshops/2023-08-04>

Recording of the presentation, before Q&A:

[https://youtu.be/O7Gy4qKJ9\\_E](https://youtu.be/O7Gy4qKJ9_E)

## Sharing Performance and Statistics Data



After more than five years of planning, work is going to start soon on developing a standard for performance and historical data for public transport services.

OpRa - A Future Standard for Operating raw data and statistics exchange

This will compliment existing standards such as NeTEx and SIRI.

In this event you will find out about the background to OpRa and development plans and the we want you to bring your use cases for historical and performance data to help identify what and how we need to develop the technical work.

The slide deck is on the website:

<https://rtig.org.uk/system/files/workshops/20230727%20Sharing%20performance%20data.pdf>

The recoding is on YouTube:

<https://youtu.be/2YDAWKXnsr0>

## NaPTAN Public Meetings schedule

NaPTAN will have meetings about twice every month – with sessions that are focussed on Bus Operators as well:

- 26th Sept – 2pm to 4pm – What is this?... Trams vs Trains and Taxi vs Shared Taxi... and what is a Funicular, and what is a cable car?’
- 28th Sept 10am – 12pm – What is this?... Trams vs Trains and Taxi vs Shared Taxi... and what is a Funicular, and what is a cable car?’

Will any of this help Beryl to get to see Beverly?

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

## Introducing the TXC-PTI extension for Flexible Bus Services



There are an increasing number of flexible bus services operating and in some cases providing the only public transport provision in an area. As part of our commitment to supporting the evolving landscape of bus transportation, an extension to the TXC-PTI document to provide guidance on the provision of data for flexible bus services is now available.

The document sets out how to supply compliant data to the Bus Open Data Service for flexible registered services to allow information on these services to be accurately reflected to the public by data consumers, and support technology suppliers to create the tools to enable this.

The services supported:

- Do not have a fixed timetable
- Have a route which may be determined by the requests made by passengers

- Include those where passengers may need to book in advance of using the service

**Where to find this**

To access the Flexible Services Profile, please visit [https://www.pti.org.uk/flexible\\_bus\\_services\\_BODS](https://www.pti.org.uk/flexible_bus_services_BODS).

**Webinar and support**

A webinar will be held to review the Flexible Services Profile and will culminate with a Q&A session, please find details of this below:

Event: Flexible Bus Service Data in the Bus Open Data Service

Date: Thursday 14th September 2023

Time: 13:00 – 14:00 (BST)

To sign up to this event, please visit

<https://www.eventbrite.co.uk/e/flexible-bus-service-data-in-the-bus-open-data-service-tickets-700701014597>

**Mobility as a Service: code of practice**

The Department for Transport has published its mobility as a service code of practice for app developers and companies aims to ensure they offer more streamlined and joined up journeys for travellers and commuters while ensuring the technology is accessible to all.

The guidance encourages app platform providers to consider accessibility and user needs when suggesting routes, which could include outlining wheelchair-accessible routes and stations and providing step-free options for all journeys and consider that there may need to be differences for rural areas.

<https://www.gov.uk/government/publications/mobility-as-a-service-maas-code-of-practice/mobility-as-a-service-code-of-practice>



## Transport user personas: understanding different users and their needs

The DfT has, following research during 2022, developed a set of transport user personas to help understand the needs, preferences, and behaviour traits of different passengers and ensure the transport system works for everyone. They have developed 12 different personas to reflect 9 groups of people.

<p>Segment 1 <b>Less Mobile, Car Reliant</b></p>  <p><b>Brian</b></p> <p>I am a wheelchair user and the door-to-door experience is infinitely easier if I drive.</p>	 <p><b>Betty</b></p> <p>Driving helps me to enjoy my retirement and I've become reliant on it due to my arthritis.</p>	<p>Segment 2 <b>Young Urban Families</b></p>  <p><b>Farah</b></p> <p>My husband and I share our car, and between commuting and school runs – a second car would be very handy!</p>	<p>Segment 3 <b>Older Less Affluent</b></p>  <p><b>Gina</b></p> <p>I work in adult social care and my car is essential for getting out and about to my clients. I don't have any choice but to drive.</p>	
<p>Segment 4 <b>Comfortable Empty-nesters</b></p>  <p><b>Jeff</b></p> <p>We got rid of one of our cars when we retired. With the slower pace of life, we enjoy using bus and train services.</p>	<p>Segment 5 <b>Suburban Families</b></p>  <p><b>Nigel</b></p> <p>I work from home a lot more but I still drive to work. I'm hoping that we might be able to afford an electric car soon.</p>	<p>Segment 6 <b>Heavy Car Users, Frequent Flyers</b></p>  <p><b>Oliver</b></p> <p>I use the car every day – it's down to where I live, my job and driving the kids around.</p>		
<p>Segment 7 <b>Elderly And Low Income Without Cars</b></p>  <p><b>Peter</b></p> <p>I miss the freedom of using my car but having an over-60s pass helps me to get out and about.</p>	 <p><b>Pippa</b></p> <p>My spinal condition means that bus journeys are just too uncomfortable, so I am more reliant on lifts from my daughter.</p>	<p>Segment 8 <b>Urban Professionals Without Cars</b></p>  <p><b>Rosa</b></p> <p>I can get everywhere I need to easily by public transport, but I'd like to use my bike more.</p>		
<p>Segment 9 <b>Young Low Income Without Cars</b></p>  <p><b>Zoe</b></p> <p>I can access bus and Metro services from where I live but I'd love to have my own car when I can afford it.</p>				 <p><b>Zahir</b></p> <p>I'm out of work and struggling financially – so I walk and cycle whenever I can to save money for essentials.</p>



## CE marking

The government intends to extend recognition of the CE marking for placing most goods on the market in Great Britain, indefinitely, beyond December 2024. These updates apply to the 18 regulations that fall under the Department for Business and Trade. These are:

- toys
- pyrotechnics
- recreational craft and personal watercraft
- simple pressure vessels
- electromagnetic compatibility
- non-automatic weighing instruments
- measuring instruments
- measuring container bottles
- lifts
- equipment for potentially explosive atmospheres (ATEX)
- radio equipment
- pressure equipment
- personal protective equipment (PPE)
- gas appliances
- machinery
- equipment for use outdoors
- aerosols
- low voltage electrical equipment

There are different rules for medical devices, construction products, cableways, transportable pressure equipment, unmanned aircraft systems, rail products, marine equipment and ecodesign. The relevant departments covering these sectors either have communicated, or will communicate, plans in due course.

<https://www.gov.uk/guidance/ce-marking>

## 2023 TfL Bus Safety Innovation Challenge

### Project Objectives

This project is looking to identify and trial innovative and novel ways of helping reduce bus occupant injuries. TfL's Bus Safety Development and Open Innovation team's working with London Bus Operators are looking

to support the trial of innovative solutions that help address the following problem statement:

How might we reduce the number of bus passenger injuries from slips, trips, and falls?

### **Innovation Challenge Description and Funding**

Successful Innovators will be working with a London Bus Operator to design and deliver a proof-of-concept trial. Trials will enable Innovators to refine their solution and prove its efficacy in the real world. TfL will via operators provide seed funding for these trials.

<https://tfl.gov.uk/info-for/business-and-advertisers/innovation-projects?intcmp=68730>

## 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 'chivvyng'.



A Navaho Transport systems destination blind on the ADL Enviro 400 EV

## Trapeze Group Wins Contract to Deliver Scottish Journey Planning

Trapeze Group has been awarded a six-year contract to deliver the next generation of journey planning in Scotland by Transport Scotland. This project provides a new technology solution for data management, journey planning, Real Time Passenger Information (RTPI), and more. The solution supports Scottish Government ambitions for a sustainable, inclusive, safe, and accessible transport system, helping deliver a healthier, fairer, and more prosperous Scotland for communities, businesses, and visitors.

The transformative project is set to deliver a travel database with a website and app for Traveline Scotland journey planning services. Trapeze is working in collaboration with Transport Scotland to meet these goals as a technology partner rather than just a supplier.

The new journey planning solution offers the public more detailed information, including more comprehensive fares, accessibility and real time location information. Where available, it embraces emerging transport types, such as e-bike schemes, alongside the more traditional public transport options. The key aim is to improve the visibility of the full range of transport options, and this feeds into the ambitions of Transport Scotland to enable modal shift from car use and encourage people to think about how they make their journeys across Scotland more sustainable.

Transport Scotland said, “this is an exciting opportunity to improve travel planning services and to provide more information for passengers, including being able to make journey choices based on accessibility, cost of a journey, and carbon emissions data. We are pleased to be working with Trapeze, Traveline Scotland, and public transport operators to realise these aims, and deliver passengers and other travel data users with a high quality true source of travel information for all of Scotland.”

John Elliot from Traveline Scotland said, “Transport Scotland have strongly supported the provision of Public Transport Information in Scotland for over 20 years and this project enhances that support even further for the benefit of public transport and active travel users”

Stuart Miles, Group Manager at Trapeze said, “this project win shows the ambition and future intent of the Trapeze business. We’re delighted to be working with Transport Scotland to help deliver an important part of their future vision benefiting the transportation network for Scotland.

## Brighton and Hove Buses

Brighton and Hove Buses is renowned for its singular focus on ensuring every journey is an enjoyable one for the travelling public – as evidenced by the operator being recognised as 2017 Top City Operator at the UK Bus Awards and runner-up in 2020.

### The Objective

In order to stay at the cutting edge of what's possible in public transport, Brighton and Hove buses decided to migrate their systems to the Cloud with the support of Trapeze.

The benefits of transferring systems to the Cloud are numerous, and include:

- Scalability and flexibility
- High availability
- Increased security
- Cost efficiency

Trapeze is committed to an innovative Cloud-based solution. With this, we can offer improved SLAs and KPIs and deliver a hosting service that is easy and convenient to run, as well as improved security and data replication.

### Seamless Migration

With 263 buses and 285 signs to migrate to the Cloud, it was important to Brighton and Hove that the migration was completed without impacting operations. Trapeze completed the shift to the Cloud in just one day, with minimal downtime for Brighton & Hove, safeguarding their reputation and the passenger experience.



To ensure smooth migration with the possibility of switching back to on-premise hosting, Trapeze ran the services in mixed mode; some vehicles and on-street digital displays were connected to the Cloud environment, and some were connected the on-premises environment, gradually moved from on-premises hosting to Cloud hosting.

The migration of vehicles and on-street digital displays was transparent to the service controllers as all the vehicles, irrespective of whether being

connected to on-premises or Cloud, were being monitored from the same Service Controller Application.

Steve Lane, GPS Officer, Brighton & Hove Buses, said, "Trapeze did a lot of work with our IT department to make [the migration] possible. We were given access to the test environment, which was very reassuring. I feel we have certainly made the right choice by switching to the AWS cloud. I would like to thank Trapeze for not just their help but also their patience. They certainly went out of their way to make this successful."

### **Effective Disaster Recovery**

The primary goal of Disaster Recovery (DR) is to minimize downtime and ensure the continuity of software services. By implementing DR plans, organizations can mitigate the impact of these events and maintain critical operations.

By tailoring the DR approach to the specific needs of Brighton & Hove buses, Trapeze created a robust and cost-effective strategy with a Recovery Time Objective (RTO) of less than 15 minutes and a Recovery Point Objective (RPO) of zero.

Nitesh Kumar Jha, CTO, Trapeze UK ITS, said, "recognizing that a transition to a Microservices architecture wasn't sufficient to meet the rigorous demands of availability, Recovery Time Objective (RTO), and Recovery Point Objective (RPO) for our ITS solution, we embarked on a path to harness the power of the Cloud.

Our top priority was to ensure minimal disruption and, in the unlikely event of any issues, enable a swift transition back to our reliable on-premises solution. The successful execution of our strategy resulted in minimal downtime and a seamless migration experience for Brighton & Hove buses.

We can now proudly presents our state-of-the-art Cloud-based ITS solution, fortified with unparalleled availability, resilience, and enhanced security."

To find out more about migrating to the Cloud or about Trapeze's Intelligent Transport Systems, contact us today:

Email [info.uk@trapezegroup.com](mailto:info.uk@trapezegroup.com)

Call: 0808 281 1039



## Telent awards contract to EarthSense for air quality services to support transport solution



EarthSense, the air quality specialist, have announced that it will be supplying Telent Technology Services with its Zephyr air quality monitors and provide data for Telent's intelligent transport system, the Optima Hub. The data will inform decisions around

transport infrastructure so that pollution can be reduced.

The network of EarthSense monitors will be installed on Telent traffic signals in and around Gloucestershire and the data gathered will be integrated into the Optima Hub. The hub enables data from a range of sources to be presented and analysed to manage roadside assets such as traffic signalling, crossings and bus priority.

<https://airqualitynews.com/industry-news/telent-awards-contract-to-earthsense-for-air-quality-services-to-support-transport-solution/>

## Vix Technology's partnership with myBus combines technology capabilities to offer a new cloud-native intelligent transportation system

Vix Technology, a leading provider of intelligent transportation systems, is partnering with myBus, a Barcelona-based transit SaaS provider, to create a new ITS product that further develops the myBus cloud-native passenger information and fleet management system alongside Vix's expertise in data management and operations technology.

As more cities adopt smarter transport options for their citizens, this partnership enables Vix to offer agencies a fully enhanced and robust ITS product, which provides real-time vehicle monitoring, driver communications and passenger information capabilities that empower riders to make safer, more coordinated and smarter use of public transit.

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Vix Product Director Sue Walnut said: “We are excited to partner with the myBus team and look forward to working together to deliver a world class experience for riders and operators. The integration of the myBus system with Vix’s AI prediction tools and meaningful real-time insights means we can provide a very powerful offer for our customers.”

Malte Metzger, CEO at myBus, commented: “We are thrilled to partner with Vix Technology and expand our reach into new markets. Together we can create a truly end-to-end offering that provides passengers with up-to-date information on their journey while enabling operators to effectively manage and monitor their fleets.”

Vix will be formally launching its comprehensive end to end ITS product suite at the APTA Expo conference in Orlando, FL from October 9-11, 2023.

<https://vixtechnology.com/press-release/vix-technologys-partnership-with-mybus-combines-technology-capabilities-to-offer-a-new-cloud-native-intelligent-transportation-system/>

## 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 (21<sup>st</sup> Century), Tony Brown (Atkins), George Connell (Stagecoach), Simon Gold (Reading Buses), Triumph Okojie (DfT)

## Contact us

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

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

## Next issue

Issue 170 – Monday 2<sup>nd</sup> October 2023.

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Tuesday 26<sup>th</sup> September 2023.

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