

## 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

Multiple Accessible Information Regulations and Grant

### Workshops

12 March Improving Operational Management of Buses, London

For booking details and additional events see the website.

### Conferences

5 March Interchange 2025 Manchester

### Working Groups

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

### AGM

13 May 12:30 - Virtual

### PTIC

6 March Virtual

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

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36 Fields End, Sheffield, S36 8WH

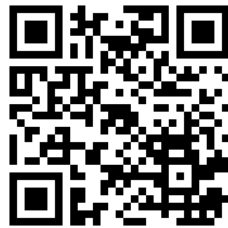
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Web: [www.rtig.org.uk](http://www.rtig.org.uk)

## 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/>



Bluesky

<https://bsky.app/profile/rtig.org.uk>



Instagram:

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



Facebook:

<https://www.facebook.com/RTIGInform>



## 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).

## 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](mailto: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](https://bit.ly/metric_definitions)

## Future Bus Priority – Two New Working Groups

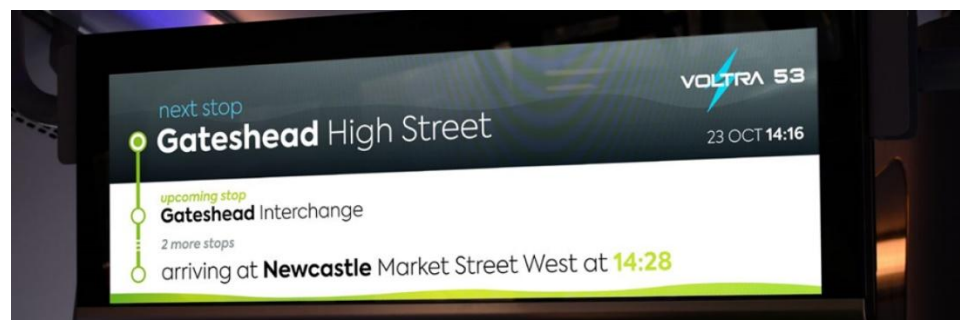
At our recent practical bus priority event there was plenty of discussion about the challenges of the current approach to providing bus priority. We discussed what works and where there are opportunities to do things differently and what the medium and long term futures may be and need to be able to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

It was agreed that the current RTiG / UDG standard T031 needs some updates to better meet requirements – a working group will review the document and standard.

There was also a desire to fully review how bus priority could work in future. A working group will be setup to discuss what the future could be and see if we can develop an approach for the future.

If you want to be part of either of these working groups both of which will start in January please contact [secretariat@rtig.org.uk](mailto: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.

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>

## AGM

# Annual General Meeting



## 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 and papers will be sent to members in due course.

## 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>

## Improving Operational Management of Buses



**12 March 2025 10:30  
Location: Central London**

NEWS  
&  
EVENTS

Join us for an insightful conference looking at **how to manage bus services effectively in an unpredictable world.**

This event will bring together industry leaders, including operators, authorities, and suppliers, to discuss and share their experiences and future plans.

Key Topics:

Leveraging real-time information to enhance customer experience.

Strategies for managing unexpected disruptions.

Minimizing the impact of service disruptions on operations.

Real-time management of bus services.

Why Attend? Gain valuable insights from experts on how to navigate the challenges of bus service management in today's dynamic environment. Learn about innovative solutions and best practices that can help improve service reliability and customer satisfaction.

Don't miss this opportunity to network with professionals and stay ahead in the industry.

Hear from:

- Stagecoach
- Nottingham City Transport
- Equans
- Velociti
- Prospective
- RTIG

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

<https://www.eventbrite.com/e/1100444803029>

## Upcoming Webinars

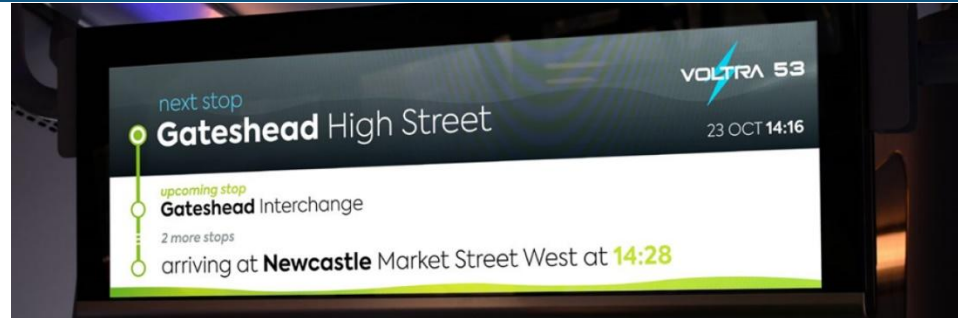
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<https://forms.office.com/e/guvCY83x1Z>



## 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>

### Past Events

## Franchising – The different approaches and how data is the key to success



**11 February 2025 10:30 – 16:00**  
**Millenium Point, Brimingham**

Many transport authorities are now in the process of consulting on and or introducing franchising in their areas. With Manchester having recently introduced franchising, and London having long term experience already operating franchising models, and it being a prevalent approach across Europe and further afield, what should we be learning to ensure successful outcomes?

The sourcing, management and analysis of data is critical to being able to manage bus operations both on the day and for contract management.

In this one day conference we will explore different operating and revenue models and how the different approaches drive the need for data.

**Where is Successful?** Presentations from cities or regions with successful franchising models and how they leverage data. (some of these may be best as case study webinars).

**The legislative framework:** what does the current and planned legislation have to say about data and performance.

**Best Practice for Contract Monitoring:** Perspectives from authorities and operators on maintaining compliance, evaluating performance, and resolving disputes.

**Open Data and Transparency:** The role of data sharing and transparency in fostering accountability and innovation.

**Where Do We Go from Here?** -What support is needed, what should we be doing next to support members?

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Hear from:

- Transport for Greater Manchester
- Transport for West Midlands
- Bus Centre of Excellence
- INIT
- Trapeze
- Snapper Services
- Ito world
- Simon Reed
- Experiences from beyond the UK

Slides and recordings are available for members, please get in touch if you are not a member and would like access.

## Bus Priority at Traffic Lights



**27 February 2025, 13:00 -14:00**

The English bus strategy, Bus Back Better, and Bus Service Improvement Plans puts significant focus on authorities to provide bus priority along congested roads and at signalised junctions.

RTIG has produced guidance on techniques and standards for bus priority at signalised junctions, with many more people becoming interested in bus priority it has become clear that there is a requirement for improved understanding of how traffic lights work and how they are managed.

This webinar will cover the basics of how buses can get priority at traffic lights, what operators and authorities need to do to make it all work reliably.

Slides and recordings are available for members, please get in touch if you are not a member and would like access.



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

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

## NaPTAN Public meetings coming up

### 2025 Meeting dates:

#### Next dates:

Mar 2025 – TBD

- Tues 25th 2pm to 4pm
- Thurs 27th 10am to 12pm

All events are managed through Eventbrite:

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

## NaPTAN Upcoming work

### Rail Replacement Buses

The work on the data needed to support PSVAIR regulations for Rail Replacement Buses is in the research/planning stage. This was the focus of the November public meetings – recordings up on our YouTube channel – and we will be able to give more updates throughout the year.

### Non-Passenger Stops

We have been doing work on building the service for Non-Passenger stops (Depots, and Drivers rest stops). This is currently being internally reviewed and we anticipate communicating this in the first quarter of 2025

### Data Quality

We have analysed a number of NaPTAN fields. This was the focus of the October public meetings – recordings up on our YouTube channel – and we will be able to communicate the outcomes of this in the first quarter of 2025.

## Launch of New ABODS Website

A new ABODS website was launched on 25 February, built on DfT infrastructure with a transparent approach to departure recording.

Key improvements:

- Redesigned matching algorithm: We've altered the algorithm based on feedback from operators and local transport authorities, with a focus on reducing false departures.
- Successful user testing: The new website has undergone thorough user testing with iterations based on feedback.

What's next:

- Show and Tell: Invites for demonstrations of the new website and logic will be shared soon and hosted in waves w/c 24th February. Please wait for your invitation before accessing the site. These will be followed by drop-in sessions for any further questions and feedback.
- Website Transition: The new site will be launched on 25th February. Please allow up to 12 hours for the change to take effect. Please note the aesthetics of the website will remain the same.
- User Logins: User logins will transition to BODS accounts. You will need a BODS publisher account to access the new site.
- If you don't have a BODS account, you can create one here: <https://data.bus-data.dft.gov.uk/account/signup/>
- Feedback: Once launched, we encourage you to review the new site by 12th March and submit your feedback via this form: <https://forms.office.com/e/WzcWbi0K5J>

We look forward to your feedback on the new ABODS website!

## BODS Event Calendar For New Features

In our endeavour to enhance user engagement and experience, we are launching a series of refresher and introductory sessions to connect with the stakeholders, offering a recap on some of the existing/introduction to new features and an open forum to address any specific questions.

Below is the calendar for your reference:

05/03/2025 Morning

BODS Refresher Series : Timetable Visualiser Session 1

TT Visualiser Refresher Remind local authorities of available functionality on BODS Demo/Q&A 30 mins Operators/ Local Authorities

05/03/2025 Afternoon

BODS Refresher Series : Timetable Visualiser Session 2

TT Visualiser Refresher Remind local authorities of available functionality on BODS Demo/Q&A 30 mins Operators/ Local Authorities

06/03/2025 Morning

BODS Refresher Series : Refresher on BODS API API Refresher

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Remind consumers of available functionality on BODS Demo/Q&A 30 mins Consumers

06/03/2025 Afternoon

BODS Refresher Series : Refresher on BODS API API Refresher  
Remind consumers of available functionality on BODS Demo/Q&A 30 mins Consumers

06/03/2025 Late Afternoon

BODS Introduction Series : AVL Line Level Reporting Session 3  
Line Level Reporting Introduction Remind operators of new available functionality on BODS Demo/Q&A 30 mins Operators/ Agents (Publishers to BODS)

07/03/2025 Morning

BODS Introduction Series : ABODS Compliance Dashboard Session 1  
Compliance Dashboard Introduction Remind operators of new available functionality on BODS Demo/Q&A 30 mins Operators/ Agents (Publishers to BODS)

07/03/2025 Afternoon

BODS Introduction Series : ABODS Compliance Dashboard Session 2  
Compliance Dashboard Introduction Remind operators of new available functionality on BODS Demo/Q&A 30 mins Operators/ Agents (Publishers to BODS)

If you have not already had invitations and would like one please contact one of:

Adam.Akram@kpmg.co.uk, Salma.Ali@kpmg.co.uk or  
[Gaurav.Agarwala@kpmg.co.uk](mailto:Gaurav.Agarwala@kpmg.co.uk).

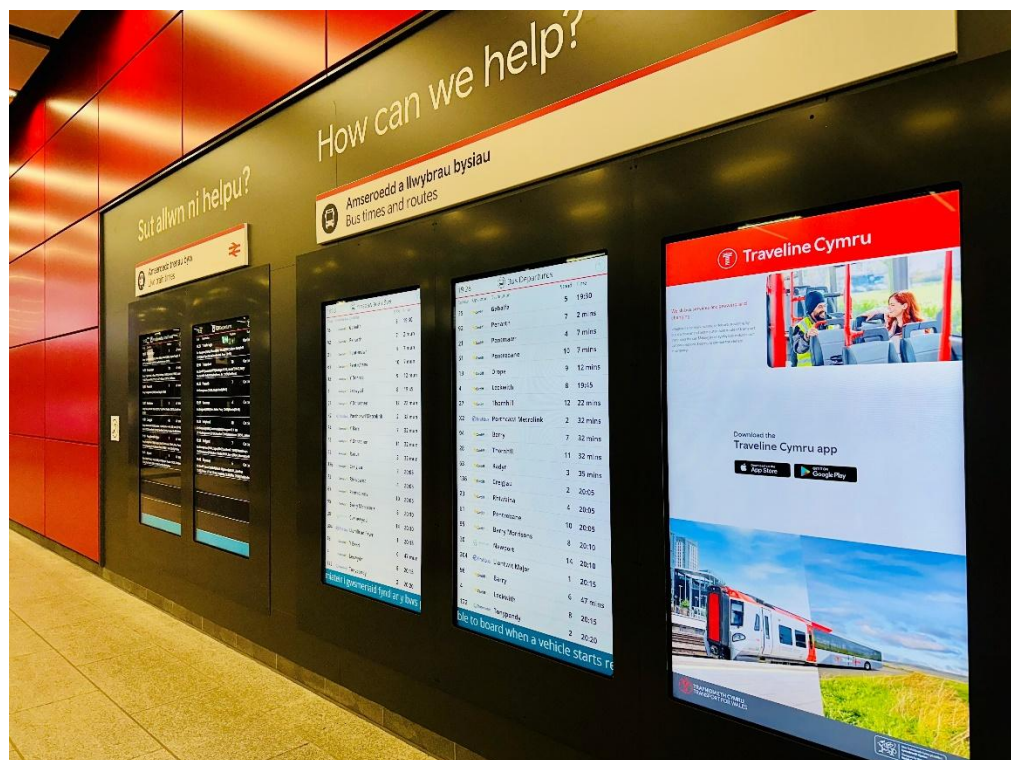
## Keeping in touch with you

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'.



Transport for Wales, Cardiff Interchange



## Whippet enhances control room efficiency with Velociti Solutions

Whippet, part of the Ascendal Group, has strengthened its technological collaboration with Velociti Solutions by adopting two control room solutions optimising service delivery efficiency: depot allocation and the Engage driver app.

This strategic move highlights Whippet's dedication to leveraging cutting-edge technology to streamline operations.

The depot allocation system empowers operators with real-time, comprehensive oversight of their operations, enabling complete management of drivers and vehicles. The solution ensures services are delivered safely, legally and cost-effectively, while also maintaining meticulous accuracy in payroll management.

The Engage driver app places control in the hands of drivers, allowing them to manage their work in real time without relying on the control room. Its flexible alerting capabilities further enhance communication and responsiveness, enabling operators to address challenges swiftly and effectively.

<https://www.velociti-solutions.com/whippet-enhancing-control-room-efficiency-with-velociti-solutions/>

## City of York champions clearer customer communication

**City of York Council is enhancing the travel experience for citizens, tourists and visitors by upgrading its real-time passenger information (RTPI) display network with optically bonded displays from Journeo. This investment underlines the Council's commitment to providing accessible, attractive, and advanced public transport services.**

Elements of the Council’s previous display network, while groundbreaking at the time of installation, are reaching the end of their operational life. To ensure continued excellence in passenger information delivery, the Council is working with long-time partner Journeo on a



technology refresh. The result will be state-of-the-art LCD displays that set new standards for clarity, performance, and efficiency.

The new displays incorporate optically bonded glass, a technology previously exclusive to high-end consumer electronics. This advanced design ensures:

**Glare and reflection-free viewing:** passengers can easily read journey information in any lighting conditions, including bright sunlight.

**Enhanced contrast and readability:** sharper visuals and improved viewing angles make it easier for passengers to plan their journeys.

**Modern aesthetic appeal:** the sleek, high-quality displays have a contemporary look and feel, enhancing the overall public transport experience. The decision to adopt Journeo’s latest displays was driven not only by passenger benefits but also by operational cost savings. Compared to traditional LCD displays, optically bonded units can consume less than

half the power, aligning with the Council’s sustainability goals.

“This refresh of our RTPi network is an exciting step forward for public transport in York,” commented Richard Hampton, Public Transport Infrastructure Manager, at City of York Council. “The new displays look fantastic and make journey information more accessible. We’re confident they will encourage more people to choose public transport, supporting our vision for a sustainable, connected city.”

## The REACT Trigger System is now available on Papercast displays

We’re excited to share that Papercast has partnered with REACT Accessibility Ltd to bring their REACT Trigger System to our e-paper digital bus stop displays.

This is an enhancement to Papercast's leading accessibility features, designed to make real-time travel information even more accessible and user-friendly for everyone, especially those who rely on audio cues to navigate public transport.

Travel should be simple and stress-free, but for many people, accessibility barriers make it more complicated than it should be. In the UK, disabled individuals take 38% fewer trips than those without disabilities. This is due to a range of factors including physical accessibility challenges and service limitations, but also often because information isn't easy to access. That's where this partnership comes in.

By integrating REACT's smart, flexible technology into our low-power bus stop displays, we're helping close that gap – helping to make public transport more inclusive.

<https://www.papercast.com/partners/papercast-and-react-accessibility-making-public-transport-work-for-everyone/>

## New digital bus stops rolled out across county

Screens showing bus information are being installed across Lincolnshire.

The digital boards show details of bus journeys in real time.

Lincolnshire County Council said 12 large screens had been installed in bus stations and 39 smaller ones at bus stops.



A total of 151 screens are due to be fitted across the county over the next few weeks.

Councillor Richard Davies described the system as "a real

improvement".

"The boards and screens are already making a real difference with accurate information about where buses are and when they are going to arrive at the stop," he said.

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"The information data about each bus is also available on a mobile phone. It can be accessed at all Lincolnshire bus stops via QR codes whether there is a real time screen at the stop or not."

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

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

## Next issue

Issue 188 – Tuesday 1<sup>st</sup> April 2025

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Wednesday 26<sup>th</sup> March 2025.

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