

## 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

28 November Multiple Securing Transport Technology Accessible Information Regulations and Grant

### Workshops

January 2025 Franchising – Making a Success through effective use of Data and Systems

March 2025 Improving Operational Management of Buses

For booking details and additional events see the website.

### Working Groups

November OpRa Mirror Group  
T047 CMS to Display Technical Group

### RTIG Board

4 November Virtual

### PTIC

5 December Virtual

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

RTIG Secretariat, c/o Tim Rivett Consulting Ltd,  
36 Fields End, Sheffield, S36 8WH

Tel: +44 (0) 1226 762712

Email: [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk)

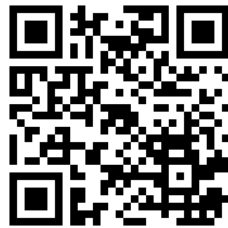
Web: [www.rtig.org.uk](http://www.rtig.org.uk)

## 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/>



X

<https://x.com/RtigInform>



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).

## 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 currently 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)

## 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.

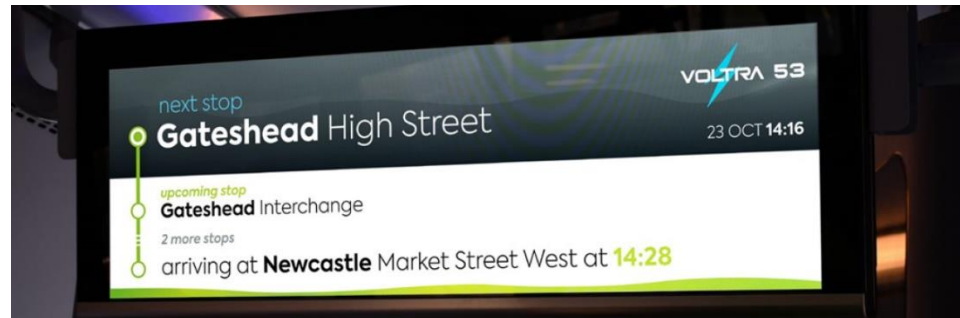
We have setup a document with different terms and are trying to populate it with the different definitions we have come across, and wherever possible a source for that definition.

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)

## 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>



improving  
public transport  
through technology

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**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

## Franchising – Making a Success through effective use of Data and Systems

**January 2025 10:30  
Location TBA**

Scope and content being discussed with details to be released in next few weeks.

## Improving Operational Management of Buses

**March 2025 10:30**

**Location TBA**

Scope and content being discussed with details to be released in next few weeks.

## Upcoming Webinars

## Securing Your Transport Technology



**28 November 2024  
13:00 -14:00**

It is unusual for a week to pass without a headline about an organisation being hacked or a serious security issue being found. Public transport information systems, due to their connected and increasingly automated nature, come with cyber security risks that need to be managed. An understanding of security is essential to the successful planning, procurement, delivery and operation of public transport information systems.

In this webinar you will provide an overview of the fundamental principles and concepts of cyber security and how we may apply them to transport information systems.

<https://www.eventbrite.com/e/1069250871139>

## 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

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- Q&A

All events can be found in this collection:

<https://www.eventbrite.com/cc/on-bus-accessible-information-regulations-grant-644989>

## Past Events

### Ghost Buses



**Thursday 31<sup>st</sup> 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...

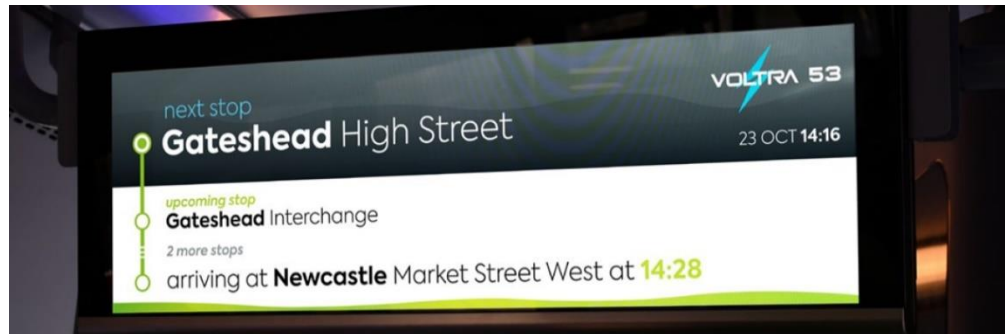
A 'Ghost Bus' occurs when a service is shown as predicting on on-line and/or electronic outputs (passenger information display screens, on-line, SMS etc.) but the bus (apparently) never arrives at the stop.

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://rtig.org.uk/workshops/2024-10-31>

## Accessible Information Regulations



### Multiple Events

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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 – Stop Status

Tues 29th 2pm to 4pm

Thurs 31st 10am to 12pm

Nov 2024 - Rail Replacement?

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>

## NaPTAN Accessibility Update

The Private beta of the new data set, A+NaPTAN (Accessibility plus NaPTAN) is making good progress.

There are three areas we are working on for the Private beta:

- New Olympic Data – a data set giving basic accessibility information about the bus stops on high frequency routes for all ATCO Codes. We now know the way we look for “trunks” using the frequency of bus services works for Urban and Rural Local Authorities (LA).  
Update: We are working on an AI/ML solution for creating the NOD data set. This is in its early stages. We will talk more
- Data pipeline for ingesting, holding, inferring and publishing A+NaPTAN  
Update: This pipeline exists and we are able to give access to APIs for this data.

Access to the APIs will be provided to Data Consumers who are involved in User Research. If you want to consume the data and start looking at how you can use it and surface it to passengers please get in touch.

## Managed Removal and API

The whole system is in Private beta – contact [naptan.nptg@dft.gov.uk](mailto:naptan.nptg@dft.gov.uk) to get access.

### **Managed removal**

Removing stops from NaPTAN – as bulk and single stops. We have five users onboarded and removed over 3000 stops from NaPTAN. Get in touch if you would like to start removing your dead stops (especially those on “Null Island” in the Mid-Atlantic and the North Sea). We’ve made it an easy process that you as the LA have control of completely!

We want to remove your dead stops and we have the capacity to bring on more LAs!

Note: Those on Omni and Trapeze software – we are awaiting updates so that you can be part of Managed removal.

For those who are seeing stops with both 300 and 305 ATCOcodes in the same place, we are waiting on Omni to make the update so that stops can be deleted locally. This will allow West Northamptonshire to remove the now redundant versions of the migrated bus stops from the NaPTAN data set.

### **API**

Access to the list of stops that have been removed from NaPTAN is now available via an extensible API delivering JSON, CSV and XML files. In the future we will also be also providing both GraphQL and RSS API feeds.

If you want to use these, get in touch and we will give you access to the API and ensure you can understand the schema.

## **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

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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.



## Paper submissions open for ITS World Congress 2025

People who are “creative and challenge the norm” are being welcomed to submit paper ideas for next year’s ITS World Congress in the United States.

The organisers of the event in Atlanta, Georgia next August want to hear from new voices, with diverse and collaborative panels.

“It’s time to transform your ideas into impactful sessions at ITS World Congress 2025,” the promotional blurb reads. “We’re looking for fresh, innovative projects to be part of the conference program (sic). Join the conversation and submit your session ideas by Friday, December 6, 2024.

They say they don’t want people to submit the same panel to multiple sessions, don’t want the panels to be sales pitches and shouldn’t have incomplete sessions put forward.

The 31st ITS World Congress takes place from 24 to 28 August 2025, exploring “Deploying Today, Empowering Tomorrow,” with an aim of reinforcing that the industry is actively deploying technology right now that will build safer roads and a stronger economy for the future.



## Traveline Scotland upgrades

The Traveline Scotland app and website now provide a more functional and more informative user experience

Traveline Scotland has launched its new website and app, providing improved travel information for journeys across Scotland. The service, which Traveline says was delivered using a collaborative approach with transport operators and Transport Scotland, includes information on all public transport modes, including cycle schemes, and provides detail on tickets available and the cost for the whole journey.

Funded by the Scottish Government, and designed using feedback from the public, Traveline Scotland now allows users to tailor their search results to highlight features such as the quickest route, fewest changes, step free access, or the route with the greenest carbon footprint. The

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improvements also include a refresh of the most popular features including the journey planner, timetables, next departures, travel updates and more.

## 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

## 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.

<https://www.transportapi.com/blog/2024/09/pluvo-choose-tapi-rail-performance-to-model-train-carbon-emissions/>

## Ticketer achieves milestone 8 billionth ticket sale

Ticketer, the UK bus and coach industry's leading provider of real-time information, fleet management and smart ticketing solutions, is proud to announce achieving a major milestone: the sale of its 8 billionth ticket.

Sold on-board Arriva Merseyside, the achievement marks Ticketer's enduring contribution and longstanding partnership with not only Arriva but the industry as a whole since the company's inception in 2009.

Ticketer's ability to process such a high volume of transactions also speaks to the reliability and scalability of its products. Whether developing industry leading real-time information, ticketing and fleet managements tools or leveraging data to enhance service delivery, Ticketer continually supports customers in providing superior service to their passengers every day.

<https://www.ticketer.com/en/press-article/ticketer-achieves-milestone-8-billionth-ticket-sale/>

## 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 (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 184 – Monday 2<sup>nd</sup> December 2024.

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Wednesday 27<sup>th</sup> November 2024.

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