

### 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

1 August	Future Bus Vehicle Equipment Standardisation
13 August	Integrating Demand Responsive Transport information in journey planners
3 September	Why is the Information Different?
31 November	Ghost Buses
Multiple	Accessible Information Regulations and Grant

#### Conferences

23 -24 September	Quality Bus Conference, Manchester
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For booking details and additional events see the website.

#### Working Groups

Sept	OpRa Mirror Group
	CCTV Technology & Best Practice
	Procurement of Software as a Service

#### RTIG Board

10 September	Virtual
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#### PTIC

26 Sept	Virtual
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[Procurement of Software as a Service](#)  
[OpRa UK Mirror Group – Historical and Performance Data](#)  
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[Bus Operator Accessible Information Regulations Support Grant](#)  
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[Future Bus – Vehicle Equipment Standardisation](#)  
[Integrating Demand Responsive Transport information in journey planners](#)  
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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/>



Accessible Information Regulations & Grant



Instagram:

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

## 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.

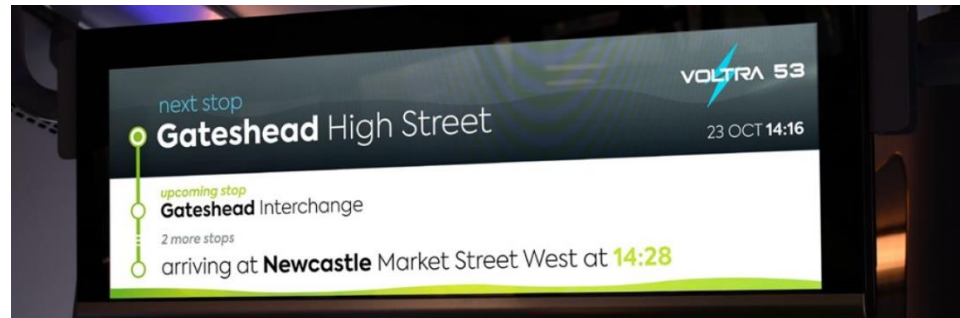
We have setup a document with different terms and are trying to populate it with the different definitions we have come across, and wherever possible a source for that definition.

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:

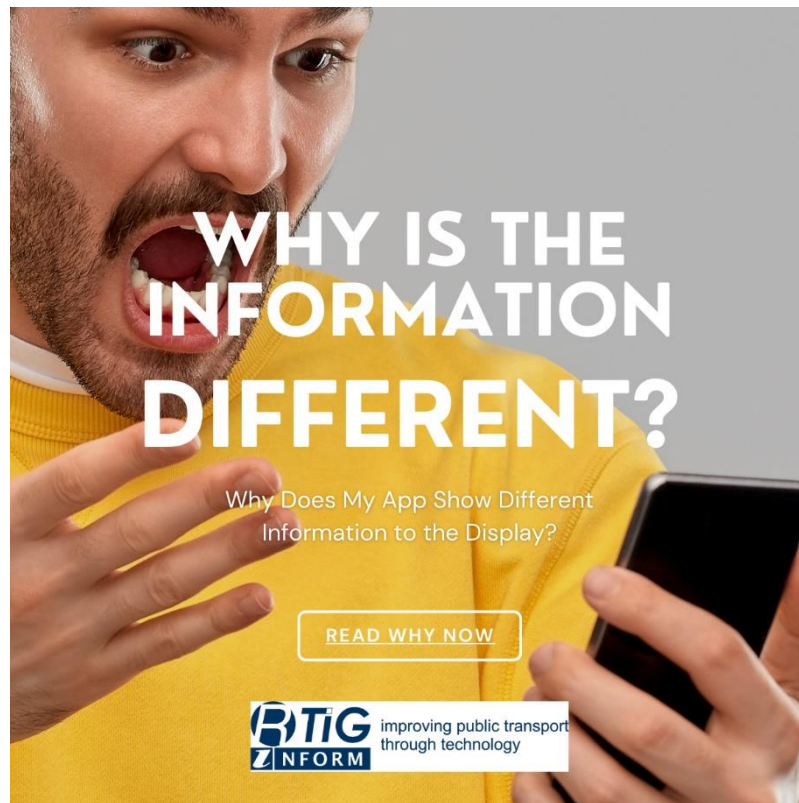
<https://www.rtig.org.uk/aig>

Information on how to apply for a grant can be found at:

<https://www.rtig.org.uk/aig/apply>



## Why Does My App Show Different Information to the Display?



With the near ubiquitous provision of location data for the bus fleet in the UK within reach, it is timely to consider why different information may be presented to the passenger on different outputs.

This report sets out to address this gap in understanding.

Previous reports and specifications from RTiG have covered a wide range of topics, and a number of the reports have made reference to the quality and/or accuracy of real time information (RTI): in the form of predicted arrival and departure times. One report specifically addresses the quality and accuracy of predictions.

However, up to now, none have specifically covered some of the differences in information the passenger may experience in a multi-channel information environment.

<https://www.rtig.org.uk/documents/rtigt059-1>



## 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>

**Future Bus – Vehicle Equipment Standardisation****Thursday 1<sup>st</sup> August 2024 13:00**

Hear about the work taking place with ITxPT and CEN to develop common interfaces and data specifications of on vehicle equipment to support innovation.

With more technology being installed on buses during manufacture and retrofitted it is becoming increasingly important to be able to standardise the key equipment and interface requirements to help open the market, and to agree on which data is important and ensure that it is able to be made available.

Work is taking place in particular in Europe to standardise equipment and data interfaces to provide choice to purchasers and enable new entrants to the market to provide innovation in a cost effective manner.

How do we get to the point where we can share connectivity between systems so each does not need its own SIM card and antenna, how can we share location data and reduce the number of interfaces that a driver has to interact with.

In this webinar you will hear:

About some of the key legislation driving standardisation

From ITxPT on their successes to help open the market through agreeing common interfaces and data requirements from key stakeholder and their future plans.

European standardisation processes for Public Transport Vehicle Data. How the work of ITxPT and others get turned into formal CEN standards

<https://www.eventbrite.com/e/935932056977>

## Integrating Demand Responsive Transport information in journey planners

Tuesday, 13 August 2024 12:00 - 13:00

*This is being run in conjunction with the Bus Centre of Excellence.*

Over the last few years many areas have been trialling Demand Response Transport (DRT) services to improve mobility and access to public transport, particularly in rural areas. These flexible services are often marketed and presented to the public as isolated services. If you don't live or work in an area they serve how do you find out about them? What if you've not paid attention to the advertising, or you are visiting an area?

The most frequent sources of information on public transport often don't include DRT services because they are a bit different to a fixed route, fixed timetable service and journey planners systems often don't know how to present the option as part of a travel enquiry. Even when they are included, the information presented is often a bit a clunky and unintuitive.

In this webinar we will explore what has been done so far and challenge how we can:

- make information on DRT and flexible services available to third party journey planners;
- better integrate DRT and fixed services into information for the public;
- work with technology providers to solve the challenges;
- work together to help the public understand the complete public transport offer.

<https://www.buscentreofexcellence.org.uk/events/integrating-demand-responsive-transport-information-in-journey-planners>

## Why is the information different?



**Tuesday 3<sup>rd</sup> September 2024 12:00**

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://www.eventbrite.com/e/935944454057>

## 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://www.eventbrite.com/e/932525678407>

## Conferences

### Quality Bus 2024

**23-24 September 2024**  
**Manchester Conference Centre,**

Reliable, affordable and regular buses are the difference between opportunity and isolation for millions of people across the country.

**QUALITY  
BUS**

This event will showcase new opportunities in bus strategy, policy, funding and innovation. Quality Bus: Opportunities for a new bus era is

the premier event for those responsible for designing, planning, supplying and operating quality bus routes and networks.

This event will bring together professionals across the bus sector to showcase how solutions can be delivered across key areas:

- Improving the passenger experience: information, pricing, convenience, ticketing, vehicles and infrastructure
- Bus priority schemes / urban traffic management
- Partnership working
- Reducing operator costs
- Decarbonisation of vehicles
- Optimising vehicle usage and routing
- Funding frameworks and economic, operational and business models
- Rural / peri-urban services and DRT
- Understanding bus usage and networks: models and data
- Bus and passenger infrastructure

<https://www.landorlinks.uk/quality-bus-2024>

## Past Events

## Future Bus – Connected & Automated Vehicles Webinar



**13 June, Online**

We unfortunately had to cancel the planned face to face event in Milton Keynes. In its place we held a webinar with two of the speakers.



Connected and automated vehicles are all over the news, there is lots of information about private vehicles available, but what about public transport and buses in particular?

We are gathering together practitioners with real work experience of what is needed to make automated and connected buses work to help us understand how we can all prepare for their introduction, and what lessons can be learned from the trials that have and are taking place.

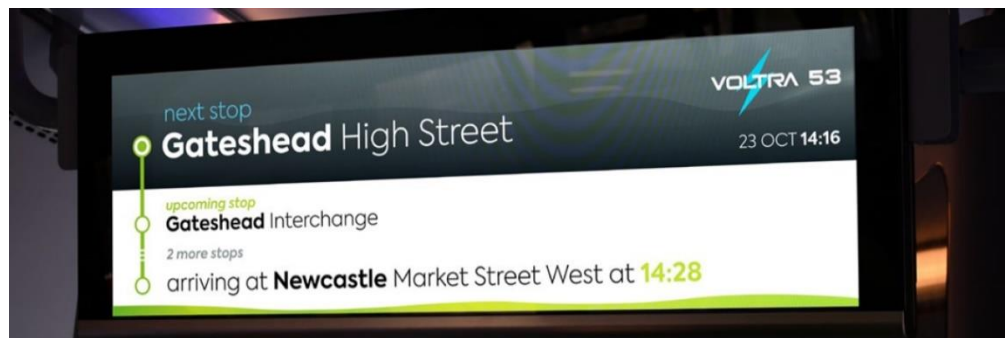
Attendees will learn:

- Operators – How they should an operator be getting prepared.
- Authorities - what should they be doing to support on street operations.
- Suppliers - what authorities and operators need from you to support them.

Hear from:

- Stagecoach on their autonomous projects (including CavForth);
- Sustainability who are developing Automated OnDemand MASS transit in Hertfordshire

## 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 Accessibility Update

We arrived at a name for the Accessibility data set – it will be referred to as A+NaPTAN (Accessibility plus NaPTAN). This reflects the additive nature of the data set and its relationship to the core NaPTAN data. We have been focussing on the technical challenges of producing the New Olympic Data over the last 6 weeks. We will be starting user research with our Data Consumers and Passengers from next week.

We are working on three areas 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  
Update: we have worked on two Scottish Local Authorities as a start, Clackmannanshire and Glasgow and proven our hypothesis of using the frequency of bus services to identify the “trunks” within a Local Authority (LA). These stops are more likely to have the street furniture that provides accessibility. We have shown this approach can work for both rural and urban LAs.
- **Data pipeline for Ingesting, holding, inferring and publishing A+NaPTAN**  
Update: we are progressing well with building the data pipeline – we are using the learnings from the Alpha, where we had issues with performance and responsiveness, and we are looking at putting in longer term solutions which are extensible as we increase the data.
- **CMS for publishing data providence, inferences, and schemas**  
Update: the CMS is ready for us to start publication – we are starting with the current Help page, and adding sections as appropriate. We will be looking at going live in the coming weeks.

### **We have defined a Minimum Valuable Product:**

Our MValueP is a bus stop dataset for some LA’s that gives minimum (and probabilistic) information about accessibility from a wheelchair user lens which is served through our extensible data pipeline via an API that a data consumer can use and the dataset is documented on the NaPTAN site

## NaPTAN Public meetings coming up

### **2024 Meeting dates:**

July: A+NaPTAN

We'll be looking at the model of how we look at accessibility – can we do something for more than Mobility. How should we talk about “Great” vs “OK”?

We'll review where we've got to with the Private beta

There will also be a short discussion on Data Quality and some improvements we want to begin rolling out

Thurs 1st August – 10am to 12pm

<https://www.eventbrite.co.uk/e/accessibilitynaptan-anaptan-group-session-session-2-tickets-906178433087>

Next dates:

August 2024

Tues 27th 2pm to 4pm

Thurs 29th 10am to 12pm

Sept 2024

Tues 23rd 2pm to 4pm

Thurs 26th 10am to 12pm

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/departement-for-transport-naptan-team-39414925573>

## Better Buses Bill

Announced in the King's speech 2024

*A Bill will be introduced to allow local leaders to take control of their local bus services.”*

The Better Buses Bill delivers the Government's manifesto commitment to reform the bus system by delivering new powers for local leaders to franchise local bus services and lifting the restriction on the creation of new publicly owned bus operators.

This legislation will help bring an end to the postcode lottery of bus services and will give local communities throughout England the power to take back control of their bus services. It will give local leaders the tools

they need to deliver better bus networks, at pace, reflecting the needs of the local communities that rely on them.

### What does the Bill do?

A modern transport network is vital to kickstarting economic growth. Buses are the lifeblood of our communities, connecting us to opportunities, providing access to services, improving air quality and tackling climate change. However, it is widely accepted that the current system is not working for passengers.

The Better Buses Bill will deliver improved services up and down the country, and support local leaders to create the transport networks that are right for their communities.

The Bill will put power over services back in the hands of the communities that depend on them, and will provide the powers necessary to deliver the Government's 5-point plan to build better bus networks across England:

- **allowing every community to take back control of their buses** by removing barriers that currently limit bus franchising powers only to metro mayors.
- **accelerating the bus franchising process** by supporting local leaders to deliver better buses, faster.
- **supporting public ownership** by removing the ban on publicly owned bus companies and building on the success of award-winning public bus services still in operation.
- **stepping in to safeguard local bus networks** by providing more accountability over bus operators and ensuring standards are raised wherever you live across the country.
- **empowering local transport authorities and reforming funding** by giving local leaders more control and flexibility over bus funding and allowing them to plan ahead to deliver their local transport priorities.

## BCoE Lifetime Achievement Award

The National Bus Strategy created the Bus Centre of Excellence (BCoE), funded and co-sponsored by the Department for Transport, enabling the delivery of a long-term programme of activities and support to the bus sector. In partnership with the DfT, the Chartered Institution of Highways and Transportation (CIHT) delivers BCoE, working closely with sector stakeholders to deliver an asset that is run by the industry for the industry.

For the first time, the 'Bus Centre of Excellence Lifetime Achievement Award' will be awarded at the Bus Quality Conference, taking place in Manchester on the 23rd and 24th of September 2024.

### About the BCoE Lifetime Achievement Award

The 'Bus Centre of Excellence Lifetime Achievement Award' acknowledges an individual's exceptional contribution to the bus sector in England over a number of years.

Judges will be looking for entries that can demonstrate:

- **Influence:** The extent to which the individual has made a significant impact on the development, improvement, or advocacy of bus-related initiatives, policies, or services.
- **Innovation:** Innovative thinking and the implementation of strategies that contribute to the advancement and efficiency of bus transportation.
- **Community Engagement:** Active engagement with the community and stakeholders, fostering positive relationships and addressing the needs and concerns of passengers and residents.
- **Professionalism:** Adherence to high standards of professionalism, ethical conduct, and dedication to the advancement of the bus industry.

<https://www.buscentreofexcellence.org.uk/lifetime-achievement-award>

## Testers needed for anxiety reduction App



Hidden Kingdoms is a Innovate UK funded transport app developed by Birmingham Open Media. It's targeting people with neurodiverse needs to reduce their anxiety while travelling

Hidden Kingdoms is a travel companion app for people who experience travel anxiety. Take the app on your journey where you will experience check-ins along the way, and unlock creatures when you've reached key milestones!

For moments when you feel overwhelmed, our pocket travel companion will provide meditations and soundscapes to help you Arrive Calm at your destination.

<https://www.hiddenkingdoms.org/>

BOM are are looking for people to try out the app / partners who might want to work with them on it.

## 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 VIX Technology display in Leicester



## National Coach Data Contract Extension for Basemap

For those unaware, the National Coach Services Database (NCSD) is a weekly build of all coach services in Great Britain. Basemap has been running the NCSD since 2011, and we are excited to deliver this data for a further 12 months after the contract has been extended by the Department for Transport.

We look forward to delivering this as Open Data for the next year.

## Vix and Snapper Services partner to transform transit analytics

Vix Technology and Snapper Services, both members of ICM Mobility Group, have teamed up to transform transit analytics.

Snapper Service's intuitive Mosaiq Insights platform has been integrated as a transit analytics module within the Vix Beacon ITS platform. The combined solution offers a complete picture of fleet movement, network usage and transit operations.

Vix Technology and Snapper Services have a track record of working together to successfully deliver public transit technology projects in the UK, Ireland, New Zealand and Australia. By partnering to integrate Mosaiq Insights into Vix Beacon ITS, the two companies offer an enhanced solution to existing and new Vix customers. Putting the reliable data delivered by Beacon at the heart of operators' decision-making, the partners enable operators to improve the punctuality and reliability of their services.

<https://vixtechnology.com/news/vix-technology-and-snapper-services-partner-to-transform-transit-analytics/>

## 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 181 – Monday 2<sup>nd</sup> September 2024.

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Thursday 29<sup>th</sup> August 2024.

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