

What's on

The calendar below shows key events over the next few months, from RTIG and our associates. For further details of RTIG events please contact secretariat@rtig.org.uk

Webinars

27 February Bus Priority at Traffic Lights
Multiple Accessible Information
 Regulations and Grant

Workshops

11 February Franchising – Making a Success
 through effective use of Data
 and Systems, Birmingham

12 March Improving Operational
 Management of Buses, London

For booking details and additional events see the website.

Conferences

5 February Transport AI 2025
 Manchester

Working Groups

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

RTIG Board

13 February Birmingham

PTIC

6 March Virtual

In this issue:

News and events: update on RTIG work

[Definition of Terms used for Reporting and Metrics](#)

[Future Bus Priority – Two New Working Groups](#)

[RTIG Response to the Integrated National Transport Strategy](#)

[Transport Select Committee - Managing the impact of street works call for evidence.](#)

[Franchising – The different approaches and how data is the key to success](#)

[Improving Operational Management of Buses](#)

DfT News

[NaPTAN Public meetings coming up](#)

[NaPTAN Upcoming work](#)

In Other News

[BT Urges Critical Infrastructure Providers to Get Off UK Copper Network](#)

Members' news: showcasing innovation

Admin: useful facts about RTIG

[Committee members](#)

[Contact s](#)



For all administrative matters and enquiries please contact:

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

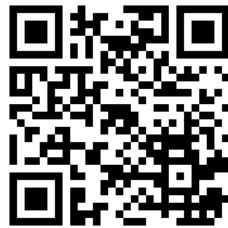
Tel: +44 (0) 1226 762712
Email: secretariat@rtig.org.uk
Web: www.rtig.org.uk

Newsletter Frequency and Email Alerts

The newsletters are produced on a monthly cycle.

They will be posted on the RTIG website and emailed out to the newsletter contact list.

If you think a colleague or contact would benefit from receiving the RTIG newsletter then please ask them to fill out the form on the website or use the QR Code.



Social Media

RTIG is on these social media channels:

Linkedin

<https://www.linkedin.com/company/12119271/>



X

<https://x.com/RtigInform>



Instagram:

https://www.instagram.com/rtig_inform/



Facebook:

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



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 .

CCTV Technology & Best Practice



In the 15 years since RTIG last produced guidance on CCTV there have been many changes in the technology available and its capabilities.

We are convening a working group to create updated advice on CCTV. We current expect this to cover different camera and recording technologies, and good practice advice on management of images, installation and maintenance.

We've met a few times and a report is in development.

If you want to be involved in the working group exploring this then please let us know. To get involved in this group please get in touch tim.rivett@rtig.org.uk

Procurement of Software as a Service



With an increasing move by software suppliers to supply services on a Software as a Service (SaaS) basis, the approach to procurement needs to change to reflect this shift.

Traditional procurement and contract arrangements need to be updated to reflect the requirements and expectations of SaaS.

We have convened a working group to create guidance on how to better procure SaaS systems.

We've met a few times and a report is in development.

If you want to be involved in the working group exploring this then please let us know. To get involved in this group please get in touch tim.rivett@rtig.org.uk

OpRa UK Mirror Group – Historical and Performance Data



OpRa

OpRa will be the next data standard in the Transmodel framework – for historical and performance data.

The European project group is finally starting the technical work on its development, Tim Rivett is directly involved in this work, to support it and make sure that the UK has more than just Tim's view of what is needed RTiG are setting up a mirror working group.

The working group will initially review the use cases which were included in the original scoping work which led to a TR standard. We can then keep an eye on the technical work as it progresses to implement the use cases – XSD and documentation.

A bit more on OpRa:

<https://www.opra-cen.eu/>

there is also the obligatory YouTube of a presentation from last summer:

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

We have had two meetings with the next planned for early September.

To get involved in this group please get in touch tim.rivett@rtig.org.uk

Definition of Terms used for Reporting and Metrics

One of the tasks that the OpRa working group is to understand what different terms used in measuring performance and in reporting mean.

At the moment there are often misunderstandings and differences in definitions for common metrics – what “On Time” means is a good example – it depends on who you talk to, even with an definition from the regulator.

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

This will help create a document of UK definitions for bus performance and reporting which can then be used to help with the implementation of OpRa in the UK, and also assist suppliers to provide reports and analytical tools which support UK requirements and improve transparency of performance reports.

Please have a look at the document and add what you use as a definition or you understand a metric to mean (along with an attributing source if possible).

https://bit.ly/metric_definitions

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

RTIG Response to the Integrated National Transport Strategy

Integrated National Transport Strategy

Defining the RTIG response to call for ideas

The Department for Transport is developing a strategy which will set the high-level direction for how transport should be designed, built and operated in England over the next 10 years.

It will set out a single national vision which will put people who use transport and their needs at its heart and empower local leaders to deliver integrated transport solutions that meet the needs of their local communities.

To help us create the strategy, we are now asking people: about their experience of transport in England what we could do to make it better

Responses to this call for ideas will be considered in the drafting of the Integrated National Transport Strategy.

<https://www.gov.uk/government/calls-for-evidence/integrated-national-transport-strategy-a-call-for-ideas>

RTiG is putting a response together and would welcome your input. If you want to suggest some ideas and content then please get in touch with Tim Rivett tim.rivett@rtig.org.uk

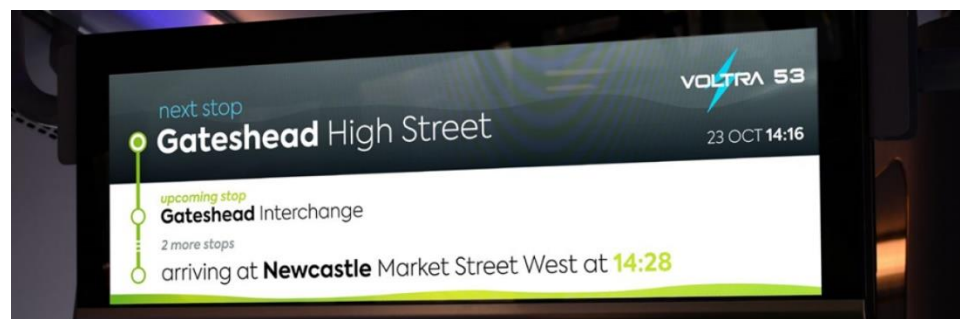
Transport Select Committee - Managing the impact of street works call for evidence.



We have published our response to the transport select committee:

<https://www.rtig.org.uk/consultations/rtig-c126>

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.

N
E
W
S
&
E
V
E
N
T
S

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>

Next Face to Face event**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?

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

Book your place:

<https://www.eventbrite.com/e/1116395371609>

Improving Operational Management of Buses



12 March 2025 10:30
Location: Central London

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.

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

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.

<https://www.eventbrite.co.uk/e/1232987271119>

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

Hearing Loops

What are hearing loops?

How do they work?
How do I specify them?



Hearing loops are not new, and whilst some bus operators have been installing them in buses for years for many bus operators and local authorities their use in public transport is new and unfamiliar.

The Accessible Information Regulations (AIR) require them to be installed in all vehicles being used for local bus services.

With continued questions about hearing loops, even two years on from the introduction of the regulations, we are running this webinar to look at:

- What hearing loops (or T-Loops) are.
- how they work.
- Why they are specified in the Accessible Information Regulations.
- How they should be specified.



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

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

ARTICLE: Getting ready for AI: improving bus services

We have an article about the AI workshop we held in early 2024 in Transport Xtra

<https://www.transportxtra.com/publications/local-transport-today/news/77201/using-ai-to-improve-bus-services>

Transport AI Conference



RTiG are supporting the follow on to the very successful inaugural Transport AI 2024, we're back on 5 February in Manchester to provide a one-stop shop highlighting the opportunities and challenges of AI.

<https://www.transportxtra.com/tx-events/2752/transport-ai-2025>

NaPTAN Public meetings coming up

2025 Meeting dates:

Next dates:

- Jan 2025 – Accessibility update
- Tues 28th 2pm to 4pm
 - Thurs 30th 10am to 12pm
- Feb 2025 – TBD
- Tues 25th 2pm to 4pm
 - Thurs 27th 10am to 12pm
- 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/departments-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.

BT Urges Critical Infrastructure Providers to Get Off UK Copper Network

Ed: Many transport services and facilities are regarded as Critical National Infrastructure

Telecoms giant BT has “urged” providers of Critical National Infrastructure (CNI) to “move off” the “outdated copper network” as it is becoming “increasingly unstable”. BT claims its own data shows that 60% of CNI customers in the UK currently have no plan in place to start migrating off the legacy analogue network.

Just for some context. Sites or networks designated as CNI are those facilities, systems, sites, information, people, networks and processes, necessary for a country to function and upon which daily life depends. It also includes some functions, sites and organisations which are not critical to the maintenance of essential services, but which need protection due to the potential danger to the public (e.g. civil nuclear and chemical sites).

However, to be clear, BT’s call is more focused on the looming switch-off of the legacy Public Switched Telephone Network (PSTN) in favour of IP-based digital phone (VoIP etc.) services, rather than the much longer winded withdrawal of physical copper lines themselves that will take many years to complete

The big switch-off itself was last year delayed to 31st January 2027 in order to give internet service, phone providers, telecare operators and consumers more time to adapt (details). But the main focus of this delay was the 1.8 million people who use vital home telecare systems in the UK (e.g. elderly, disabled, and vulnerable people), which aren’t always compatible with the replacement VoIP / IP-based digital phone services. **For everybody else, the deadline is still technically Dec 2025.**

Suffice to say that BT are now pushing for key network and CNI providers to get off the PSTN before the deadline, not least due to its lack of support. This will help to stop the switch-off disrupting critical public systems, such as water monitoring sensors, phone lines for doctors and pharmacies, fire and burglar alarms, lift alarms, emergency phone lines by roads, help points at train stations, and some older card payment machines.

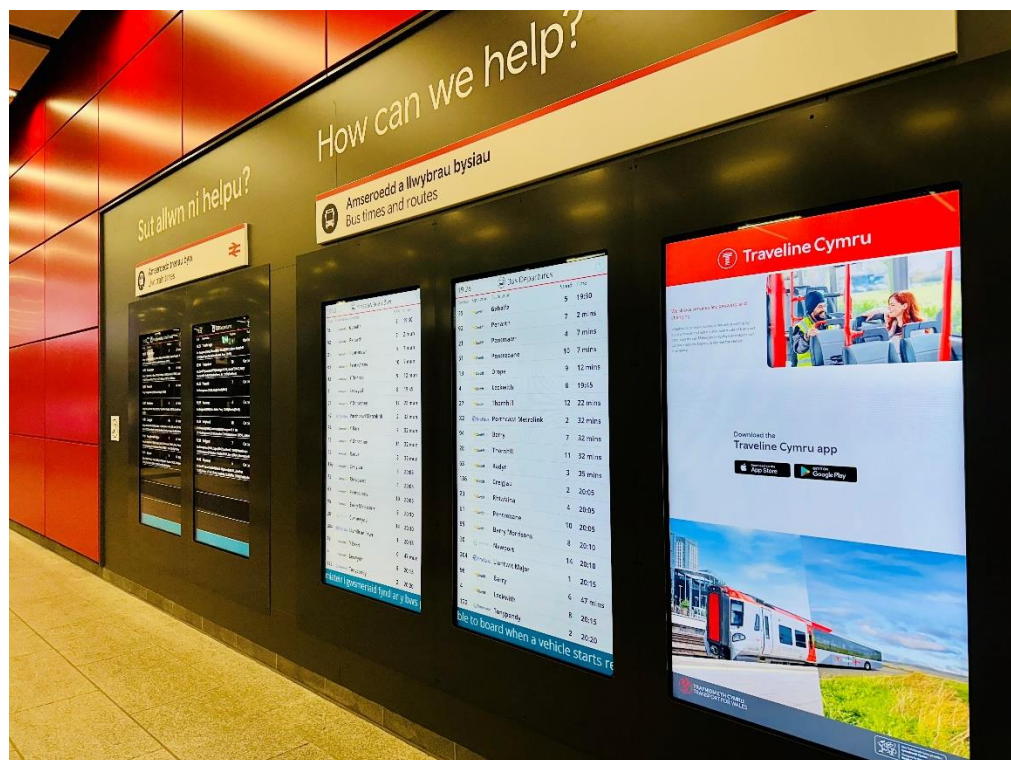
Keeping in touch with you

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’.



Transport for Wales, Cardiff Interchange

TransportAPI Powers Journey Planning, Bus Tracking, and Live Departures for the Travel South Yorkshire App

In 2024, South Yorkshire Mayoral Combined Authority launched a much revamped version of their Travel South Yorkshire (TSY) app, that makes it easier for residents and visitors to navigate the region's public transport network.

Designed with the user in mind, the app offers features including a journey planner with live route updates, real-time bus stop departure and arrival information, and live bus location tracking. TransportAPI provides the data backend for these features, maintaining the required public transport data to ensure complete coverage, accurate schedules, and up-to-the-minute information.

South Yorkshire's public transport network serves a diverse population, with residents and visitors alike relying on local buses, trams, and trains. Users expect up-to-date information that allows them to travel confidently and efficiently. Traditional timetables are useful but lack the real-time updates necessary to account for delays, route changes, and other travel disruptions. TransportAPI addresses these needs by delivering real-time data feeds for public transport systems across the UK, including the feeds now integrated into the Travel South Yorkshire app.

<https://www.transportapi.com/blog/2025/01/transportapi-powers-journey-planning-bus-tracking-and-live-departures-for-the-travel-south-yorkshire-app/>

Citybus transforms Hong Kong bus operations with end-to-end technology with Velociti

Citybus, Hong Kong's leading public transport operator, is embarking on the next stage of its journey with the implementation of Velociti Solutions end-to-end technology, which will deliver more reliable and efficient bus services to its 1.2 million daily customers.

Citybus is developing Hong Kong's first purpose-built bus operations control centre to centralise and enhance service delivery across its extensive operations in Hong Kong, with Velociti's Omnibus software suite at its core. This software solution will enable Citybus to improve reliability, reduce costs, enhance operational efficiency, as well as more effectively coordinating its services across the whole of Hong Kong in

response to customer demand, while laying a strong foundation for future optimisation, growth and importantly driving up customer satisfaction levels.

The solution will optimise every stage of Citybus's operations, from network planning and operations to post-service analysis and financial reporting, driving operational focus and efficiency at every step. Central to this is Control360, the bus industry's only fully integrated live operations platform, which will empower Citybus to proactively address operational challenges in real time.

Scheduled for completion in the second half of 2025, the new control centre at Citybus's Chai Wan headquarters is central to its overall digital transformation strategy, supporting in parallel the pre-existing core operational skills with the delivery and the precise management of its franchise contract with the HKSAR Government. The new Citybus was formed in 2023 by merging the former Citybus and New World First Bus brands into a modern and customer-focused transport organisation, operating a fleet of over 1,800 buses and a network of more than 230 routes across high-traffic areas, serving both dense urban and interurban operations.

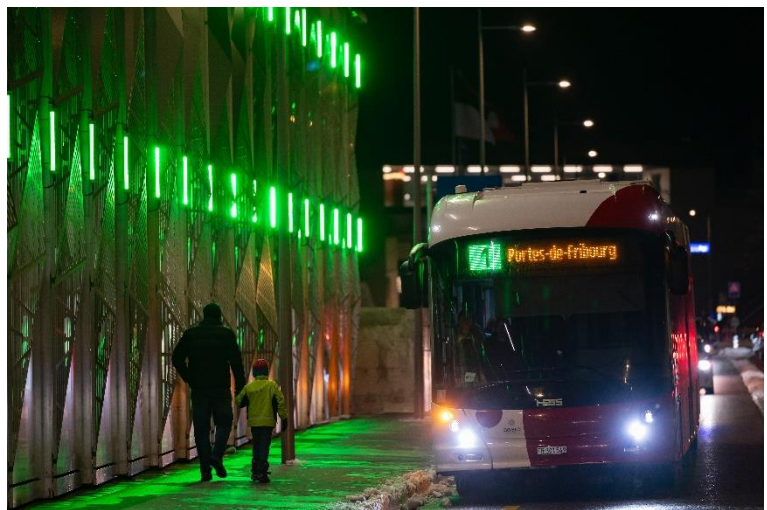
<https://www.velociti-solutions.com/citybus-hk-velociti-end-to-end-technology/>

Automated processes to support the operations control center in Fribourg (Switzerland)

The transport company Transports Publics Fribourgeois (TPF) has decided to revolutionize their operations control processes and partnered with INIT to do so.

In future, the MOBILE-ITCS nextGen Intermodal

Transport Control System, which includes numerous new dispatching measures, will be used to control and monitor the 250 buses in the city of Fribourg and the western Swiss canton (region) of the same name. However, the highlight of the new operations control solution is another



INIT system: Using automated processes, RESPONSEassist will significantly reduce the workload of operations control center personnel in managing incidents.

In the future, INIT will also support TPF in the area of electromobility: Key components of the solution include range prediction for e-buses, vehicle health monitoring and driver assistance.

<https://www.initse.com/ende/news-resources/knowledge-database/press-releases/2025/fribourg-switzerland-commissions-init-to-deliver-a-comprehensive-solution-for-operations-control-and-electromobility/>

From New Zealand to the world: Snapper Services extends its reach to nearly 20 countries shaping the future of public transport

Snapper Services, a leader in public transport technology, has reached a significant milestone in its global growth journey. Two years after expanding its European footprint, the company now has a presence in almost 20 countries, underscoring its commitment to improving public transport systems worldwide.



Snapper Services' growth has been driven by its role within a global network of strategic technology partners, where collaboration creates mutual value. By working with industry leaders

such as Optibus, Vix Technology, AWS and others, Snapper Services combines its expertise in transport intelligence with its partners' innovative solutions to address the localised and diverse challenges of delivering an excellent public transport experience.

The cornerstone of Snapper Services' innovation is the Mosaiq Transit Intelligence Suite, launched in early 2023. This powerful platform equips transport authorities and operators with historical real-time data and insights to understand and improve network performance and enhance the passenger experience. Recent updates, including features such as



improving
public transport
through technology

February 2025 - Issue 186

**M
E
M
B
E
R
S

N
E
W
S**

Running Times and Stop Details, enable customers to analyse route performance with exceptional accuracy, supporting data-driven decisions and improvements that benefit their communities.

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.

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

Next issue

Issue 187 – Monday 3rd March 2025

Please send all contributions to secretariat@rtig.org.uk at any time up to Wednesday 26th February 2025.

RTIG's newsletters are distributed by email.

To subscribe: simply complete the form online, use the QR Code or email us at newsletter@rtig.org.uk with your request and a valid email address.



To unsubscribe: email with the subject "unsubscribe" – or simply reply to your notification telling us you'd like to be taken off the list.