

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

1 August	Future Bus Vehicle Equipment Standardisation
3 September	Why is the Information Different?
31 November	Ghost Buses
Multiple	Accessible Information Regulations and Grant

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

1 July Virtual

PTIC

26 Sept Virtual

In this issue:

News and events: update on RTIG work

[CCTV Technology & Best Practice](#)

[Procurement of Software as a Service](#)

[OpRa UK Mirror Group – Historical and Performance Data](#)

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

[Bus Operator Accessible Information Regulations Support Grant](#)

[Why Does My App Show Different Information to the Display?](#)

[Future Bus – Vehicle Equipment Standardisation](#)

[Why is the information different?](#)

[Ghost Buses](#)

DfT News

[NaPTAN Product Update](#)

In Other News

[Security of QR Codes](#)

[The MultiCAV Autonomous Bus Services: What Did We Find Out?](#)

Members' news: [showcasing innovation](#)

Admin: useful facts about RTIG

[Committee members](#)

[Contact s](#)



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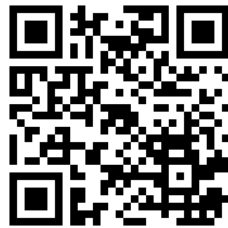
Web: www.rtig.org.uk

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/>



Accessible Information Regulations & Grant



Instagram:

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

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 .

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

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.

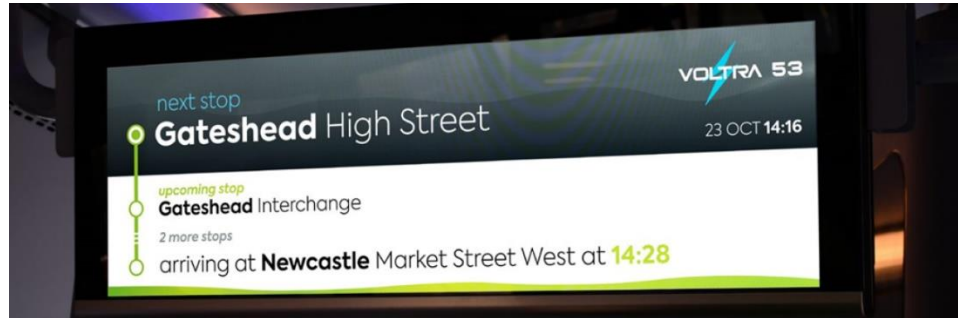
We have setup a document with different terms and are trying to populate it with the different definitions we have come across, and wherever possible a source for that definition.

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

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.

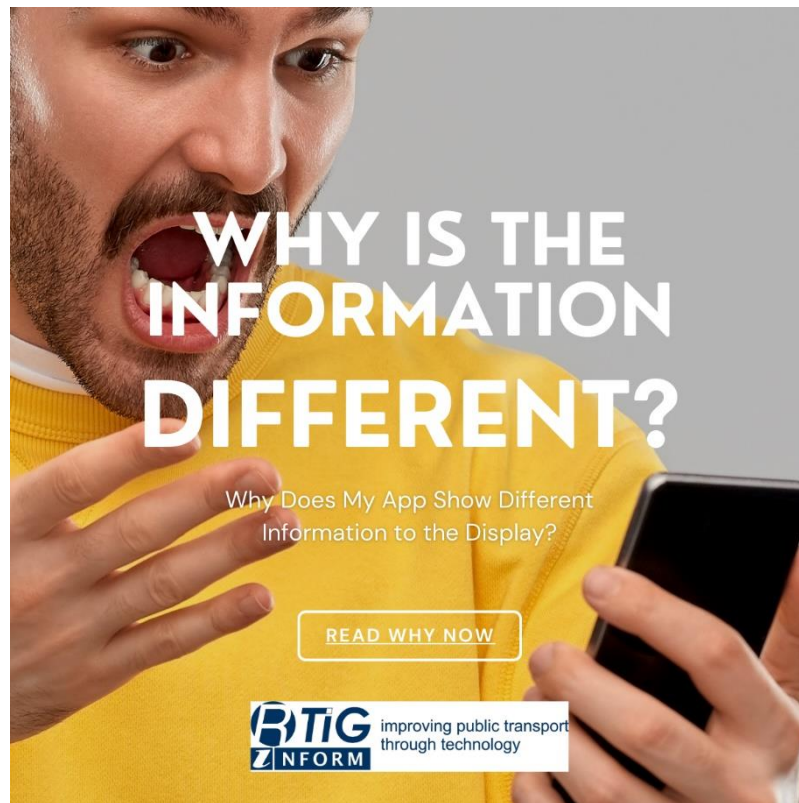
To find out more about the regulations please visit:

<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 1st 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>

Why is the information different?



Why is the Information Different?

Tuesday 3rd 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 31st 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>

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.

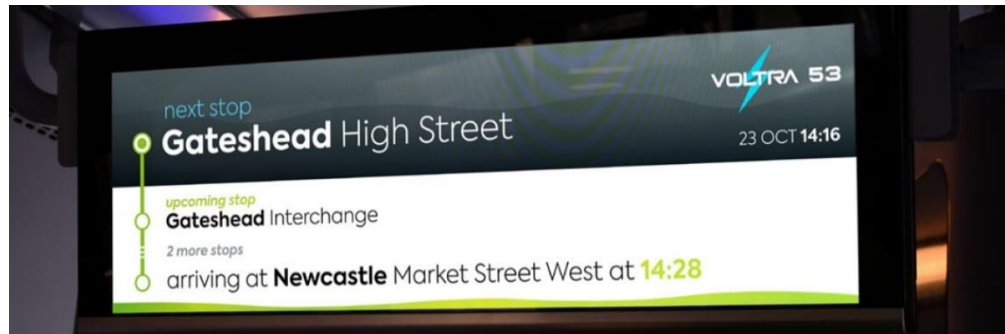
Attendees will learn:

- 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);
- Sustainicity 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 Product Update

The next workshops on NaPTAN are:

Due to the recently announced general election, government departments have had to take the position to withdraw from public speaking during purdah.

As NaPTAN we have had to take the disappointing decision to postpone our Public meetings for May and June.

All events are managed through Eventbrite:

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

Accessible Information Regulations

Around 14 million people in Great Britain are disabled, and on average they rely on using local bus and coach services more than most to make the journeys many take for granted. For some, a lack of on-board travel information can be a major barrier to traveling confidently and independently. More broadly, on-board information has the potential to improve the journey experience for all passengers.

Many transport operators and authorities have taken steps to provide this information, but over half of vehicles remain unequipped to provide it. This is why the government has introduced the Accessible Information Regulations. These new rules will make the provision of audible and visible information a requirement on board local services across Great Britain, which will help everyone to travel with confidence.

Providing audible and visible information on board transport services is not a new concept. The provision of announcements and visual displays has been a requirement for new railway rolling stock since 1998, and since the early 2000s several operators and authorities have begun providing it on buses. For over fifteen years, most bus services in London have incorporated audible and visible information on the route and upcoming stops.

The Accessible Information Regulations became law in June 2023 and already apply to new vehicles, from October 2024 they will apply to newer existing vehicles with all vehicles having to comply by October 2026.

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For more information RTiG have produced a summary of the requirements https://www.rtig.org.uk/aig/AIR_Summary and as a standalone guide: <https://www.rtig.org.uk/documents/rtigt058-11>

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.

Security of QR Codes

QR Codes have been used to help passengers access bus information or well over 10 years. With Covid testing using QR Codes they have become much more accepted, and their use has increased rapidly in many areas of daily life.

Given their convenience you can see why they are very popular, For a couple of years we've seen reports of mis-use where bad actors place a QR code over the top of the official code which takes a user to a phishing site.

These reports are increasing and are now regularly appearing in the mainstream press for parking abuses and other contexts.

<https://www.forbes.com/sites/davidbirch/2024/06/26/we-need-a-plan-to-end-qr-codes-in-fintech/>

We have now had a couple of reports of misuse in public transport settings. If you produce or use QR Codes then please be aware of this new development and wherever possible ensure that any bad actor replacements codes are removed as quickly as possible and advice passengers how to check that a code is yours and has not been tampered with or altered.

The MultiCAV Autonomous Bus Services: What Did We Find Out?

CTS evaluated one of the world's first autonomous buses running in service. The technology was capable and accepted by users, but uncertainties remain about how it can be rolled out.

Can new technologies like bus automation support a shift to more sustainable mobility? How in practical terms could automation make buses more attractive? These were the key questions which motivated the Centre for Transport & Society's (CTS) involvement in the five-year MultiCAV research and development project, co-funded by Innovate UK and the Government's Centre for Connected and Autonomous Vehicles.

As well as operating autonomous electric bus services, MultiCAV, based at Didcot (Oxfordshire, UK) introduced electric bike sharing and an enhanced travel information system. The project was led by bus operator First Bus, supported by Nova Modus. Milton Park Technology and Science Park and Oxfordshire County Council hosted and facilitated the

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project's services. Fusion Processing provided automation technology, and Zipabout, digital travel information integration. CTS, based at the University of the West of England in Bristol, was responsible for evaluative research to learn lessons from the application of the technologies and draw out messages for the future.

<https://blogs.uwe.ac.uk/transport-and-society/the-multicav-autonomous-bus-services-what-did-we-find-out/>

Keeping in touch with you

As well as keeping you up to date with all the latest news from RTIG, this newsletter aims to provide a community forum for members. We therefore offer RTIG members the opportunity to submit a short article here on any issue or innovation that might be of interest to the community.

There are two ways of becoming involved in this:

- ▶ Email pieces to us when you have them – press release format is fine, and pictures are welcome.

Nominate a marketing contact who will be included in the editor's monthly process of 'chivvyng'.



A VIX Technology display in Leicester

PlusBus available as e-ticket

PlusBus are available to rail users digitally, with a launch of sales for eight towns and cities having taken place ahead of a wider roll-out this autumn.

The scheme, in which an add-on to rail fares allows unlimited travel at a discount within a certain area, had been available only in paper format since introduction in 2002.

Together with digitalisation in train ticketing, that delay harmed take-up as passengers were largely unable to use PlusBus en route to the station, where it is normally picked up, unless tickets were posted. Retailer Trainline reports that 90% of all rail tickets it sells are digital and that, when digital ticketing is an option, customers choose it 99% of the time.

PlusBus eTickets are now available for Cambridge and the areas in the West Yorkshire ticketing zone — Bradford, Dewsbury, Halifax, Huddersfield, Keighley, Leeds, and Wakefield.

Bus drivers will initially have to manually check the ticket from passengers' phones, but on-board technology should eventually be able to read the barcodes.

An announcement on the PlusBus website reads: "After several months of development and testing, the eagerly anticipated e-ticket day product will be launched across eight PlusBus schemes in June 2024, towards a wider roll out in autumn 2024.

"Making PlusBus available as a barcode ticket is a direct response to customer demand. It will allow customers to purchase and use their PlusBus ticket via their smartphone."

Traveline, which operates the scheme, emphasises it is a "quiet launch", with the limited application to provide lessons for national roll-out. It admits it may take some ticket-sellers longer than others to offer PlusBus digitally in these initial areas, but routeone notes it is available from at least one retailer, RailEasy.

PlusBus will continue to also be available in paper format.

Claire Walters, Chief Executive Officer of Bus Users UK, welcomed the news, saying: "Digital PlusBus has the potential to simplify ticketing and improve transport integration."

Speaking last month before news of the launch, she said: “As things stand, there has been very little promotion of PlusBus’s availability and passengers still need to collect a physical ticket from the station on the day of travel. This feels like a missed opportunity to make public transport more inclusive and accessible.”

A spokesperson for rail ticket retailer Trainline adds: “The huge popularity of barcode ticketing in rail has demonstrated how customers value simple access to digital tickets, and bringing the full range of products, like PlusBus, onto digital platforms can only help increase access to and demand for rail.

“Digital ticketing also makes it easier to test new initiatives, from pricing to availability, and track both their commercial impact and how they change passenger behaviour.”.

Stagecoach and EPM collaborate to drive operational efficiency and best practice

EPM Bus Solutions, part of Velociti Group, has been working with Stagecoach Group Ltd to drive operational efficiency and achieve best practice across the group.

The operator has been utilising EPM’s unique operational and commercial management solutions across the business for 20 years.

Stagecoach and EPM collaborate

The initiative empowers groups of ‘super users’ to maximise the potential of the technology, enhancing the user experience and encouraging a more cohesive approach across operations. The sessions are attended by operations and commercial managers, equipping them with skills to disseminate with their teams.

Paul Hillman, Business Operations Support Manager at Stagecoach, said: “We wanted to leverage the existing technology to improve operational and commercial performance, and share best practice across the group. Working collaboratively with EPM, the series of user group forums connects key teams, technology and processes. This enables us to develop knowledge faster and adapt quicker, as well as having a structured way of ensuring we are getting the greatest benefit from our investment in EPM’s platforms.”

Stagecoach account manager Josh Mellor said: “We want our clients to get the most out of our unique technology and the user forums are a great way to share knowledge. In addition, our experts can add value to

optimise usage. Whilst running these sessions at Stagecoach, our team identified new ways to configure and develop the system to better serve their needs.”

<https://www.epm-bus.com/stagecoach-and-epm-drive-operational-efficiency/>

Yunex Traffic’s Urban Traffic Control solution now live across all of London

Yunex Traffic’s next-generation hosted UTC-UX system is now operating right across London. Delivering TfL’s ambitious RTO programme, the huge rollout of this solution effectively replaces TfL’s existing, ageing system. Through the introduction of enhanced user interfaces, together with new functionality, including automatic database updates, bus priority capabilities and the new UTC system future proofs London’s control system and road network.

This new hosted UTC-UX solution was installed over a two-week period, with just five migration days and will enable TfL to deliver reliable and sustainable journeys for all road users, extending to approximately 5,500 junctions and pedestrian crossing sites, supporting over 15,000 SCOOT® links, and making use of over 16,000 SCOOT® Detectors.

An intuitive system that operates directly from a web browser, Yunex Traffic’s hosted UTC-UX solution provides TfL with a range of new features, including at-a-glance system and junction status, and intuitive control features with context sensitive menus. TfL will also benefit from automatic system upgrades, enabling the traffic management team to benefit immediately from new useability and functionality features.

Yunex Traffic’s UTC-UX system also provides TfL with the enabling platform to support the roll out of the company’s FUSION intelligent adaptive control solution, which will revolutionise the city’s traffic signal control, and will replace the SCOOT® system that has been operating across London for more than 30 years. The system will be pivotal in reducing congestion and improving air quality across the city.

Continuously monitoring approaching traffic and developing accurate indicators of congestion and traffic disruption using a wide range of modern data sources, FUSION ensures traffic management decisions and target outcomes for all road users, not just cars, are policy-driven. So for example, traffic signal timings can be optimized to enable more people and goods to move around the capital’s road network with fewer delays, or to ensure active travel modes and cleaner air outcomes are prioritised.

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 (21st Century), 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 180 – Thursday 1st August 2024.

Please send all contributions to secretariat@rtig.org.uk at any time up to Friday 26th July 2024.

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