

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

3 September	Why is the Information Different?
27 September	Introduction to the Procurement Act 2023
31 October	Ghost Buses
Multiple	Accessible Information Regulations and Grant

Workshops

30 October	Practical Bus Priority, Birmingham
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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 T047 CMS to Display Technical Group
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RTIG Board

10 September	Virtual
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PTIC

26 Sept	Virtual
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For all administrative matters and enquiries please contact:

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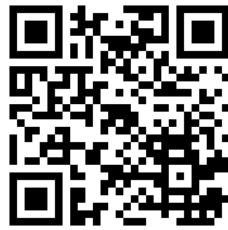
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Newsletter Frequency and Email Alerts

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>



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.

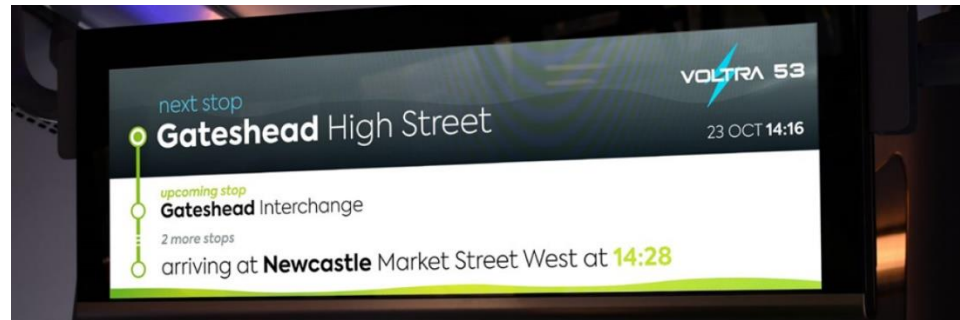
We have setup a document with different terms and are trying to populate it with the different definitions we have come across, and wherever possible a source for that definition.

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>

Next Face to Face event

Practical Bus Priority



30 October 2024 10:30
Millenium Point, Birmingham

Bus journey times continue to be one of the most significant challenges facing the bus industry. Providing priority for buses is of increasing importance and with increased attention to value for money and efficiency, how is priority being delivered and what support do practitioners need?

Following on from the Future of Bus Priority event in 2023 we are holding this follow-up event.

This time we want the morning session agenda to be set by you the attendees. We ask you to let us know:

- What you want to know about?
- What you need help with?
- What you want to share with others about your experience?

In the afternoon we will explore:

- What the future of bus priority looks like from suppliers looking at their plans for their products in aligned areas such as bus priority, congestion management and analytics.
- How we can cooperate more effectively to help interoperability and adoption.
- The Local Transport Note – Bus User Priority published earlier this year which provides guidance aimed at local authorities. It contains information on good practice and new technologies that can be used to support bus user priority in England. How can this guidance be used in practice to make a difference? How are different authorities planning to make use of it?

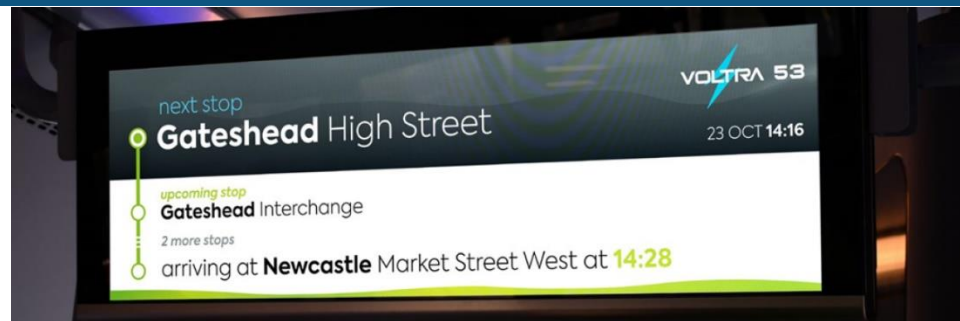
Call for questions and speakers - secretariat@rtig.org.uk

To book:

<https://www.eventbrite.com/e/1005061545137>

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>

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>

Introduction to the Procurement Act 2023**Friday, 27th September 2024 - 12:00**

The Procurement Act 2023 is a piece of legislation that aims to reform the UK's public procurement system.

The act's objectives include:

- Simplifying the system - The act consolidates all public procurement regimes into one piece of legislation.
- Increasing transparency - The act aims to make it easier to scrutinize how taxpayers' money is spent.
- Opening up opportunities - The act aims to create more opportunities for small businesses and social enterprises to compete for public contracts.
- Making the process more inclusive - The act aims to establish a more transparent and inclusive procurement process.

With only a month left before it goes live what are the key things you should know and be doing to prepare if you have not done anything yet?

<https://www.eventbrite.com/e/1005082226997>

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>

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 – Vehicle Equipment Standardisation



Thursday 1st August 2024

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.

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://rtig.org.uk/workshops/2024-08-01>

Integrating Demand Responsive Transport information in journey planners

Tuesday, 13 August 2024

This was 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?

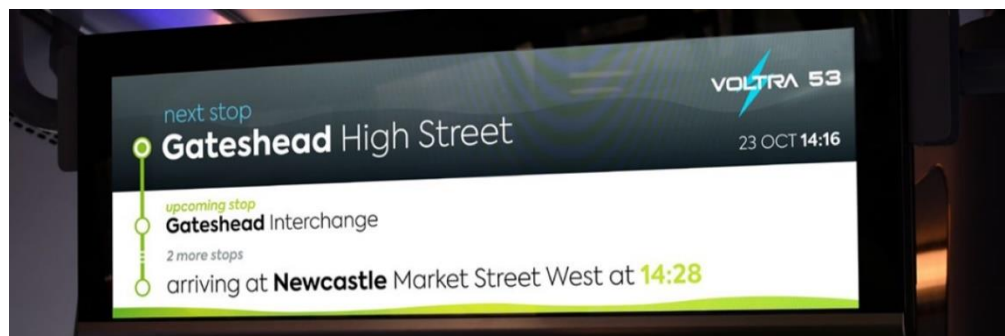
The most frequent sources of information on public transport often don't include DRT services because they are a bit different to a fixed route, fixed timetable service and journey planners systems often don't know how to present the option as part of a travel enquiry. Even when they are included, the 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://rtig.org.uk/workshops/2024-08-13>

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>

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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:

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

Catch the Bus Month 2024

CATCH THE
BUS
MONTH
GET ON BOARD
SEPTEMBER 2024

 **bus users**
bringing people together



Buses are life enhancing,
health improving, congestion busting,
job creating, economy boosting lifelines!



So get on board for
#CatchTheBusMonth

Catch the Bus Month, Bus Users annual celebration of bus services which runs throughout September, will focus on accessibility and improving access.

Buses provide vital connections to education, work, healthcare and leisure, ensuring everyone has the opportunity to lead active and fulfilling lives. Our newly published research on the experiences of disabled bus passengers, 'Why are we waiting?', shows the impact accessible transport can have on people's lives and the difference even simple improvements can make.

And it's not just passengers who benefit. According to the Motability Foundation's report, 'The Transport Accessibility Gap', the UK economy stands to gain over £70 billion each year by making transport fully accessible.

This year's Catch the Bus Month aims to highlight how accessible buses already are, and to encourage more people to get on board or make the switch from private cars. It also aims to ensure disabled people are actively involved in the design of vehicles, infrastructure and services, so that buses genuinely meet the needs of the people using them.

Designing for Inclusion

The accessibility challenges of some active travel infrastructure for people with vision impairment and other disabled people'

We are invited to attend the launch of the joint report between Guide Dogs and UCL on 'Designing for Inclusion – The accessibility challenges of some active travel infrastructure for people with vision impairment and other disabled people' via a webinar on **Wednesday 18 September from 11.30-12.30**.

Guide Dogs commissioned [PEARL at University College London \(UCL\)](#) to explore concerns expressed by disabled people, including people with vision impairment, about the accessibility of: Floating Island Bus Stops, Shared Bus Stop Boarders, Segregated Cycle-Footways and Continuous Footways. The research identified significant problems with the current designs and Guide Dogs has developed 15 recommendations.

In this webinar, you will hear from Professor Nick Tyler CBE – Director UCL PEARL and Centre for Transport Studies, the lead researcher on this project, as well as Helen Aluko-Olokun Policy Manger - Built Environment lead, Guide Dogs, who will deliver the recommendations.

You can register for the event [here](#). Please note, by registering for this webinar your details will be provided to [JFG Communications](#), who are managing the webinar on behalf of Guide Dogs. JFG Communications will only contact you about this webinar and will not share your details with any other third party.

Ready for the Future professional development grant

Rees Jeffreys Road Fund is launching a new grant scheme for transport professionals to support them to gain the emerging skills needed for the future in the highways and transport sector.

Aimed at filling the future skills gap, applicants can apply for funding to gain expertise in areas such as AI and data, through to behavioural science and diversity and inclusion.

The grants are open to people at any stage in their career, are aimed at people who would not otherwise be able to afford to study and who can use their newly acquired skills in an impactful way in the highways and transport sector.

The first deadline for applications is the 4th October 2024. More information about the scheme is available at [Ready For The Future Grants](#)

BODS User Forum (unofficial) Launch

A new (unofficial) online forum for users of the Bus Open Data Service (BODS) has been launched.

Open data consumers, bus operators, local authorities, customers, suppliers, and any other stakeholder than has an interest in or experience of the BODS service are invited to share their views, questions and experiences via the new open forum which you can find here <https://boduf.discourse.group/> . Please share this link as widely as possible.

Background

The Transport Open Data Forum (TODUF) is a group of stakeholders from across the public transport industry that has come together to embark upon a new initiative to address the needs of public transport data consumers and their customers.

The group includes open data consumers/developers, Transport Focus, The Operator Digital Initiative (including all the big bus groups and independents, and CPT), ATCO, ALBUM, the Urban Transport Group, and Traveline/PlusBus (TIL).

The first task identified by TODUF is to establish this BODS User workstream (unofficial) for BODS users to share their experiences of the service with other stakeholders and to liaise with the DfT to report and monitor issues and experiences shared on the forum.

With a focus on what delivers for passengers, the forum will support the DfT in delivering its vision for BODS to be the single source of the truth for open public transport data for data consumers by providing a single platform where all BODS users from publishers to consumers will be able to understand and learn from each other's challenges and successes in using the service.

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

Frankfurt Transport Authority (VGF) keeps Frankfurt moving with C-ITS solutions of Yunex Traffic

The Frankfurt Transport Authority (VGF) is the public transport company for the city Frankfurt am Main. VGF operates a dense network of nine metro and ten tram lines with around 400 rail vehicles. Responsible for the entire rolling and stationary mobility infrastructure, as well as traffic management, VGF plays a central role in mobility in Frankfurt.

At VGF, more than 2,700 dedicated employees keep more than 760,000 residents of Frankfurt, as well as those who commute to the city for work or as tourists, on the move. On weekdays, more than 400,000 commuters make Frankfurt a metropolis. In 2023, VGF transported over 180 million passengers on its metro and tram systems, with a further 20 percent increase expected by 2030.

For this reason, VGF is continuously developing strategies to continue to provide reliable and attractive mobility for the growing number of people. At the same time, it is already addressing the challenges of tomorrow, with a strong focus on making the mobility offer even more sustainable. In addition to a major project to increase the frequency of train services, VGF is working to continuously update its train protection technology and to save as much energy as possible during operation. In close cooperation with the Frankfurt Road Traffic Department, VGF is also focusing on efficient and multimodal network control of different mobility services to create a seamless mobility experience. These efforts are part of the joint initiative "Frankfurt MIND(+)" launched by VGF and the Frankfurt Road Traffic Department with the aim of providing the best mobility for the people of Frankfurt: connected, environmentally friendly and reliable.

<https://www.yunextraffic.com/newsroom/reference-vgf-c-its/>

Durham Bus Station: Setting the standard for passenger experience with Journeo

Durham's new bus station is quickly becoming regarded as a 'state of the art' facility for bus users in the North East, especially when it comes to travel information and positive passenger feedback.



To create a welcoming and attractive space for visitors, the County Council has introduced the latest real time passenger information system, with transport technology company Journeo delivering a step-change in the way information is managed and displayed.

In the station Journeo has supplied large summary screens so people can find the service they need as they arrive, and interactive displays to help visitors with local travel and tourism information. Further displays above each bay identify the next services to depart, making boarding the correct bus as straightforward as possible. All the displays show live information about bus departures.

<https://journeo.com/resources/durham-bus-station-setting-the-standard-for-passenger-information-experience/>

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 182 – Tuesday 1st October 2024.

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

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