

Meeting the passenger information need

Tuesday 24 June 2025

10:00 Arrival and coffee

10:30 Welcome & Introduction

Introduction & Background

Tim Rivett, RTIG

Is the waiting over? The national bus stop standard in development

Michael Solomon Williams,
Campaign for Better Transport

Customer Centric Web, App and Ticket Developments 2025

Julie Gray, Traveline

Push Messaging & Disruptions

Chris Desborough, Passenger

The Right Display for the Job: Use Cases and Technical Exploration

Matt Wilks, VIX

Claudio Invernizzi, Aesys

Discussion

12:30 Lunch

Aubin - the Accessible Journey Planner

Mike Lloyd, Aubin

Transport technology and vision impairment: a journey to equality

Martha Foulds & Samantha Leftwich,
Thomas Pocklington Trust

Discussion

14:30 Break

The Customer Journey and roles of different channels

Ines Iragui, Daniela Barbeira & Leon Byford, Transport for London

Meeting Bus Passengers Information Needs With RTPi Digital Signs

Chris Johns, Passageway

European Perspective

Tim Rivett, RTIG

Discussion / Next Steps

Wrap Up

15:45 Close of meeting and depart.

Exhibitors

VIX, Journeo, Pindar Creative, Thomas Pocklington Trust, Campaign for Better Transport, Aubin, Pindar Creative