RTiG INFORM

improving public transport through technology

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

Information Presentation WG
3 July 2018, London

Bus Open Data Implementation Group
3 July 2018, London

RTIG Committee (interim)
13 July 2018, Sheffield

CEN TC278 WG3 SG1
16 July 2018, Brussels

RTIG Committee
12 September 2018, London

PTIC
October 2018, TBC

Intelligent Transport 2018 (Russell)
1-2 November 2018, London

* = To be confirmed

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N E W S   A N D   E V E N T S

More guidance imminent

Last time we announced the release of the renamed *Inclusive passenger information*, which you may remember as *Meeting the needs of disabled travellers*. The Information Presentation Working Group is now finalising its fourth and last current document, which is tentatively named *Displaying Transport Information on Public Electronic Signs*.

The IPWG meets on 3 July in London to review the latest draft (hopefully almost final). Barring a need for major revision, we expect to publish a consultation draft on the RTIG website after the meeting: any feedback from you as a community will be gratefully received.

Memberships

RTIG exists for its members, so we like to know who you are. This isn't always as easy as it should be, for a variety of reasons – mostly because we try to work with others in an open and constructive way, rather than on an exclusive, "if you're not in, you're not invited" basis.

We know some of you have similar problems: more than one bewildered person has said to us "but I thought we were members?" and we have had to explain that they aren't. GDPR doesn't make any of this easier.

Can we therefore ask a favour? If you think you are members but haven't actually seen a membership invoice for FY18-19, please drop a line to Leslie at leslie.knoop@centaurconsulting.co.uk, and she'll be happy to confirm your status. Of course, if you aren't currently members, we can fix that for you too!

N E W S   A N D   E V E N T S

RTIG support: update

Evaluation of tenders for RTIG's professional services contract is now complete and a preferred bidder has been selected. There is a bit of paperwork formality still, though, so for the moment we won't be announcing the name of the winner officially.

Current Working Groups

The following Working Groups are currently active:

- **Information presentation WG** – meets on 3 July to review the final draft of its final main document (see main text).

- **PTIC** (joint with ATCO and Traveline) – met at DfT in London, on 5 June 2018, with its usual wide ranging discussion on standards issues. The next meeting is being arranged for the autumn.

If you don't yet participate in one of these groups but would like to do so, please contact us at secretariat@rtig.org.uk .

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TfL developments in real time information

Transport for London is continuing to develop some interesting new technology services. Two initiatives of particular note for RTIG folks were announced during June:

- *"TfL is beginning a three-month trial to identify how best to automatically count passengers on buses. The trial, which will begin on Friday 8 June, will assess which techniques capture passenger numbers in real time with the most accuracy. This could enable TfL to improve its services, provide better real-time travel information and help prioritise investment - all while being cheaper and more reliable than current manual counts."*

- *"Customers using contactless payment cards in London can now view their journey history on the go following the latest update to the free TfL Oyster and contactless app... TfL has updated the free TfL app...to enable customers to view their journey and payment history and see if they have any 'incomplete' journeys."*

It will be interesting to see how far these work in London, and how portable the relevant services are to the rest of the country.

For further information see the TfL website:

- https://tfl.gov.uk/info-for/media/press-releases/2018/june/tfl-to-trial-automatic-passenger-counting-on-buses
- https://tfl.gov.uk/info-for/media/press-releases/2018/june/contactless-journeys-now-available-to-view-on-the-go-via-free-tfl-app

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DfT moves forward on Bus Open Data implementation

Regular readers will recall that the Bus Services Act, passed in 2017, is "enabling legislation" that allows the Secretary of State to make rules in three specific areas – one of which is "bus open data". Since the passage of the Act, therefore, DfT has been preparing its understanding of what might be practical, realistic and effective, with the assistance of a "discovery phase" project (undertaken by Deloitte) that finished in March.

On the back of this process, DfT is currently finalising documentation for a public consultation, to be launched shortly, on what the rules might look like. RTIG will be looking closely at this when it comes out, and we'll also let you know though the Newsletter (in case you don't already).

Alongside this, DfT is putting in place links with industry. As well as working closely with RTIG, and supporting PTIC, it is also establishing an Implementation Group (on an invitations basis). The IG first meets on 3 July.

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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'.

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21st Century Connected Bus is driving service improvements for Omniserv

21st Century has gone live with a Connected Bus project for Omniserv, on passenger and staff car park buses at Gatwick Airport.

The Connected Bus system was designed to provide accurate information to passengers as well as service performance data to Omniserv in order to maximise operational efficiencies.

21st Century designed and installed the complete solution, connecting the on-board systems to ITxPT compliant standards, including the very latest high definition, live view IP CCTV cameras with Cloud video management. The system also incorporates Automatic Passenger Counting, on-board infotainment (including Next Stop Announcement) and Passenger Wi-Fi on the staff vehicles. A host of back-office reports allow Omniserv to review passenger demand and SLA adherence.

Each vehicle has been fitted with 12 fully digital HD cameras, both inside and outside the vehicle, with audio recording where required. The cloud-based CCTV Video Management System enables content to be stored, requested and exported. Sensors have been fitted above the doors for Automatic Passenger Counting to measure and report on boarding and alighting counts at each bus stop.

The system includes an Android driver's screen which allows the driver to input the car park zones they will be attending. This is then transmitted off-vehicle to allow the car park's real time information system to generate dynamic predictions on when the vehicle will be departing each stop on its route via new displays installed throughout the car parks.

Utilising cloud-based technology, the real time information management system provides predicted departures from the bus stop in the form of SIRI feeds which is then consumed by the 21st Century CMS which intelligently manages the data, displaying departure information in addition to promotional content and security information.

www.21stplc.com

Ticketer helps Cornwall go contactless

Ticketer has won the contract to supply bus operators in Cornwall with contactless electronic ticket machines (ETMs). The contract is facilitated through South West Smart Applications Limited (SWSAL) which produced the framework and managed the tender process for Cornwall Council.

Cornwall Council is using funding from the Cornwall and Isles of Scilly Local Enterprise Partnership's Growth Deal to help smaller bus operators across the region offer contactless payments to passengers through the latest Ticketer ETMs. Local bus operators can use the funding to obtain a new Ticketer ETM or to upgrade existing systems.

Ticketer's ETMs suit any operator, regardless of fleet size and Ticketer makes new software updates and technology developments available for the lifetime of the ETM at no extra charge. All the machines run identical software with the same features available whether the operator has hundreds of units or just one. Ticketer ETMs can accept contactless EMV as well as mTickets, paper QR tickets, ITSO smartcards and cash, enabling operators to tailor payments to the preferences of their passengers.

www.ticketer.co.uk

MEMBERS NEWS

Talent in Mobility Award for Dirk Weißer of INIT

The European Talent in Mobility award in the Best Manager category has been presented this year to Dirk Weißer, Head of Research at INIT. The award ceremony took place on 14 June as part of the Transports Publics trade show in Paris. It recognises the accomplishments of people who have made a particular contribution to the advancement of public transport and sustainable mobility.

www.initse.com

A D M I N

Management Committee Members

The Management Committee for the year 2018-19 was appointed at the AGM on 19 March 2018. Membership is currently as follows:

Chair: Ben Gilligan (SYPTE)

Members: David Gill (WYCA, Deputy Chair), Andrew Wilson (Solent), Russell Gard (Nimbus), Richard Holland (21st Century), Tony Brown (Atkins), Chas Allen (Stagecoach), Tony Pettitt (Reading Buses), Meera Nayyar (DfT)

Contact us

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Next issue

Issue 110 – Friday 3rd August, 2018.

Please send all contributions to secretariat@rtig.org.uk at any time up to Monday 30th July, 2018.

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