

## 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](mailto:secretariat@rtig.org.uk)

### **RTiG Committee**

18 September 2019, London

### **PTIC**

1 October 2019, London

### **Workshop**

End September / early October

### **Working Groups**

25 July 2019 - Integrating Disruption Data

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

## Business Plan 2019

The proposed business plan for 2019/20 was approved at the AGM and is available on the website.

If you have any questions or would like to get involved in any of the work items, then please get in touch with Tim [tim.rivett@rtig.org.uk](mailto:tim.rivett@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.

The email list has been re-started having been reduced to core RTIG member contacts to ensure it is compliant with data protection laws.

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.



## Membership Invoices

It's the start of the RTIG membership year so we are issuing invoices.

If your arrangements have changed in the last year please get in contact with Dave Rawding

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[Dave.Rawding@rtig.org.uk](mailto:Dave.Rawding@rtig.org.uk) to let us know so we can make sure we get the invoice to the right location and ensure any PO references are included.

### **Innovation in Data Analytics Workshop**

The Innovation in Data Analytic workshop was held on 26 June 2019 at SYPTE in Sheffield.

The event was well attended with all sectors represented and guests from the DVSA.

Following the welcome and community update, the first presentation was from Mark Cowling from SYPTE providing an insight into their work with data and how they make better decisions through using real time information. This is everything from where to target investment and identification of hot spots through to answering questions “like where should I park the bus so it is able to recharge?”.

Craig Nelson from Swiftly then, in a presentation that fitted well with Mark’s show us how their software is being used in the US and Scandinavia to support the decisions and questions SYPTE covered.

Jason Davies from TfWM then provided insight into how they use data to support their operational management team through data dashboards and open data services as well as updating on their work on the real journey time project.

After lunch James Amos from ITOWorld discussed how they used a T-TRIG grant to support a research project to assess the user need and how this could be actioned. Through a series of workshops with Transport for West Midlands, Transport for Greater Manchester and Cambridgeshire Council the project identified user requirements and then, using their transit data platform and data visualisation technology,

# NEWS AND EVENTS

developed prototype web-based dashboards and visual analytics tools that can provide insight into the performance of public transport services.

Tim Rivett then demonstrated different innovative ways that data is being presented in different countries around the world using open data. Rob Dudley showed how he was using the Reading Buses open data service to semi-automatically provide disruption data on Twitter.

To round off the day Tim Rivett updates the attendees on the plans to standardise the transfer of operating raw data and statistics exchange using the OpRa project.

Our thanks go to SYPTE for hosting in impressively equipped facilities.

Slides are available on the members section of the documents page on the website  
<http://www.rtig.org.uk/web/RTIGdocuments/tabid/56/Default.aspx>

## SIRI Updates

As previously raised minor updates to SIRI are being proposed.

This work is taking place over the next couple of months.

If you understand SIRI and want to be involved in commenting and reviewing the proposed changes then please get in touch with Tim

[tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

## Working Groups

With the new business plan comes some new working groups to help deliver the outcomes.

# NEWS AND EVENTS

These working groups are now underway, its not too late to become involved – just get in contact:

## **Integrating Disruption Information**

There are many different systems where disruption information is available which are not normally part of the customer information process. This group will investigate how to practicably integrate the disparate systems in use across public transport: to provide more and consistent disruption information and if appropriate, to produce an advice document

## **Procurement Advice**

This group is working to produce a 'Dummies Guide' to real time system procurement. An initial draft is already available.

We are still looking for volunteers to become involved in these groups which are about to be starting work:

## **Maintaining an efficient and effective RTI system**

Whether you have you have just invested in your shiny new or upgraded system or if you've been running one for years, the challenge of how you maintain it is common to everyone.

We aim to provide an advisory guide on the best practice for keeping a real time system working efficiently and effectively.

# NEWS AND EVENTS

## **Accuracy and quality of real time predictions**

Following questions at the last two workshops there it is clear that there is not sufficient common understanding across the community on how to effectively measure the performance of predictions.

This group will produce a guide on how to measure the quality and accuracy of predictions.

If anyone wants to become involved in any of the groups then please feel free to discuss or commit by getting in contact with Tim  
[tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk) .

# I N O T H E R N E W S

## **Bus Open Data Update June 2019**

From the latest DfT newsletter on the Bus Open Data programme:

### **Project Update**

The Bus Open Data Digital Service (BODDS) is going into private Beta. On 25 June, the Department for Transport, KPMG and ITO World, started developing the Alpha prototype into a fully functioning end-to-end service. This will allow bus operators to upload their routes and timetables, in line with the statutory obligation (from 7 January 2020), so that 'data consumers' – (app developers, transport analysts, etc.) can serve passengers and grow the economy. Other services offered include the provision of a TransXchange data creation tool for those without access to software and also a quality assurance and reporting tool to help operators to improve the quality of their data. We will, later in the year migrate into the second phase of private Beta to develop location data and fares functionality.

### **Development of the BODDS TransXchange profile**

As part of the Bus Open Data Programme, we have been considering the TransXChange (TXC) standard and the creation of a specific profile for BODDS. This will facilitate the transfer of routes and timetables data in an increasingly consistent and standardised manner. One common complaint about TXC during our consultation process was that there were too many different ways of expressing the same thing, making TXC readings more complicated than needed, and allowing it to be more readily misinterpreted. Therefore, as part of the Bus Open Data Digital Service, the Department is looking to drive consistency in the use of TXC by having a Public Transport Information (PTI) profile for TXC.

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We have carried out an initial consultation, and our standards expert, Stuart Reynolds, has made a number of proposals as to how TxC can be used in a more coherent way. The proposals also take the opportunity to simplify the way that data is depicted. This will help develop files which are easier to read and understand what the data represents.

If you haven't already seen the slides of the proposed changes, then please contact the BOD team. The slides will also be available via the survey. The TxC Profile will be optional from January 2020, but we expect systems to migrate to it with the end of the Bus Open Data transitional period. It will be mandatory by January 2021.

The next stage of the consultation will be a survey asking for users views on the proposed changes. This will be available at [https://www.smartsurvey.co.uk/s/TXC\\_Profile/](https://www.smartsurvey.co.uk/s/TXC_Profile/) during early July and will run until 26 July 2019 – please take the time to complete this survey, as your views are important.

### **Readiness Assessment**

In order to better understand the current system capabilities and digital maturity across bus operators and local transport authorities, the DfT will be launching a readiness assessment from late July 2019 which will remain open for 8-10 weeks. You will receive an email which will include some briefing information and a link to a survey containing questions regarding software, data standards and your organisations digital maturity level. We would encourage you to complete the survey promptly.

### **Get in touch and follow us**

Also follow us @busopendata on Twitter for updates and news about the bus open data programme. Since the launch of the bus open data



# IN OTHER NEWS

Twitter channel, we have attracted over 500 followers.

If you don't yet receive this newsletter but would like us, drop us an email at [busopendata@dft.gov.uk](mailto:busopendata@dft.gov.uk) and we'll add you to the list. Feel free to suggest future topics that would be of interest to and we can include those in the Forward Look.

## Open Journey Planner Standard

Many of you will know Roger Slevin from one or more of his many roles in the UK public transport information sector.

After many years he has decided to finally retire after winding down over the last couple of years. Our thanks go to Roger for his friendship and support to RTiG.

His retirement means that there is a need for someone to take on his role as the UK representative on the CEN working group responsible for Distributed Journey Planning Systems.

This group, under Roger's leadership has recently achieved formal standardisation of the journey planner interface specification.

If anyone would like to get involved in CEN and the Open Journey Planner Standard in particular, or just to find out more about CEN and standards work then please let Tim know [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

## May Day 2020

Next year's early May bank holiday will be moved back by four days for the whole of the UK to coincide with the 75th anniversary of VE Day.

# **I N O T H E R N E W S**

May Day is traditionally held on a Monday but will be put back to Friday 8 May 2020.

It may sound like a long time away, but it will be upon us sooner than we would like.

Many data systems enable the tagging of service operations to be set as running on Bank Holidays.

How will your systems cope with the change in day from the Monday to the Friday?

# M E M B E R S N E W S

## 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 21st Century totém at the newly refurbished Walsall bus station.

# M E M B E R S N E W S

## **Ticketer's integrated technology demonstrated in mainland Europe at UITP**

Ticketer, the UK's leading integrated revenue, tracking, performance and fleet management provider, exhibited for the first time at the UITP Global Public Transport Summit, as part of the company's expansion plans. The event coincided with Ticketer's 10th Anniversary, during which time it has grown to become the largest Electronic Ticket Machine supplier in the UK, whilst also starting to expand successfully into new markets.

Many bus operators in the UK have benefited as Ticketer has relentlessly pursued a decade of technical developments, which include (amongst many others) contactless payments, schedule adherence and the latest developments of EMV Tap On/Tap Off technology.

At the UITP Summit, there was a huge amount of interest in Ticketer's EMV Tap On/Tap off solution, which ensures that passengers pay for their actual journey made rather than a flat fare. Passengers Tap On with their contactless credit or debit card, then Tap Off as they disembark. They no longer need to state their destination or ticket type to the driver, and all with any contactless credit or debit card they may own without the need to carry a dedicated regional smartcard.

Visitors were also able to explore the full range of features in the Ticketer solution, both hardware and software, which have seen the company rise to become the largest supplier of EMV on-bus ticketing solutions in the UK.

All Ticketer's ETMs run identical software, with the same features available whether the operator has thousands of units or just one. The ETMs can accept multi-currency payments in the form of contactless EMV as well as mTickets, paper QR tickets, Apple and Android Pay, smartcards and

# M E M B E R S N E W S

cash, enabling operators to tailor payments to the preferences of their passengers.

John Clarfelt, Managing Director of Ticketer, comments: "Although we are well known in the UK, and have successful installations outside of the UK, this was our first foray onto the European stage at a major exhibition. We were excited to showcase our market leading technology to a new audience and explain our philosophy of providing the same service to all customers regardless of fleet size. We took the opportunity to explain to our many UITP visitors that all new software updates and technology developments are made available to all operators for the lifetime of the ETM, at no extra charge, and this was very well received."



Ticketer has also been recently recognised in the UK for its unique approach to marketing, which includes the Ticketer Duck. International visitors

# **M E M B E R S N E W S**

to UITP were invited to adopt a Ticketer Duck on the understanding that they provide photos of the newly re-homed ducks in “exotic” places around the world, to prove they are being well treated. Follow Ticketer\_UK on twitter to see where the ducks have made new homes.

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N****Management Committee Members**

The Management Committee for the year 2019-209 was appointed at the AGM on 12 March 2019. Membership is currently as follows:

Chair:

Members: Andrew Wilson (Hants), Graham Davies (WYCA), Russell Gard (React Accessibility), Darren Maher (21<sup>st</sup> Century), Tony Brown (Atkins), Chas Allen (Stagecoach), Tony Pettitt (Reading Buses), Meera Nayyar (DfT)

**Contact us**

Best by email: [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk).

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

**Next issue**

Issue 120 – Wednesday 1<sup>st</sup> August 2019.

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Friday 26<sup>th</sup> July 2019.

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