

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

RTiG Committee

30 May 2018, London

PTIC

5 June 2018, London

CEN TC278 WG3

7 June 2018, Paris

CEN TC278 WG3 SG1

*June 2018, Cologne

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

GDPR and RTIG

Like everyone else, RTIG is affected by the General Data Protection Regulation (GDPR), which imposes stringent conditions on those holding and processing personal information about EU residents. This comes into force on 25 May 2018. *Inter alia*, this affects our holding of contact details for newsletter notifications.

At present RTIG is in the middle of some significant developments (it has a new Chair and will shortly be getting new professional support), and its approach to disseminating its activities may well be affected by this. For this reason, rather than issue a "read this and sign up" email now, we are going to adopt a blank-slate approach later in the year.

You will still, of course, be able to see the latest news from RTIG, which will be posted periodically (normally monthly) on our website <http://www.rtig.org.uk/>. It's just that you won't receive a prompt to look for updates. Sorry, it's the law!

Revised guidance published

Among RTIG documents, one that has proved consistently popular and useful over the years is our guidance on *Meeting the needs of disabled travellers* (RTIG-PR003-D002). This guidance was first drafted over ten years ago and has been kept under constant review since.

We are pleased to say that the latest version has now been published – with the twist that it has been renamed *Inclusive passenger information*, to reflect the fact that it helps to improve the accessibility and comprehensibility of information to all passengers (not just those with disabilities).

NEWS
AND
EVENTS

As previously, the substance of the revision is incremental rather than revolutionary. Apart from a few "bugfixes", this principally reflects the evolution of technologies such as text-to-speech engines, audio services and (of course) personal devices. Some tweaks were also needed for legislative updates, and to keep the document in alignment with more recent RTiG publications (notably those on use of language, RTiGT035, and additional information on signs, RTiGT036).

Our thanks go to the members of the Information Presentation Working Group, which conducted the review.

The document is available on the RTiG website, in the documents area (you do not have to sign in as a member).

NeTEx: next steps for the UK

The European standard SIRI is now pretty well embedded in UK real time systems, and contributes to making the bus data environment (relatively) open and uniform. But of course it only addresses real time information.

Underlying information on routes and timetables is generally referred to one of the flavours of TransXChange (with NaPTAN as the stop reference, among other things). TransXChange is a UK standard though. At European level, a huge amount of work has been undertaken over most of the past decade to create something called NeTEx, which everything (probably) that TransXChange does, and much more besides.

DfT has recently commissioned work to create a "UK NeTEx profile", which is expected to form the basis for the UK's National Contact Point for bus data. The aim is to streamline the ability to transform existing TransXChange into compliant NeTEx format as easily as possible.

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The next PTIC meeting, on 5 June at DfT's offices, will include a presentation and discussion of this work. If you are interested in attending, please let us know, or contact peter.stoner@itoworld.com.

RTiG support: update

Re-procurement of RTiG's professional services contract is now well underway. The tender deadline passed on 1 May and we are now well into the tender evaluation process. Results should be known within a few weeks and will be announced in the next newsletter.

Current Working Groups

The following Working Groups are currently active:

- **Information presentation WG** – the RTiG Guide *Meeting the needs of disabled travellers* has now been renamed and published (see main text), and other group documents are in hand.
- **PTIC** (joint with ATCO and Traveline) – met at CPT in London, on 6 February 2018, with the main topic being the presentation of findings by Deloitte during its DfT discovery project (see main text). The next meeting is scheduled for 5 June 2018.

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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S**BSOG guidance on schools services**

In case you weren't aware, DfT has recently sent letters to both local authorities and bus operators concerning which services are eligible for claims of Bus Service Operators Grant (BSOG).

The rules are that public services are eligible but schools services are not – leaving ambiguous what happens at edge cases (services open to the public on part of their route, for example). The DfT letters have clarified how these edge cases should be handled, which should significantly reduce any confusion.

From the RTiG point of view, it's worth noting that information services are also affected by this guidance. Specifically:

- *"Details of those services serving schools, but that are also open to the general public, should be provided by bus operators to the local authority so that they can appear on Traveline...;*
- *"Normal stopping services that happen to serve schools and that are open to the general public should also appear in the bus operators' own Journey Planners and in local authority Journey Planners where they have a Journey Planner separate to Traveline;*
- *"Operators' web sites and other literature such as timetables/faretables may indicate that a service serves a school or college, but from 1st September 2018 it must be made explicitly clear on such literature that it is also open to members of the general public."*

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 'chivvying'.



M E M B E R S N E W S

Istanbul opts for IVU.suite

One of the liveliest major cities in the world will soon be using IVU.suite from IVU Traffic Technologies. The Istanbul transport company IETT ordered the company's standard solution for public transport in order to plan run schedules and duties of vehicles and drivers. The leading optimisation tools of the IVU.suite are part of the package, ensuring maximum efficiency.

One of the largest bus operators in the world, IETT provides reliable public transport services in this city of 15 million inhabitants on the border between Europe and Asia. IETT's extensive transport network also includes the Istanbul BRT system Metrobus, which carries around a million passengers a day between the two continents on its seven routes. Across all its services, IETT deploys more than 6000 vehicles and 5000 dedicated drivers. All of them will be assigned the IVU.suite in future. With its sophisticated mathematical algorithms, the IVU.suite can process substantial data volumes such as those in Istanbul without effort.

IVU is working closely on implementation with its Turkish partner ZET Group.

www.ivu.com

Arriva takes its 100,000th contactless payment in Guildford

Arriva's Guildford service has taken its 100,000th contactless payment, less than six months after launch. The company's Guildford depot was the first to introduce contactless payment in the southern counties, using Ticketer Electronic Ticket Machines (ETMs).

M E M B E R S N E W S

Arriva's contactless payment system is quick, easy and secure for customers, providing bus users with a variety of ways to pay including debit and credit cards and Apple and Android Pay from their devices.

Arriva has rolled out contactless payment across its fleets in Guildford and West Surrey as well as the North East of England.

www.ticketer.co.uk

UrbanThings partners with IVU to deliver groundbreaking transport ticketing platform

UrbanThings has formed a strategic partnership with IVU Traffic Technologies. The agreement will see UrbanThings' m-Ticketing solution Ticketless TM distributed as part of IVU's comprehensive public transport software, IVU.suite. The companies will work together to integrate the two platforms more closely.

Ticketless is a Smart Ticketing platform for public transport that enables operators to lower their costs by removing on-vehicle hardware and using passengers' smart devices as travel token validators instead.

The new system provides 'Be-in/Be-Out' travel, which means that passengers can board vehicles while keeping their phones in their pockets. The Ticketless app will communicate with Bluetooth beacons to track journeys and manage fare collection. The same technology will allow operators to monitor vehicle occupancy in real time. The product is already seeing considerable interest, with its first live deployment in Bristol and advance orders are now being received.

www.ticketless.travel

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), Andrew Wilson (Solent), Russell Gard (Nimbus), Richard Holland (21st Century), Tony Brown (Atkins), Chas Allen (Stagecoach), Tony Pettitt (Reading Buses), Meera Nayyar (DfT)

A Deputy Chair may be appointed at the first Committee meeting of the year (30 May).

Contact us

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Next issue

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Please send all contributions to secretariat@rtig.org.uk at any time up to Monday 4th June, 2018.

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