

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

16 April Introduction to Auracast Bluetooth

Multiple Accessible Information Regulations and Grant

For booking details and additional events see the website.

Working Groups

OpRa Mirror Group
T047 CMS to Display Technical Group
Future Bus Priority

AGM

13 May 12:30 - Virtual

PTIC

5 June Virtual

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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/>



Bluesky

<https://bsky.app/profile/rtig.org.uk>



Instagram:

https://www.instagram.com/rtig_inform/



Facebook:

<https://www.facebook.com/RTIGInform>



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.

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

Future Bus Priority Working Group

At our recent practical bus priority event there was plenty of discussion about the challenges of the current approach to providing bus priority. We discussed what works and where there are opportunities to do things differently and what the medium and long term futures may be and need to be able to handle.

It was agreed that the current RTiG / UDG standard T031 needs some updates to better meet requirements – a group has been reviewing this and is nearing the end of the review which will update the document and XML standard.

There was also a desire to fully review how bus priority could work in future. A working group has started to meet, but is in the early days still and new members are more than welcome.

If you want to be part of either of this working group please contact secretariat@rtig.org.uk

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.

NEWS & EVENTS

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>

Auracast™ Bluetooth Briefing Note



Auracast Bluetooth is a new wireless audio broadcasting technology that extends the capabilities of Bluetooth Low Energy (LE) Audio. It allows a single audio source to broadcast to an unlimited number of nearby Bluetooth receivers, making it ideal for public announcements, assistive listening, and social audio sharing.

This briefing note introduces the technology and outlines some of its potential uses.

<https://www.rtig.org.uk/documents/rtigt061-1>

AGM**Annual General Meeting****Notice for Annual General Meeting 2025**

This notice is to inform you of RTiG's upcoming Annual General Meeting. The meeting will take place on 13 May 2025 from 12:30 – 13:30. The meeting will be online.

The AGM is open to all Subscribing Members and Affiliate Members of RTiG, including organisations who have subscribed or committed to subscribe for FY25-26.

A formal calling notice has been sent to members.

Non-members are welcome to attend but will not be able to vote.

To attend please register at

<https://www.eventbrite.co.uk/e/1292702340499>

NEWS & EVENTS

Next Face to Face event

What topics would you like us to cover in our events?

We are planning the event calendar for the year – face to face and webinars and would like to hear from you about what you want us to cover in the events this year?

<https://forms.office.com/e/guvCY83x1Z>

Upcoming Webinars

What topics would you like us to cover in our events?

We are planning the event calendar for the year – face to face and webinars and would like to hear from you about what you want us to cover in the events this year?

<https://forms.office.com/e/guvCY83x1Z>

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S****Introduction to Auracast Bluetooth – Accessible Audio for All****16th April 12:00 – 13:00**

Auracast™ is a new wireless audio broadcasting technology that enhances Bluetooth Low Energy (LE) audio. This technology is ideal for public spaces such as transportation environments to deliver public announcements and provide accessible audio to those who require the use of assistive listening technology. This will significantly benefit the 18 million people with hearing loss in the UK.

Auracast allows audio to be shared wirelessly with an unlimited number of devices, ensuring clear and accessible audio for all in various environments.

Join RTiG's webinar alongside Ampetronic to learn more about how Auracast works and its potential benefits in public transport.

<https://www.eventbrite.co.uk/e/1289393032269>

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>

Past Events

Improving Operational Management of Buses

NEWS & EVENTS



12 March 2025 10:30
Location: Central London

Join us for an insightful conference looking at **how to manage bus services effectively in an unpredictable world.**

This event will bring together industry leaders, including operators, authorities, and suppliers, to discuss and share their experiences and future plans.

Key Topics:

Leveraging real-time information to enhance customer experience.
Strategies for managing unexpected disruptions.
Minimizing the impact of service disruptions on operations.
Real-time management of bus services.

Why Attend? Gain valuable insights from experts on how to navigate the challenges of bus service management in today's dynamic environment. Learn about innovative solutions and best practices that can help improve service reliability and customer satisfaction.

Don't miss this opportunity to network with professionals and stay ahead in the industry.

Hear from:

- Stagecoach
- Nottingham City Transport
- Reading buses
- Equans
- Velociti
- Prospective
- RTiG

Slides and recordings are available for members, if you are not a member then contact secretariat@rtig.org.uk to discuss access.

NEWS & EVENTS



All our previous webinars have been recorded and available on our YouTube channel:

<https://www.rtig.org.uk/youtube>

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NaPTAN Public meetings coming up

All events are managed through Eventbrite:

<https://www.eventbrite.co.uk/o/departments-for-transport-naptan-team-39414925573>

NaPTAN Account and password issues

Emails not making it through to you

We have identified an issue with account creation and password resets for the upload functionality of the NaPTAN site. Automated emails are being sent from our system, which are not being delivered or are so slow in being delivered that the link has expired.

We are looking into an alternative email mechanism using GOV.UK Notify (notifications.service.gov.uk) to send these emails. We are currently working to change the whole email system for the account emails, which is not a trivial piece of work.

As you can imagine, identifying the issue has taken some time. We were getting no errors until users reported not receiving emails.

It appears these emails are not ending up in your spam folders or even making it through the mail systems to get to your inboxes.

Thank you for your patience. As soon as we have this resolved we will update you via our newsletter

Non-passenger Stops

We have been doing work on building the service for non-passenger stops (depots, driver change over, and driver's rest stops).

The non-passenger stops have been given a dedicated ATCO Area Code (999) and the documentation on the Additional Information page on the NaPTAN site explains how and when these stops should be used by Bus and Coach Operators, Journey Planners and downstream systems.

The rule which came out of the consultation in public meetings, ODPI and CPT meetings, was using the pattern 999+NOC Code as a prefix, and then the Bus and Coach Operators can use whatever designation makes

D f T N E W S

sense for their infrastructure. This avoids different bus operators using the same codes which could cause issues in some downstream systems (ABODS specifically).

EDITOR: RTiG will be publishing some detailed guidance very soon on non-passenger stops.

ATCO Area Codes list

We have published a list of all the ATCO Area Codes in use. This is the first three digits of any ATCO code, the unique identifier for any stop in NaPTAN, which identifies which Local Transport Authority or entity is responsible for the stops with numbers that start with that code.

The list also clarifies the geographical areas that are within the DfT managed NaPTAN data set, and how international stops outside of this area should be handled.

You can read about these stops on the Additional Information area of the NaPTAN site (<https://beta-naptan.dft.gov.uk/additional-info>)

If you have any feedback on the list, please contact us at naptan.nptg@dft.gov.uk

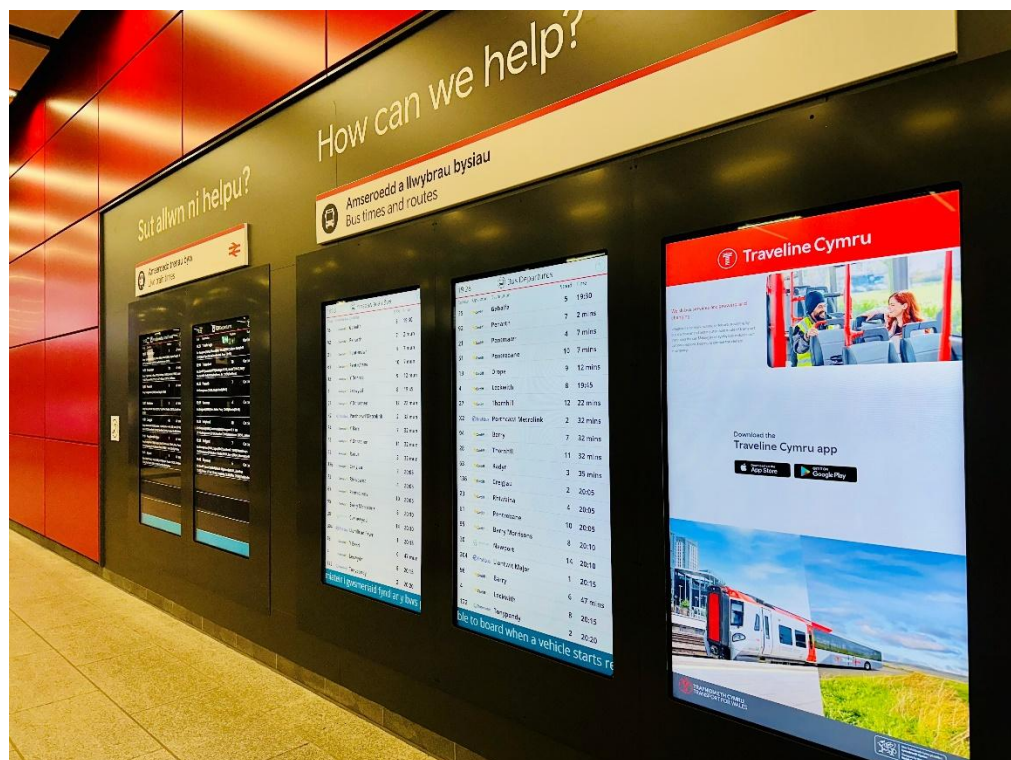
Keeping in touch with you

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'.



Transport for Wales, Cardiff Interchange

SYMCA adopts Velociti solution to manage franchised services

South Yorkshire Mayoral Combined Authority (SYMCA) has selected Velociti Solutions' contract management and performance system to support its journey of improving its bus network, allowing it to evaluate the performance of the new contracted network, focusing on identifying strengths and pinpointing areas for improvement.

Velociti's contract performance solution will allow SYMCA to manage all aspects of contract management and monitoring through a single platform, offering analysis of the network and enabling the benchmarking of operators against key performance indicators. In addition to contract performance, SYMCA has also invested in ETM DAS to capture and analyse every passenger transaction within the contracted network, including data on ticket types purchased and total passenger numbers.

Director of Bus Reform at SYMCA Matt Goggins said: "As we transition towards a franchised network, it is essential that we have the right tools in place to manage and monitor network performance cost-effectively. Gaining a deeper understanding of our contracted network is critical to improving services and increasing bus usage across South Yorkshire. Having all performance metrics readily available in one platform is invaluable; it will save us valuable time on administrative tasks and enable us to develop improvement plans based on in-depth and accurate data."

Chief Customer Officer at Velociti Solutions Nick Brookes added: "We are excited to assist SYMCA in its efforts to enhance bus service delivery in South Yorkshire. Greater collaboration between Local Transport Authorities (LTAs) and bus operators is vital, whether a region opts for a franchised or enhanced partnership model. Transparency is key, and that is what contract performance provides: clear metrics that empower LTAs to make data-driven decisions that meet the needs of passengers, ultimately leading to increased patronage."

Mosaiq Global Public Transit Index

The Mosaiq Global Public Transit (PT) Index uses publicly available data to build referenceable insights and benchmarks for public transit authorities and operators around the world – including regional spotlights. It will continue to build on its On-Time Performance base to become a trusted reference to make public transport more efficient, more effective and more sustainable.

Our look at how England performs



The Mosaiq GPTI Spotlight on England uses publicly available, schedule and real-time data, that was ingested from the Bus Open Data Service (BODS). We identified six regions using a collection of stops for each local authority as found on the NaPTAN site.

<https://www.mosaiq.co/global-pt-index>

Traveline appoints Passenger for digital overhaul

Passenger has been appointed to deliver the next generation of Traveline's family of digital services.

This project provides a new technology solution for data management, journey planning and real-time information, helping deliver better public transport information for communities, businesses and visitors UK-wide.

Traveline is a not-for-profit limited company owned and managed by public transport stakeholders across the public and private sectors. Its board members represent all major bus groups, independent bus operators, local authorities, customers and the Rail Delivery Group.

M E M B E R S N E W S

Serving up five million results to customers every month, Traveline offers multi-modal journey planning that includes every bus, coach, rail, ferry and light rail route in England, Scotland and Wales.

The contract will deliver a new traveline.info website and app, designed to make existing features easier to discover and adding new capabilities at almost every part of the customer journey through the site. These include bus fares, PlusBus information, real-time bus locations, accessibility information, service updates, and additional information such as vehicle branding, onboard WiFi and USB charging availability.

The work also includes the redevelopment of the PlusBus website as part of Traveline's broader Digital Transformation programme for PlusBus. It is intended to be instrumental in providing information to the large segment of consumers who prefer e-ticketing over paper and for whom PlusBus is not currently attractive.

A D M I N

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 (Journeo), 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 189 – Thursday 1st May 2025

Please send all contributions to secretariat@rtig.org.uk at any time up to Monday 28th April 2025.

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