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

RTIG Virtual Workshops
6 Dec 2021,   Year in NaPTAN
13 Dec 2021, CMS to RTI Displays Interface Project Progress Update
15 Dec 2021, Requirements for Prediction Engines

More events will be announced as the month progresses. For booking details see the website.

Working Groups
        Vehicle Metrics

Committee
27 Jan 2022, Virtual

PTIC
17 Dec 2021, Virtual

Bus Open Data Service Events
the full list of regularly updated events here:
https://www.eventbrite.co.uk/o/bus-open-data-service-31561104991

In this issue:

NEWS & EVENTS

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.

RTIG on Twitter

RTIG is now on twitter as @RtigInform

https://twitter.com/RtigInform

Photo Library

To help liven up RTIG printed and digital outputs we are interested in receiving any images of public transport information real time or otherwise that you would be happy for us to use.

We will of course credit the appropriate source if published.

If you have any material, you would be able to let us have access to please contact Tim tim.rivett@rtig.org.uk

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 .

Environmental Impact of Displays

There are a bewildering range of displays on offer from suppliers from LED to TFT powered by mains, battery and solar.

With the climate emergency and environmental concerns high in peoples minds the impact of our choices of technology need to be considered more than ever.

Purchasing and environmental teams are increasing expecting questions to be asked whenever equipment is purchased.

What is the impact of the choices we make?
Do we know which technologies are better for the environment?
Do we know the carbon impact of different display types and technologies?

We do not know the answers to these at RTIG, neither do we know if these are even the right questions to be asking.

To help make sure we ask the right questions and are able to help people with finding the answers we are setting up a new working group to look at the environmental and carbon impact of different display technologies and power suppliers.

If you have some of the answers, or more questions to ask, or just want to find out more then please get in touch with tim.rivett@rtig.org.uk and join the working group.

N E W S   &   E V E N T S

Hearing Loops

During the pandemic, bus operators introduced Perspex screens between the driver and passenger to help provide protection from COVID-19. This barrier increased the challenge for passengers and drivers who have hearing problems.

The use of audio induction loops (hearing aid loops) and other solutions will help to alleviate some of the resultant problems.

The requirement will form part of the future vehicle requirements as seen in the new zero-emission buses scheme.

We will be producing an advice note for operators.
If you want to be involved in the group creating this then please let us know.

Vehicle Metrics Working Group
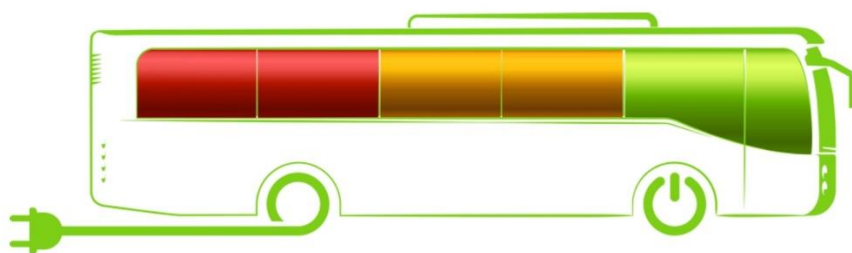
With the increase in electric vehicles, there has been discussion in a few forums about a desire to have some common key vehicle metrics to help manage fleets in control rooms and plan charging layovers etc.
There is a need to decide what data is needed on bus and what is acceptable off bus and what the quality and accuracy should be.

This is an area that is of interest to in Europe and there has been recent discussions about the development of a set of data requirement and interface standard that could be used in specifications for Standardisation through CEN and in procurements.

N E W S & E V E N T S

A working group to identify the requirements of operators and authorities is being formed.

If you want to be involved in the working group exploring this then please let us know.

To get involved in this group please get in touch tim.rivett@rtig.org.uk

Towards Net Zero Carbon

The UK government has introduced ambitious goals for the UK to become net-zero carbon by 2050 and transport is the largest source of carbon dioxide (CO_2) emissions in the UK - damaging both the environment and public health.

In addition, the UK government's recent De-Carbonising Transport report outlines a strategy for reducing overall car use, promoting the "natural first choice" to be public transport and emissions-free modes of travel like walking and cycling.

We all need to address the climate crisis and RTIG is reviewing its activities to take the necessary steps to ensure our own climate impact is reduced; and to assist with and promote, the actions public transport takes to reduce its carbon footprint.

The report that is underway on the Environmental Impact of Displays is the first piece of work.

We want to know what we should do next?
How can we help you and your organisations better understand your impacts?
How can we help you reduce your impact?

Please let us know what we can do to help and what you want us to work on.

N E W S & E V E N T S

Webinars

With the inability to physically meet for the foreseeable future we have been running some webinars instead.

All these webinars are being recorded and available on our YouTube channel:

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

Integrated Information for Bus Service Improvement Plans

Your BSIP has been submitted, there is no time to relax though. It will have made commitments about customer information, many include integrating information between modes. How are you going to achieve these commitments?

How can I include rail information on street and on-bus?
What about cycling and walking and micro-mobility solutions?

Find out what has been done already in different areas and how you can take advantage of their experience.
In the webinar held on 25 November we heard from :

- John Austin from Mobihub on customer information needs and where the information offer has been good,
- Julian Coleman from Nexus Alpha on providing Rail & Bus Information,
- Tom Quay from Passenger on providing cycling and bus information in apps,
- Ted Beatson from Journeo on providing multimodal information

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Catch up on the session on YouTube:
https://youtu.be/DxTiY5wI1N4

Standard Interface for CMS to RTI Displays

Transport for Wales would like to specify a standard interface between the Content Management System and RTI Displays, that suppliers would need to comply/work with to enable TfW to procure a single CMS that can interface to multiple displays from a number of suppliers.

The standard should specify the minimum capability that is to be expected of all displays supported through the interface (i.e. be able to represent real time vehicle arrival/departure information, text based messages and hold the scheduled timetable for at least that day's services).

We would like the interface to cater for the following:
- Basic text based displays
- Graphical displays - in addition to the minimum capability, also be able to provide additional information such as weather, news feeds, advertising, information videos etc.
- Off grid displays - these will not have ready access to power and may not have significant data bandwidth available to show graphical content.

The interface should also cater for fault management data to be passed back to the CMS to enable monitoring and fault rectification.

We have held three workshops so far to introduce the project and identify the wider industry business requirements. Following these a draft interface has been prepared and is being consulted on.

Project documentation and the draft for review can be found at:
https://www.rtig.org.uk/projects/CMS_PID_Interface

N E W S   &   E V E N T S

The next workshop is on 13 December, book here:

https://www.eventbrite.co.uk/e/cms-to-rti-display-interface-project-progress-update-tickets-216339325747

Low Bridge Strikes

We have published our paper on Low Bridge Strikes. This paper brings together the findings of an RTIG research project carried out in 2021.

Low Bridge Strikes have been a problem for high-sided vehicles such as HGVs and buses for a long time and can be very costly - both in economic and human terms.

There was a focus on HGV bridge strikes around 2010-2012 arising from the huge damage being done to the rail network. Similarly, bus operators have understandably been focussing on the issue in light of the spate of very serious bus bridge strikes in 2020.

The primary function of the research and this report is to raise awareness of the problem in the UK bus industry; and offer some guidance on how bus operators might prevent and ultimately - eradicate the problem.

The paper is being made publicly available on the website because of the wide safety implications:
https://www.rtig.org.uk/documents/rtigt044-1

A webinar to introduce the paper and solutions is being planned.

Christmas & New Year Timetable Data 2021

Christmas & New Year
Timetable Data
2021

Bus services around the Christmas and New Year period will often operate differently to normal weeks and is one the most challenging times of the year to ensure data in customer information channels is correct.

The data for use in services such as the Department for Transport Bus Open Data Service , Traveline, journey planners, real time systems and mobile phone apps all need to be updated to reflect the changed operation.

RTIG and PTIC have produced some advice that covers how to prepare data for the BODS service to ensure that it is correct for the Christmas and New Year 2021 holiday period.

https://www.rtig.org.uk/documents/rtigt046-1

Passenger Counting Report Published

Passenger counting technology has developed significantly over recent years - with a much wider range of technologies used. Greater accuracy and implementation is now standard in some countries, though within the UK there are still few implementations on-bus.

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The COVID-19 pandemic has changed how people approach many situations, but none so drastically as how they contend with, and avoid, crowds.

The traditional rush hour crowding on public transport has shifted away from being a slight annoyance and minor inconvenience, into being a personal health and safety concern. While several studies have found no correlation between public transport use and COVID-19 transmission, more effort will be needed to change perceptions and boost confidence and trust.

Sharing occupancy levels on public transport vehicles empowers passengers to make informed decisions about their trips now; and will continue to add value to the passenger experience beyond the pandemic.

Automated Passenger Counting (APC) is not new, having been introduced in the 1970s; but new technologies and techniques have been rapidly emerging in recent years.
Over the course of 2020, significant work was carried out and progress made, by suppliers and bus operators to introduce passenger counting solutions and present the information to passengers.

Passenger counting can be used for a range of different purposes from providing information to customers about the live loading of a vehicle, through to service operation and planning.

This report will help members understand the benefits of passenger counting and some of the potential use cases; and to develop business cases and understand the technology options.

Members can access the report when logged in to the website.

Non-members wanting a copy please get in touch to discuss the options available.

On Bus Audio Visual Display Implementations Report Published

In 2017, through the Bus Services Act, the government introduced powers to require the provision of audible and visible information on local bus services throughout Great Britain.

When enacted, this will require bus operators to equip their vehicles with display screens to provide next stop information and audio systems to announce the information - using both speakers and induction loops.

This document provides advice and guidance on the customer information requirement, different types of displays and audio equipment, installation and maintenance of on bus audio visual equipment to assist operators in identifying the right solution for their operation and how it needs to be managed and maintained.

Because of the importance of this topic to the industry as a whole in the coming years this report is available to members and non-members:

https://www.rtig.org.uk/documents/rtigt045-1

N E W S   &   E V E N T S

Face to Face Meetings and Events
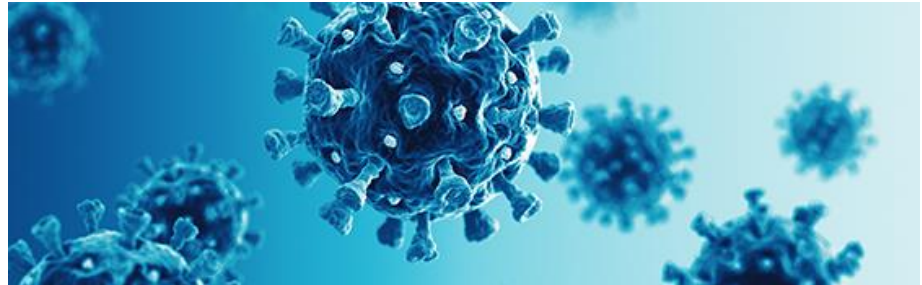
Following a survey of a few of our members and the concern about the impact of the new Omicron we have placed our plans to restart face to face events on hold, until more is known about its impact.

We will review the situation in January 2022 as we are keen to see you in person as soon as possible.

2022-23 Business Plan

Now we are in the latter part of the 2021/22 business plan year it is time to start to consider what RTIG should be doing for the period from April 2022.

If you have anything that you would like to see RTIG involved in, producing or organising during 2022- 23 then please get in touch with Tim tim.rivett@rtig.org.uk .

D f T

N E W S

Requirements for Prediction Engines
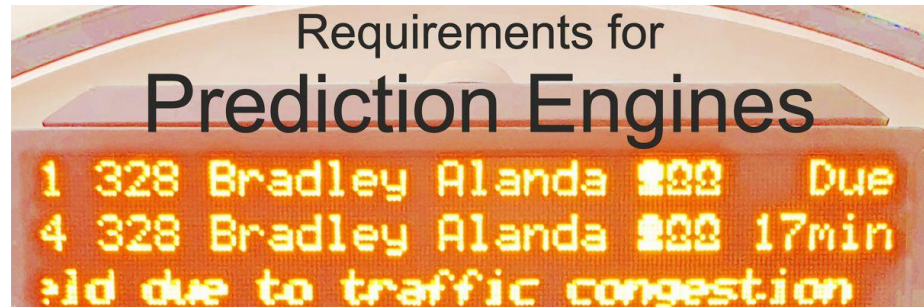
What are your requirements be for a prediction engine?

A prediction engine takes a timetable and the current location data of the bus and used this information to calculate when the bus will arrive at a stop.

If you were going to buy a prediction engine, what would you expect it be able to do and what would the performance criteria be?

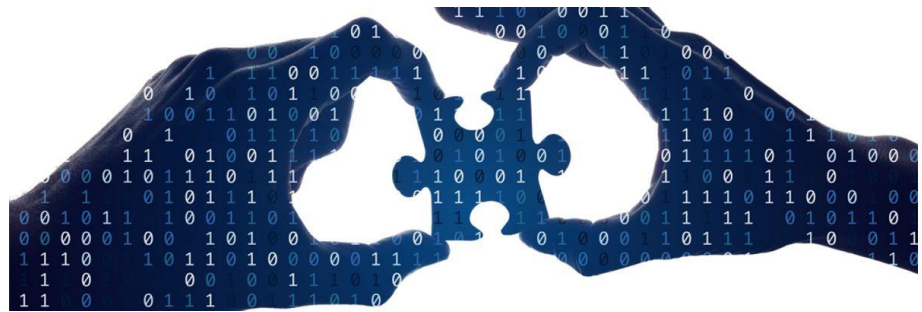This workshop will explore the key features and expectations that Authorities and Operators have from prediction engines.

If there was a national prediction engine based on the Bus Open Data Service data then what would it need to do for you to use it to drive your displays and apps?

Wednesday, December 15, 2021 - 09:00

https://www.eventbrite.co.uk/e/requirements-for-prediction-engines-tickets-213544716997

D f T

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UK Public Transport Information - SIRI VM & Data Matching

To achieve customers' expectations and the benefits of real time information is it is important that the necessary data is readily available and of good quality to enable easy processing.

The Bus Open Data programme, coming from the Bus Services Act 2017, places a requirement on all bus operators of local bus services across England to openly publish timetables, fares and location data for their registered services. This includes producing SIRI (VM) data containing their vehicles location as open data. While SIRI has been around for many years now, and is a mature standard, there are different ways in which data can be constructed within the standard.

As part of the Bus Open Data Service (BODS) programme, the Department for Transport (DfT) has developed a SIRI (VM) profile to support BODS. The aim of this profile is to specify a consistent use of elements and a consistent way of using SIRI VM that will be used within BODS and which will lead to a higher quality data set and, at the same time, lower the barriers to entry by users new to SIRI.

This profile is set out in this document which is currently in Draft and open for review and comment as v0.2

https://www.rtig.org.uk/bods/SIRI_VM_Data_Matching

Comments should be sent to tim.rivett@rtig.org.uk

D f T N E W S

NaPTAN Working Group

A year in NaPTAN – a review of the year – where we have gone from asking "What is a bus stop?" to building a new NaPTAN service and site which is now in Public Beta.

We will answer questions you have about the new NaPTAN service.

We want to cover the journey highlights, where we are going in the next year, and some of the things we are pondering on.

There will be Christmas jumpers!

Monday, December 6, 2021 - 14:00
https://www.eventbrite.co.uk/e/a-year-in-naptan-tickets-217947054507

IN OTHER NEWS

Cyber Security

Yet again during November we heard of another transport authority and its operators suffering from cyber-attacks.
The latest attack being to The Ann Arbor Area Transportation Authority, Detroit, USA.

Its now a regular problem and one that everyone needs to take seriously.

We are also seeing cyber threats of increased complexity and so the need to ensure ITS solutions are specified and built in a secure and robust manner grows.

A huge amount of guidance is available, from a number of sources, both UK and international and it can be difficult for scheme designers and providers to fully understand what guidance is available and appropriate.

The TTF, working with DfT have produced simple and easy to use signposting resource to help ITS practitioners navigate this complicated but essential area of scheme development and operation;

https://ttf.uk.net/news/its-cyber-sign-posting-guidance/

MEMBERS NEWS

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'.

Buchanan Bus Station have unveiled their new 75" TFT passenger information displays manufactured and installed by the Trueform.

21st Century upgrades passenger information across the East Midlands

21st Century Passenger Systems, part of Journeo plc, has completed the supply and installation of real time information hardware and software for four local authorities, who operate some of the biggest and well-patronised transport networks outside London, in a multi million pound contract funded by the Transforming Cities Fund.

The four councils, all based in the East Midlands, now have full control of passenger information data and access to enhanced dynamic messaging functionality for real time departure information, associated disruption messaging and interactive wayfinding information.

The solution is underpinned by 21st Century's powerful content management software, EPI, which integrates real time and scheduled passenger information, service alerts and other content and distributes this to travel signage across the region.

To ensure passengers have access to the latest, accurate travel information, 21st Century also designed and installed new TFT LCD signs for this project. An industry-first display – a 28" stretched, double sided, pole mounted unit – was installed at over 200 locations.

Enabling the display of operator logos, journey information and points of interest, these were complemented with several other display types and 14 interactive totems, offering real time information alongside onward.

The project also featured new LED signage capable of displaying 40% more information than previous displays. With all signage installed using existing infrastructure, the new benefits for local communities could be realised in the shortest time possible.

myTrip wins UK App Awards 'Travel App of the Year'

UK public transport app and website provider Passenger celebrates another milestone achievement for its myTrip app as it's named 'Travel App of the Year' at the 2021 UK App Awards.

myTrip, an affordable digital ticketing and bus tracking app solution for smaller bus operators, was up against five other finalists in the prestigious awards, which celebrate and recognise excellence in UK apps. Following a robust judging period by an influential panel of industry experts, myTrip was announced as the winner during the virtual ceremony streamed on Wednesday 3rd November.

The win comes following a strong 12-month period for myTrip, as it signed up 50 bus operators across the UK within the space of nine months, driving total ticket revenues of over £600,000 and seeing over 50,000 monthly active users – a figure which is increasing by 22% month-on-month.

IVU.pool: Integration of KVB and VRS timetable data

All timetable data integrated in a single platform – the KVB now benefit from cross-network timetable information thanks to the integration solution IVU.pool from Berlin-based IT specialist IVU Traffic Technologies. IVU.pool receives all the latest, updated data and integrates this in a comprehensive network.

The Kölner Verkehrs-Betriebe AG (KVB) have been providing public transport services within the cathedral city and beyond for more than 100 years – and for the past 20 years, the company

has placed its trust in a range of planning solutions from IVU. On 12 rail and 69 bus routes, the KVB operate more than 700 vehicles offering customer-friendly and environmentally responsible transportation. To integrate the timetable data required for this in a single data pool and further improve its timetable information services, the KVB are deploying a range of products – including the data integration solution IVU.pool.

IVU.pool imports all the timetable data from the transport operators belonging to the Rhein-Sieg (VRS) transport association. In the future, data from the neighbouring associations AVV and VRM will also be included. Once the data has been imported, IVU.pool integrates it in a comprehensive network to create the basis for cross-network timetable information. The software also has an interface with the Nahverkehr Rheinland (NVR) infrastructure atlas, which serves as a data basis for integrating accessible stop information. The data provided by IVU.pool is processed and published by the HAFAS timetable information system from Hacon.

"The IVU.pool interface with the NVR stop register allows the KVB to perform accessible data modelling along its entire transportation chain," says Bastian Dittbrenner, Head of the Public Transport Division at IVU Traffic Technologies. "IVU.pool is a highly effective integration solution for making timetable information available at a cross-system and cross-network level."

SEPTA Uses Swiftly to Power a Historic Bus Network Redesign

SEPTA is redesigning its bus network to address the Philadelphia region's changing needs. The agency is taking a data-driven approach and using Swiftly to analyze where improvements to transit speed and reliability will benefit the most riders. Making big, wholesale changes will require buy-in from internal stakeholders and the public, so the agency is also using Swiftly's reliable data to justify their plans and build consensus. SEPTA is using Swiftly to help them create a public transit network that can improve quality of life for everyone in the region.

At a glance

- SEPTA Forward: Bus Revolution will deliver a redesigned bus network that improves reliability and speed for riders and will help make public transit a more attractive solution for the residents of Philadelphia.

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MEMBERS NEWS

- SEPTA is using Swiftly to measure speed and schedule adherence, and to dig into historic data.
- The agency is using Swiftly to analyze where to make improvements that will benefit the greatest number of riders.
- Swiftly has helped SEPTA shift away from using anecdotal data and manual counts to one single source of truth.
- With Swiftly, SEPTA has a data source that internal and external stakeholders can trust.

https://www.goswift.ly/blog/septa-uses-swiftly-to-power-a-historic-bus-network-redesign

Passenger extends its bike-share integration to South West's Co Bikes

UK transport technology company Passenger has partnered with bike-share provider Co Bikes with integration into their Premium apps and websites. The hireable electric bikes now appear in the Go Cornwall app and website, so travellers in Falmouth can now see e-bike locations when planning their journeys.

The collaboration with the electric bike company will help raise awareness of the wide range of convenient, accessible and socially distanced micro-mobility options available for people to use when travelling to and from bus stops. By providing more flexible ways to complete the 'first and last mile' leg of journeys, more people can be empowered to choose alternative modes of transport to their cars.

Modal travel options such as e-bikes have been identified as a way to encourage lower-carbon travel behaviours, by better connecting people with micro-mobility services to help take more cars off the road.

ADMIN

Management Committee Members

The Management Committee for the year 2020-2021 was appointed at the AGM on 18 March 2021. Membership is currently as follows:

Chair: Tony Brown

Members: Andrew Wilson (Hants), Graham Davies (WYCA), Russell Gard (React Accessibility), Darren Maher (21st Century), Tony Brown (Atkins), George Connell (Stagecoach), Simon Gold (Reading Buses), Meera Nayyar (DfT)

Contact us

Best by email: secretariat@rtig.org.uk.

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

Next issue

Issue 149 – Tuesday 4th January 2022.

Please send all contributions to secretariat@rtig.org.uk at any time up to Friday 24th December 2021.

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To unsubscribe: email with the subject "unsubscribe" – or simply reply to your notification telling us you'd like to be taken off the list.