

Non-Members Edition

July 2020 – Issue 131

## 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 Meetings

6 July 2020, Virtual

### RTiG Webinars

More webinars will be announced as the month progresses.

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

## Working Groups

The working groups for the 2020-21 will be being setup up shortly.

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

## Accuracy and quality of real time predictions Working Group

We are starting up a group to look at the accuracy and quality of real time predictions; how to measure and how to achieve them.

If you would like to become involved in the group, then please let Tim know as we are planning the initial exploration sessions.

## Traffic Light Priority Trigger File Standard

The RTIG T031 centre to centre traffic light priority protocol has been widely adopted with resultant significant benefits; but missing from the RTIG standards set is a common format for the transfer of traffic light trigger locations.

There is interest in addressing the gap so we are going to hold a working group to agree a common trigger file format.

If you would like to become involved in the group, then please let Tim know.



## 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:



The measuring in real time of vehicle occupancy for buses is not something that has been carried out regularly or in widespread use in the UK. The rail industry has more experience and is

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experimenting with providing information to the public. The result is that there is little experience within the UK bus sector with managing vehicle occupancy data but increasing interest and implementation.

On 2<sup>nd</sup> June we had a session on Passenger Counting on Buses



We heard from Transport for London on the work they have done to test different solutions, 21<sup>st</sup> Century and r2p on their solutions using passenger counting hardware and software followed by Ticketer on their driver operated ticket machine solution.

The TfL report has not been formally published yet, but if you would like a copy please get in touch with either [Passengercounting@tfl.gov.uk](mailto:Passengercounting@tfl.gov.uk) or Tim.

The week after on the 10<sup>th</sup> June we held an event on Presenting Vehicle Loading Information to Passengers.

Where we heard from Passenger about their new features in their services, CitySwift in their work with GoAhead Group and how Swiftly are working with different partners on how to process and present vehicle occupancy data and a tour round the world looking at how different places are presenting loading information.



On 25<sup>th</sup> June we heard from West Yorkshire Combined Authority and Essex on how they were overcoming the challenges of managing data in real time and other information systems as services restart followed by Traveline on the new processes and systems that they have put in place to help manage the scale of data needed for their national services.

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Future webinars are planned and will include topics such as:

- Seat Booking
- Public Transport Data Standards
- Understanding Service Interface for Real-time Information (SIRI)
- Future changes to SIRI
- Introduction to the ITxPT architecture
- Location Data for BODS and the SIRI VM Profile
- Providing audio & visual next stop information on buses

Look out for the invitations.

If you have any topics you would like to see covered or would like to present a webinar for RTiG members, then please let us know.

## The Public Service Vehicles (Open Data) (England) Regulations 2020

The Department for Transport has published the draft statutory instrument to provide the powers to enable the requirement for operators to provide open data and authorities to maintain NaPTAN.

This sets out the dates and data requirements for supplying data to the open data service.

We have produced a summary of the key dates and data formats that are contained in the statutory instrument:

Data	Supply From	Mandated Supply	Change Notice Period	Data Format	Note
Routes & Timetable	Jan 2020	31 <sup>st</sup> Dec 2020	When supplied to Traffic Commissioner.  > 28 days for Franchising Authority	Until 31 Dec 2020: TransXChange v2.1 - 2.5 General Profile  After 1 <sup>st</sup> Jan 2021: TransXChange v2.4 BODS Profile	Service cancellation: Immediately before cancellation  Profile Available
Fares – Simple		7 <sup>th</sup> Jan 2021	Before date of change	NeTeX BODS Fares Profile	Profile Available
Fares – Complex		7 <sup>th</sup> Jan 2023	Before date of change	NeTeX BODS Fares Profile	Profile Available
AVL		1 <sup>st</sup> Jan 2021 for new services, 7 <sup>th</sup> Jan 2021 for existing	Update frequency ≥ 30 seconds ≤ 10 seconds	SIRI VM BODS Profile	Profile in development
Punctuality		For 2021 calendar year by 31 <sup>st</sup> March 2022	Annual update by 31 <sup>st</sup> March for preceding year	Current format will be accepted initially	
Bus Stop Data		31 <sup>st</sup> December 2020	Not mentioned	NaPTAN v2.4	Schema available

The full document can be downloaded from the website:

<http://www.rtiq.org.uk/web/Portals/0/RTIGT040-1.0%20BODS%20SI%20Dates%20and%20Formats.pdf>

## Updating Real Time System Data

Making sure that a real time system has the latest timetable and operational data to provide accurate information to the public is always a challenge. Over the last couple of months there have been more service changes than some systems will have seen over years. The ability to be able to update data easily and rapidly is becoming more visible to public with a number of local newspapers having comments from bus operators and local authorities along the lines of:

*“Our teams have also provided up to date PDF timetables for every route so customers can still access accurate information when real-time data is being updated”*

Making sure that the customer has up to date information in any format is challenging enough at the moment, lags in updating real time systems risks reducing customer trust in the systems.

*“reminds customers to refrain from all but essential travel and to look at website for up-to-date timetables before travelling as journey planner and real-time information displays may show incorrect information for a while.”*

We are interested in talking to operators, authorities and suppliers to find out how you are managing data updates to identify any

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general lessons to learn that we can use to help the whole sector as services start to ramp back up as the current crisis reduces.

If you think you have anything to share then please get in touch with Tim [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

## Location Data Profile

As you will have read previously we are working with the Department for Transport to develop a location data profile for the Bus Open Data Service (BODS).

Location data will be required to be provided to BODS as a SIRI-VM feed as well as being available from BODS in the same way. A profile is being developed to provide clarity on the data that is needed and will be provided.

There are a series of consultative discussions being held by the DfT / KPMG to identify the requirement for data and the ability of supplying systems to provide that data.

If you are not already involved in this work and have a view on what should be included in the SIRI-VM profile and what information will be helpful to support implementation, then please do get in touch.

The profile will have several mandatory fields, these were first discussed in May, and remain unchanged. The fields to be include in the profile are expected to be as follows:

- Producer Ref;
- Vehicle Ref;
- Vehicle Journey Ref;
- Operator Ref;
- Published Line Name;
- Line Ref;
- Direction Ref;
- Origin Ref;
- Origin Name;
- Origin Aimed Departure Time;
- Destination Ref;
- Destination Name;
- Destination Aimed Arrival Time;
- Vehicle Location and
- Recorded At (GPS timestamp).

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## BODS Issue List

RTiG is working with Traveline and the Bus Operator Digital Initiative to collate and coordinate the reporting and management of issues identified with the Bus Open Data Service be they technical, process or organisational based.

The document is being put together at KPMG / DfT request and will be updated weekly with contributions and input from the BODS team as it becomes available.

If you have anything to contribute, then please let Tim have the details. [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

## Chas Allen of Stagecoach, Retires

Chas who has served on the RTiG committee for many years is retiring at the start of July. He is being replaced on the committee as one of our operator representatives by George Connell.

We would like to thank Chas for all his work and support to the group over the years wish him all the best for the future.

## COVID-19: How can RTiG Help?



As you face the challenges that COVID-19 are bringing you, what are the areas and things you would think RTiG could help you with?

Would some new guidance on a particular area help?

Would an online session of a particular topic be useful?

Please do get in touch with Tim with any ideas  
[tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

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## MPs support BODS Regulations

On Tuesday, 16 June we had the first of two debates for the Public Service Vehicle Open Data Regulations. The Regulations are subject to the affirmative procedure (<https://www.parliament.uk/about/how/laws/secondary-legislation/>) and this means they must be actively debated and approved in both Houses before they can pass through.

Draft affirmative SIs (like these Regulations) can be stopped if either House votes against or rejects the Government's proposal to have the SI approved.

Rachel Maclean, (<https://www.gov.uk/government/people/rachel-maclean>) Parliamentary Under Secretary of State, led the debate in the House of Commons and broadly this went well.

The debate was the last item of business for the day and lasted for 30 minutes. Matt Rodda MP, the opposition Minister for Buses clearly set out from the start that they did not require a vote on this as agreed this was a positive set of Regulations and could see no reason to oppose the making of them.

If anyone missed it and would like to watch it, please access the link to the podcast here:

<https://parliamentlive.tv/Event/Index/436b1b9f-2441-490b-96ae-028148ff25bc>

Or you can read the transcript on Hansard here:

<https://hansard.parliament.uk/commons/2020-06-16/debates/0442CE08-8687-4ADD-B7A6-771A9D766897/PublicPassengerTransport>

We would like to share our thanks with the industry who have, in different ways and at different stages, each contributed to the development of the Regulations and the Bus Open Data Service. The Regulations only really tell half the story in terms of the work that the team are delivering and so it was brilliant to see this level of support for the legislation.

There is still one more debate to go in the House of Lords which Baroness Vere (<https://www.gov.uk/government/people/baroness-vere-of-norbiton>) will cover and this has now been rescheduled for Thursday 02 July. You can watch it live through the link below: <https://parliamentlive.tv/Lords>

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S**Bus Open Data – business change update**

Over the next six months, the Bus Open Data Service team will be focused upon bringing bus operators up and down the country onboard to publish their timetable data onto the Bus Open Data Service.

From the start of July, we will be writing out to local transport authorities and DVSA to inform them that we will be writing to operators of local bus services in their local transport authority area or region and invite them to register for BODS so that we can then support them to publish their timetable data. This will also then enable operators to quickly and easily publish their location data, when the location data service is launched later this year.

In the coming weeks or months, if you are a bus operator, you will receive a notification email from DfT and an invitation to register for the service. Please register for the service promptly and if you require support with creating timetable data files to publish onto BODS, reach out to your scheduling software supplier who can support you through the process or email

[busopendatasupport@dft.gov.uk](mailto:busopendatasupport@dft.gov.uk)

**Automatic Vehicle Location- early adopters update**

The DfT is delivering the new Bus Open Data Service and from the start of 2021, operators of local bus services across England and the borders will be legally required to publish timetables, fares and location data. The service was publicly launched as a Beta service earlier this year enabling operators to openly publish their timetables data which some developers are already utilising. In the next phase, operators will be able to publish their live Automatic Vehicle Locations (AVL) data. During mid-May, the team launched the test site for the publication of location data. The site ingests location data as SIRI VM to provide current vehicle location in real time.

Bus operators from across the country ranging from the big five to small operators with just one or two vehicles in their fleet are

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currently sharing their live bus location data to the test site or 'early adopter service'. The early adopter service is not yet public facing, but enables operators and consumers to connect. The addition of location data to the Bus Open Data Service creates a truly unique offer that does not yet exist across the country. Operators who are currently using the early adopter service to publish their location data to Bus Open Data Service include: Arriva Kent & Surrey; Compass Travel; Hams; Faresaver; Reading Buses; BorderBus; Delaine Buses; Lynx Buses; Richmonds; First Bus; Nottingham County Council; Regent Coaches and Go North East.

## What's next?

- Automatic Vehicle Location (AVL) service will run at scale and move to "public Beta" making sure you can all use the service to publish location data.
- From Autumn 2020, we will provide a GTFS RT export of data for data consumers.
- 

Please do get in touch with [benjamin.murray@kpmg.co.uk](mailto:benjamin.murray@kpmg.co.uk) if you'd like to become an early adopter of the location data publishing service ahead of the statutory requirement coming into effect from 07 January 2021.

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## How are transport users feeling about returning to travelling?

Transport Focus have produced a useful report on work they have done to dig deeper into people's attitudes to travel in future and find out a bit more about their concerns, expectations and intentions.

Avoiding a return to the crowding typical of their previous commute is passengers' biggest concern. Most are avoiding public transport now out of concern for their own and others' safety. How is the space on public transport to be allocated: do you look to increase the supply (possibly by reducing the two-metre distance), do you restrict demand and prevent some from boarding, or do you accept that a two-metre distance cannot be maintained at busier times?

These are tough choices – just how do you square commuting with social distancing? While this research might not provide definitive answers, it does provide valuable insight for those grappling with the question.

<https://www.transportfocus.org.uk/research-publications/publications/how-do-people-feel-about-returning-to-travel/returning-to-transport-final/>

## Updated Emergency Guidance from Senior Traffic Commissioner on Pandemic

Following the emergency guidance in March the guidance was updated on 23<sup>rd</sup> June to reflect the management of service recovery.

As the lockdown restrictions are eased, operators who wish to increase their services incrementally (but without returning to the registration in force at the commencement of the pandemic) may do so through a further temporary variation provided the intention is to revert to the original registration by 30 September 2020 in England and Wales or 31 August 2020 for services within Scotland. This date has been extended from 31 August 2020 in England and Wales to reflect the challenges faced by operators whilst they assess what is practicable. This date will remain under review and discussion with key stakeholders.

# IN OTHER NEWS

Local authorities have worked with the respective Governments on temporary arrangements to enable operators to vary services as a result of the current situation. Local authorities have agreed that operators can submit applications to temporarily vary services to the traffic commissioner at same time as they send the proposal to the relevant local authorities.

Currently there is then a 24 hour period in England and Scotland for the Local Authority to consider the proposal and decide whether to request a longer period of consultation from the operator. In Scotland this will increase to a 72 hour period with effect from 29 June 2020. If they wish to consult for a longer period the Local Authority will be required to contact both the operator and the Office of the Traffic Commissioner at the email addresses above within the respective 24/72 hour period. The timeframe in England may also be reviewed.

<https://www.gov.uk/government/publications/advice-heavy-goods-and-public-service-vehicle-operators-covid-19>

## Video Conferencing Backgrounds

Bored with being at home during your conference calls?

Transport for Greater Manchester have produced some backgrounds so you can pretend to be on the move.

See you on the tram soon?



<https://tfgm.com/coronavirus/video-conference-backgrounds>

# 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.

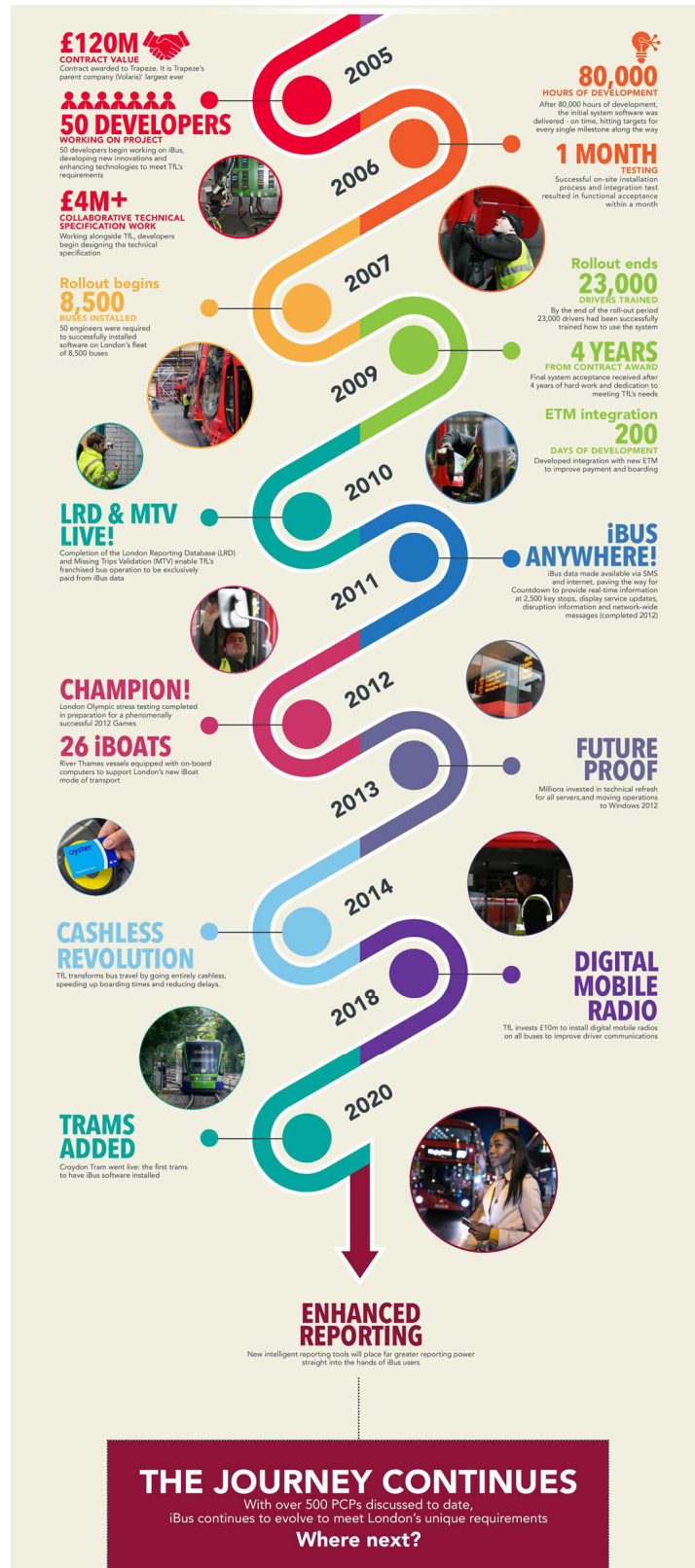
There are two ways of becoming involved in this:

- ▶ 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'.



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

## iBUS is 15 years old



Trapeze Group have launched a microsite which contains the history and a memory wall.

<https://ibus.trapezegroup.co.uk/>

## First virtual INIT User Group Meeting

On 27 May 2020 INIT headquarters in Karlsruhe, Germany saw the first ever virtual User Group Meeting of the leading supplier of integrated ITS solutions. Two Livestreams, one in English one in German, informed customers ranging from the UAE to the US west coast about the latest developments with INIT. The following day they had the opportunity to discuss them with INIT experts and fellow transport professionals in virtual meeting rooms. In addition, a series of webinars during the whole month of June allows participants to go deeper into topics of their specific interest.

Proximity in times of social distancing.

The User Group Meeting was originally planned to take place in Karlsruhe 26 – 28 May 2020, but the outbreak of COVID-19 made it impossible to stick to this plan. Nevertheless, INIT never considered cancellation. Consequently, a concept was developed that transferred all essential parts of an INIT User Group Meeting along with the full scheduled content into a virtual format.

### **Together.Designing.Mobility.**

Part one was an Online Conference on 27 May. It provided an overview from INIT about the most important innovations and focused on the future of mobility as well as the solutions to get there. According to the meeting's theme "Together.Designing.Mobility." it dealt with the question of how public transport providers will be able to master the challenges of the upcoming years and how to shape the future of mobility with the support of their technology partner. Speakers examined various trends like digitalization, accessibility, efficiency, system evolution, intermodality and electromobility. The following day offered the opportunity to discuss these topics further with INIT experts and other participants in virtual meeting rooms.

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## **June – a whole month of User Group Meeting.**

Many of the presented topics, and even more, will be explored further in webinars during June. The online events will offer INIT customers the highly appreciated expert information usually provided by the product focus sessions. 7 English and 8 German webinars will cover nearly all relevant topics currently discussed in public transport.

The complimentary compact seminar on electromobility will soon start as well in the form of webinars. As the time frame can be more flexible, now that there is no fixed meeting schedule to meet, it was possible to offer even more content than initially planned with the in-person User Group Meeting. The result is a series of 4 webinars in each language. A real benefit that INIT is able to offer their customers due to the virtual format of the User Group Meeting.

## **Customers in mind**

The fifth and last part of the comprehensive concept is the event portal. It represents the participant's port of call and will feature all content until the end of September. Here customers can hear and see all presentations and webinars that were recorded in both languages. Again, a showstopper of the online format as it frees participants from restrictions of their personal agenda and time zone.

Creative conversion made it possible to offer a virtual User Group Meeting that exceeded all expectations as customer feedback confirms: "It felt like being on site" or "Given the current situation, I feel you couldn't have done any better". Nevertheless, customers and INIT alike look forward to the next "real" User Group Meeting, which is already scheduled for 5-7 October 2021 in Karlsruhe.

For more information contact [amohr-braun@initse.com](mailto:amohr-braun@initse.com)

## INIT Releases Real-Time Passenger Counting Solution

Customers with an INIT Automatic Passenger Counting (APC) system and MOBILE-ITCS cellular-based radio on board can now manage load capacities on their vehicles in real-time. Agencies can relay that information to their riders through passenger information systems or INIT's DEPARTURESlive app and other third-party apps.

How it works:

The occupancy rate of the vehicle is analyzed in the INIT onboard unit and transmitted to the Intermodal Transport Control System after each stop of the vehicle. The information is calculated in percentages, based on the agency's predefined values, and displayed to the dispatcher in color codes. For example, a 0-40% load may display in green, meaning the passenger load is acceptable. If the passenger load percentage is between 50-75%, a yellow indicator will alert the dispatcher that the vehicle is reaching its load limit. A red indicator tells the dispatcher that the bus has reached its capacity. The driver can also alert passengers using a "drop-off only" message displayed on the head sign to alert passengers waiting at a stop.

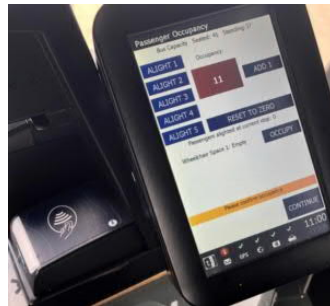
"As a critical tool for agencies working to restore passenger confidence, real-time APC delivers greater control over rider safety and gives passengers the opportunity to make informed decisions on which vehicle they feel comfortable riding," INIT noted. "It aids agencies by helping them manage social distancing in a COVID recovering world in a way that is safe, smart and efficient."

"Empowering passengers to make informed decisions about their trips will play a major role in winning back their confidence during COVID-19 recovery," INIT added. "As people begin to rely again on public transit, they will need to know they have choices—like whether to switch to a later bus or another route based on how many riders are already on board. Information about vehicle occupancy rates also equips the agency to better adjust their service levels, for instance, by adding vehicles on overcrowded lines."

<https://www.railwayage.com/passenger/init-releases-real-time-passenger-counting-solution/>

## TICKETER LEADS THE WAY IN PASSENGER COUNTING ON BUSES

Industry leader Ticketer has successfully launched its new, pioneering, Passenger Counting feature in record time to help drivers accurately record passengers both on and off the bus. In just under 2 weeks, Ticketer developed, tested and implemented this simple, but effective capacity measurement enhancement, that allows drivers keep a total count of passengers, measured against capacity thresholds defined per vehicle.



Ticketer is transforming the way that Bus and Coach Operators can start to ramp up services whilst protecting both drivers and passengers. In true Ticketer style, they have kept it simple; making it quick to implement, and without the need for expensive infrastructure or additional installations. The counting is done on the Electronic Ticket Machine (ETM) and

removes any pressure on the driver to decide if it is safe for passengers to board.

Operators can easily set passenger capacity on a vehicle-by-vehicle basis via the Ticketer Portal and the live capacity data can be made available to Operator apps to make sure that passengers also have access to the information.

Following a successful development in partnership with First Bus, rapid rollout has commenced across other Operators who have been excited to turn on Passenger Counting.

Alex Hornby, Chief Executive Officer, Transdev Blazefield, comments:

“All of us at Transdev congratulate Ticketer for working at pace during this critical time for our customers’ and colleagues’ safety. The ability to record customers on board is something that our drivers have found incredibly helpful and reassuring, and we embrace how this information can then be opened up for uses to view available seats via our Transdev Go app and website. This is all something we have wanted for a while, as a company so obsessed by looking after its customers, but now a positive legacy of lockdown and extremely helpful as we rebuild our bus networks for the better.”

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The Go-Ahead Group have also been impressed with the rollout as Graham Pether, Project Manager Go-Ahead Group PLC mentions:

“Within hours of launching the new Ticketer Passenger Counting feature, we have received lots of great feedback from our drivers that it’s working really well, giving them confidence that they can manage their bus and service safely, and easily. Go-Ahead are very grateful for all the hard work and long hours that our colleagues at Ticketer have put in, to get this across the line – it’s a ‘Big Thumbs Up’ from all our drivers”

## VIX Awarded Irish National Transport Authority Contract

We are pleased to announce that the National Transport Authority has awarded Vix Technology the on-street displays real-time passenger information contract in Ireland as part of a 5 year contract.



Vix will continue to manage the estate of 800+ real-time displays, as well as hosting the back office which integrates all the key transport modes in Ireland.

## **BASLER VERKEHRS-BETRIEBE OPT FOR IVU.SUITE**

For planning and dispatching vehicles and personnel across the company, Basler Verkehrs-Betriebe (BVB) will be relying in future on IVU.suite from IVU Traffic Technologies. The IT specialist for public transport will take over both hosting and operation of the system in the IVU.cloud.

In addition to Switzerland, the catchment area of BVB also includes neighbouring regions in Germany and France. As a result, BVB is globally the only urban public transport operator that connects three countries with its tram lines. Over 680 drivers are on the road around the clock with around 250 trams and buses – by 2027, with 100 percent renewable electrical energy.



In future, BVB will use standard products of the IVU.suite for rostering, optimising and managing all resources. This will replace the existing individual solutions and allow BVB to have a consistent workflow across all operational areas – from timetable planning to final evaluation. The framework contract between BVB and IVU has a duration of 10 years with the option to extend. This involves a strategic partnership between the two companies in order to together create a fully integrated system landscape in the operational area.

# A D M I N

## Management Committee Members

The Management Committee for the year 2020-2021 was appointed at the AGM on 30 April 2020. 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), George Connell (Stagecoach), Simon Gold (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 132 – Monday 3<sup>rd</sup> August 2020.

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Friday 24<sup>th</sup> July 2020.

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