

Non-Members Edition

July 2025 – Issue 191

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

1 July	Behing the Scenes of Standards
7 Aug	How does bus real time information work
Multiple	Accessible Information Regulations and Grant

Workshops

2 Oct	Practical Bus Priority – Birmingham
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For booking details and additional events see the website.

Working Groups

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

PTIC

18 Sept	Virtual
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Conferences

23 – 24 Sept Quality Bus - Portsmouth

In this issue:

News and events: update on RTiG work

[Accessibility of Printed and Electronic Information Working Groups](#)
[Bus Operator Accessible Information Regulations Support Grant](#)
[Use of Non-Passenger Stops in Real Time Systems](#)
[How Does Bus Real Time Information Work? CMS to PID Interface Protocol v2 Released](#)

DfT News

[NaPTAN Public meetings coming up](#)
[Updating 910 Rail \(National\) Data](#)
[Adding Rail Replacement Stop Data to NaPTAN](#)

In Other News

[One stop shop for tech](#)
[Making public transport accessible for neurodivergent people](#)
[Quality Bus 2025: Apply for a funded delegate place](#)

Admin: useful facts about RTiG

[Committee members](#)
[Contact s](#)



For all administrative matters and enquiries please contact:

RTiG Secretariat, c/o Tim Rivett Consulting Ltd,
36 Fields End, Sheffield, S36 8WH

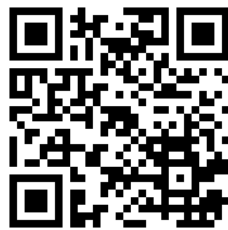
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Web: www.rtig.org.uk

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.

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

Accessibility of Printed and Electronic Information Working Groups

There are currently two documents which give advice on how to provide information to the passenger, one for electronic information and another for printed. The former is an RTIG document, the latter originally developed by ATCO.

RTIGPR003-D002 Inclusive passenger information - A guide to good practice for bus passenger technology providers (2018)
ATCO Printed Information at Bus Stops - Good Practice Guidelines

Both documents are in need of review because of the passing of time, technology developments and changing understanding and capability.

We are setting up two working groups to provide new guidance.

If you want to be part of either of these working groups 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>

Use of Non-Passenger Stops in Real Time Systems

999 area
Non-passenger
bus stops



There is a requirement to indicate non-passenger stops (driver rests, driver change over, depots, and waiting time stops) so that these can be included in TransXChange (TxC) files in National Coach Service Database (NCSD), and Bus Open Data Service (BODS) without requiring a stop to be created in the NaPTAN database by an authority. These locations are not used by the public to access or exit public transport, they are required for operational management purposes by operators.

The inclusion of non-passenger stops will allow for improved public information through improved real time predictions, particular where a

journey is due to be operated by a vehicle on its first journey of the day, or driver rests between journeys.

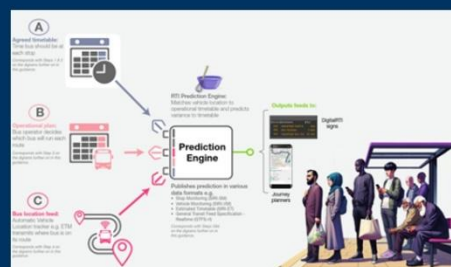
Operationally it will provide consistency of information to drivers and operational systems improving day to day management of the bus services.

To assist with this RTiG has produced some guidance on creating 999 non-passenger stops

<https://rtig.org.uk/documents/rtigt062-1>

How Does Bus Real Time Information Work?

How does bus real time information work?



People use Real Time Information (RTI) for planning and making journeys across the various modes of transport available to them. RTI has largely replaced the printed timetable as the key source of information on what journeys, routes and times for travel are possible in order to make a journey.

This has been made possible by the:

- availability of journey planner apps on smart phones;
- roll out of digital signs at transport stops.

RTI is critical to making and planning a successful bus journey in a dynamic transport network where multiple issues can affect the punctuality of a bus. People want to know: how far away my bus is not what timetable was it supposed to be running to.

What needs to be in place for RTI to work?

The simplicity of what is presented to a bus customer at a bus stop or in a journey planner belies the amount of systems and dependencies that need to work together to produce a predicted departure time.

To help provide an understanding of what goes into producing RTI we have produced this interactive PDF guide to "How does bus real time information work"?

<https://rtig.org.uk/documents/rtigt063-1>

A web based version will be available shortly.

CMS to PID Interface Protocol v2 Released



The initial versions have been tested on street and Version 2 developed to address implementation issues identified and reduce the amount of project specific details necessary:

Part 1 - Architecture (Published) v2.0

<https://rtig.org.uk/documents/rtigt047-pt1-2>

Part 2 – Core Content Messages (Published) v2.0

<https://rtig.org.uk/documents/rtigt047-pt2-2>

Part 3 - Message Types for Graphical Displays (Published) v2.0

<https://rtig.org.uk/documents/rtigt047-pt3-2>

A working group continues to refine the standard in light of experience and develop to support additional functionality.

If you would like to get involved in the group please contact

tim.rivett@rtig.org.uk

Response to The Scottish Bus Open Data Consultation

Our response to the recent The Scottish Bus Open Data Consultation is available on the RTiG website:

<https://rtig.org.uk/consultations/rtig-c129>

New Members

We would like to welcome two new members this month to RTiG:

Pindar Creative

<https://www.pindarcreative.co.uk/>



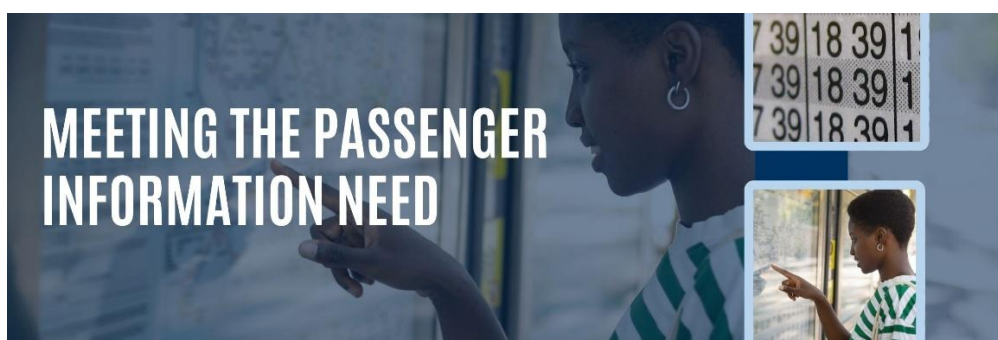
aesys

<https://www.aesys.com/>



Past Events

Meeting the passenger information need



24 June 2025
Milton Keynes

We were joined by 50 people for this well attended event.

NEWS & EVENTS

In an era where we are bombarded by the latest news and we are everyone is trying to grab our attention for a few seconds, it is increasingly difficult to make a difference and make public transport standout.

With all the technologies available to us, what should we be using and how is a regular question we face. In this event we set out to answer three questions:

1. What does the passenger need and want from public transport information?
2. What can we learn from the recent research and implementations about what and how we should be deploying information?
3. What are the latest developments and capabilities for website, app and physical displays and technologies?

Hear from:

Is the waiting over? The national bus stop standard in development	Michael Solomon Williams, Campaign for Better Transport
Customer Centric Web, App and Ticket Developments 2025	Julie Gray, Traveline
Push Messaging & Disruptions	Chris Desborough, Passenger
The Right Display for the Job: Use Cases and Technical Exploration	Matt Wilks, VIX Claudio Invernizzi, Aesys
Aubin - the Accessible Journey Planner	Mike Lloyd, Aubin
Transport technology and vision impairment: a journey to equality	Martha Foulds & Samantha Leftwich, Thomas Pocklington Trust
The Customer Journey and roles of different channels	Ines Iragui, Daniela Barbeira & Leon Byford, Transport for London
Meeting Bus Passengers Information Needs With RTPI Digital Signs	Chris Johns, Passageway
European Perspective	Tim Rivett, RTiG

The slides are available now, recordings will be available soon:

<https://rtig.org.uk/workshops/2025-06-24>

Next Face to Face event**Practical Bus Priority 2025**

2 October 2025 10:30
Millenium Point, Birmingham

Our annual bus priority event returns to the same venue as last year.

Bus journey times continue to be one of the most significant challenges facing the bus industry. Providing priority for buses is of increasing importance and with increased attention to value for money and efficiency, how is priority being delivered and what support do practitioners need?

This time we want the morning session agenda to be set by you the attendees. We ask you to let us know:

- What you want to know about?
- What you need help with?
- What you want to share with others about your experience?

In the afternoon we will explore:

- Updated T031 standard
- Progress of the future bus priority working group
-

Call for questions and speakers - secretariat@rtig.org.uk

To book:

<https://www.eventbrite.co.uk/e/1413942292459>

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>

Behind the Scenes of Standards



Behind the Scenes of Standards

Tuesday 1st July 2025 – 12:00

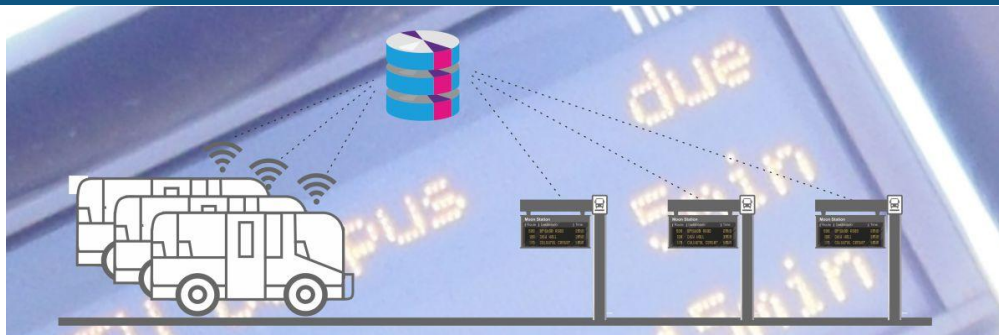
Join us for this webinar that goes behind the scenes of the different steps and stages of creating and developing European (CEN) and International Standards (ISO) for transport.

What we will cover :

- The roles of key organizations like RTiG, European Commission, CEN, and ISO
- How stakeholders—industry, governments, consumers, and academia—shape standards
- The process of developing a standard: from proposal to publication
- How European standards align with international ISO norms
- The impact of standards on how public transport technology develops

<https://www.eventbrite.co.uk/e/1392194002739>

How does bus real time information work



Thursday 7th August 2025 – 13:00-14:00

With the introduction of the Bus Open Data Service from the DfT it is easier than ever to access public transport data. How can timetable and location data be used to create real time information for customers?

If you've never used public transport data before then this session will introduce you to the concepts of how you can use timetable and location data to create real time information for customers - the countdown information you see on a bus stop display or on a phone app.

We will review the recent RTiG guide "How does bus real time information work" and how you can use it to help stakeholders understand the challenges involved in creating real time information.

<https://www.eventbrite.co.uk/e/1447400747599>

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>



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

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

NaPTAN Public meetings coming up

All events are managed through Eventbrite:

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

Updating 910 Rail (National) Data

As part of the last set of public meetings in March / April 2025, we discussed the steps needed to update the 910 (rail – national) data set so that it matches the confirmed list of stations and manage any impacts these changes will have on your systems. We updated the 910 dataset by adding new stop information, removed closed stops (Network Rail managed heavy rail stations), and deleted duplicate stops – we had five Clapham Junction stations!

We now have an updated confirmed list of rail stations. To keep this data up-to-date, we consumed the basic data for Railway Stations (RLY) from National Rail and Network Rail and built a relational database for RLY which downloads data from national datasets – such as Open Rail Data Marketplace – every 24 hours and automatically updates NaPTAN. This ensures that our 910 dataset is continuously updated and accurate.

Adding Rail Replacement Stop Data to NaPTAN

We are working on developing a solution to provide the rail replacement stop location data needed to support compliance to the Public Service Vehicles (Accessible Information) Regulations (PSVAIR) for vehicles used to provide rail replacement services. The PSVAIR requirements provide that digital visible and audio route and upcoming stop information must be incorporated into onboard accessible information provision by local transport service providers. These regulations are intended to ensure that passengers fully understand their journey and onboard and alight at the correct stop.

We are currently working with the Rail Delivery Group to determine potential data sources with the aim of introducing this data to NaPTAN in due course to support operators in meeting their legislative responsibilities.

One stop shop for tech

A first-of-its-kind digital marketplace is being built to help shake up how the UK public sector buys technology - hoping to unlock £1.2 billion in annual savings, save time and give public servants the power to rate suppliers.

By making it faster and easier to buy the right technology, the National Digital Exchange (NDX) will aim to drive forward the government's Plan for Change - helping to deliver simpler, smarter, and more responsive public services for the people who rely on them, while ensuring better value for taxpayers.

In a major shift, the platform hopes to allow teams across the public sector to access pre-approved tech deals at nationally negotiated prices, with an AI-powered engine that matches them with suppliers based on what they actually need - all in a matter of hours, not months.

The platform is designed to open the market to more UK tech firms, with a target to boost small business involvement in government contracts by 40% within 3 years.

It follows the State of Digital Government report which warned that 209 NHS secondary care organisations and 320 local councils go it alone when negotiating tech contracts, despite widely using similar tools – missing out on essential bargaining power. Only 28% of public sector leaders said their organisations were able to track and make sure that their tech suppliers were delivering proper value for their services.

<https://www.gov.uk/government/news/one-stop-shop-for-tech-could-save-taxpayers-12-billion-and-overhaul-how-government-buys-digital-tools>

Making public transport accessible for neurodivergent people

Many neurodivergent people find public transport inaccessible. When someone can't use public transport to get around, it can limit their independence and ability to take part in everyday activities and use essential services. This can harm someone's wellbeing, mental and physical health, and quality of life. We want to understand more about the challenges neurodivergent people face when using public transport, and how to make public transport more inclusive for neurodivergent people.

Thank you to the Motability Foundation for funding this research.

Our findings

During this research, we spoke with over 550 neurodivergent community members across five research activities. From these activities, we established four key barriers experienced by neurodivergent people when using public transport:

- Design and physical infrastructure of vehicles and buildings, including the sensory environment.
- Information and communication factors, including what information is shared and how.
- Inconsistency, uncertainty and unpredictability within public transport.
- The behaviour of others, including other users and the neurodiversity knowledge of transport service staff.

The impact of these barriers means:

- neurodivergent people are not able to use public transport how and when they want to, and
- neurodivergent people are unable to fully participate in activities at their destination, due to the energy spent navigating the barriers.

From this research, we developed 11 recommendations for change, within five key areas:

- Driving change through collaboration and research
- Integrate and simplify
- Maximising digital technology
- Understanding neurodivergence
- Less crowded, more support

You can read the full list of 11 recommendations in the report.

<https://www.autistica.org.uk/downloads/files/Public-Transport-Report-2025.pdf>

Quality Bus 2025: Apply for a funded delegate place

23-24 September 2025 | Portsmouth Guildhall, PO1 2AB

Quality Bus is an event run by the industry for the industry. Produced by the Bus Centre of Excellence and Landor LINKS, this event will share best practice across the bus sector in times of major change.

Our event partner Bus Centre of Excellence (BCoE) is generously funding a number of places for selected delegates to attend Quality Bus 2025.

BCoE will be prioritising local authorities and there will be a maximum of one free ticket per organisation.

Please apply for your ticket before 14 July 2025. Successful applicants will be contacted shortly after this. A waiting list will be held for unsuccessful applicants.

<https://www.qualitybus.uk/apply-for-a-place-2025#apply-now>

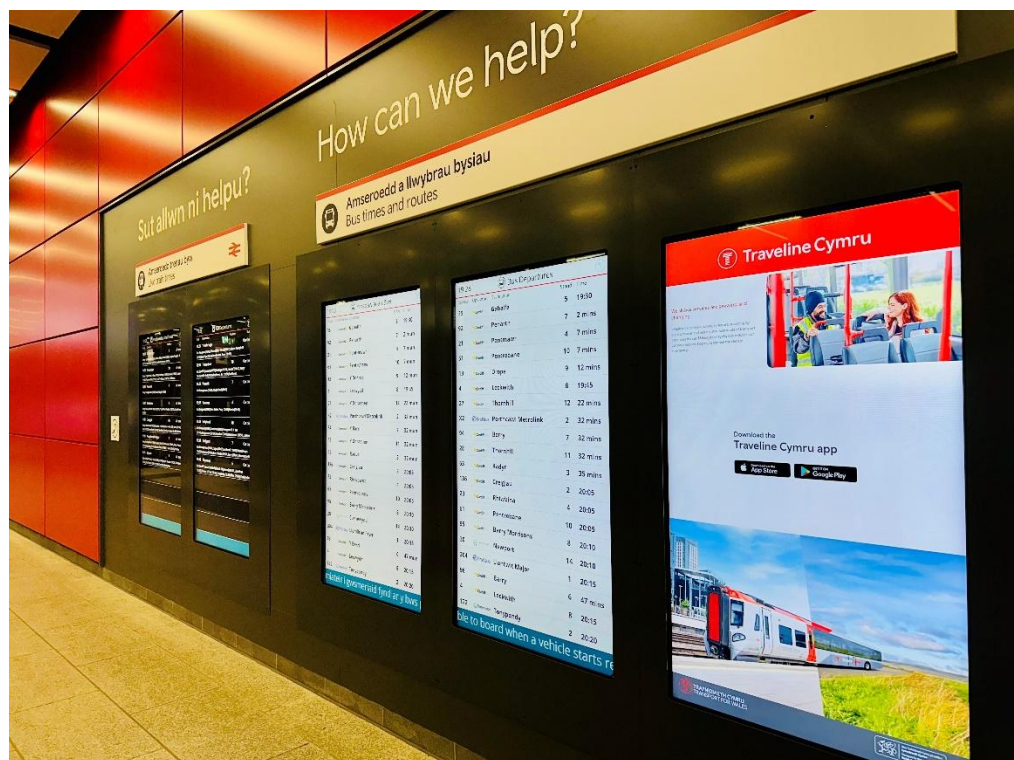
Keeping in touch with you

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'.



Transport for Wales, Cardiff Interchange

INIT delivers Intermodal Transport Control System in the cloud and on-board computers for das Stadtwerk Regensburg

Sweeping changes are underway in Regensburg. The Bavarian public transport company das Stadtwerk.Mobilität is modernizing and digitalizing all its processes. It is introducing INIT's cloud-based Intermodal Transport Control System MOBILE-ITCS nextGen and equipping its buses with INIT on-board computers and TFT displays.



The old intermodal transport control system with its hardware components was deemed to no longer be able to fulfil the increased requirements as well as the demand for greater digitalization. Therefore, the company started a EU-wide tender aiming to find a solution that would benefit them, their drivers and not least, the passengers. INIT was chosen to provide the Intermodal Transport Control System (ITCS) and the vehicle hardware.

How easy is it to get to your airport by public transport?

A survey of 30 British airports reveals only three provide real-time bus information, despite growing pressure to reduce Scope 3 carbon emissions through modal shift. TransportAPI's managed services help airports deliver effective journey planning and live transport data to drive behavior change from cars to public transport.

<https://www.transportapi.com/blog/2025/06/how-easy-is-it-to-get-to-your-airport-by-public-transport/>

How Snapper Services and Optibus empower operators and authorities to provide more reliable services

At Snapper Services, we know that improving public transport performance takes more than just good intentions; it takes great data. And when data is fragmented across systems, it becomes harder for public transport authorities (PTAs) and operators (PTOs) to meet passenger expectations and performance targets.

That's why we're proud to partner with [Optibus](#), whose Performance Suite focuses on closing the gap between planning and execution. Their recent blog post highlights how integrated data and automation can help transport operators and authorities deliver more reliable, efficient services, while reducing the time spent on manual tasks.

<https://www.mosaik.co/articles/how-optibus-snapper-services-empower-operators-and-agencies-to-provide-more-reliable-services>

Custom Map for Visit Otley's New Wayfinding Totems

Pindar Creative is proud to have partnered with Visit Otley on the design of a new series of Wayfinding Totems now installed across the picturesque market town of Otley, West Yorkshire. Central to the project is a custom-designed town map, created by our team to support navigation and enhance the visitor experience.



The project was expertly coordinated by James Ellis of Endure Communications, who worked closely with Visit Otley, Otley Town Council, and a range of local stakeholders. His role was key in bringing together ideas from across the community to ensure the totems are both practical and reflective of the town's character.

A standout feature of the new totem maps is their 'heads-up' orientation. Unlike traditional 'north-up' maps, a heads-up map is aligned to the direction the viewer is facing when standing in front of the totem. This makes it much easier for people to relate the map to their actual surroundings.

First renews multi-million pound Ticketer contract

First Bus (11 June 2025) announces a £20m investment and renewed multi-year partnership with electronic ticket machine (ETM) specialist Ticketer.

First has worked with Ticketer for over a decade. The continued partnership will see the roll-out of new ETMs, a project currently underway following a £10m upfront investment, with the first two depots in York and Worcester (operating a combined 850 buses) already being fitted.

Ticketer is providing its TK300 driver console, Voice Messaging, Enhanced Predictions and Mobile Device Management, among a suite of enhanced future capabilities designed to elevate the passenger experience, support operational excellence and empower drivers with smarter, real-time tools.

These innovations – part of a broader wave of upcoming advancements – are expected to harness data-driven insights, seamless integration and user-centric design to deliver the next generation of connected transport services.

Ticketer Founder John Clarfelt Awarded OBE in King's Birthday Honours List 2025



We are delighted to announce that Ticketer's founder, John Clarfelt, has been awarded an Officer of the Order of the British Empire (OBE) for services to the bus sector in the King's Birthday Honours List 2025.

John's award recognises his outstanding contribution to the bus industry and the innovative culture instilled at Ticketer,

which contributed to smarter, more accessible transport for operators and passengers across the UK.

A D M I N

Management Committee Members

The Management Board for the year 2025-2026 was appointed at the AGM on 13 May 2025. Membership is currently as follows:

Chair: Tony Brown

Members: Sonya Sparks (Essex), Graham Davies (WYCA), Russell Gard (React Accessibility), Jon Salmon (Snapper Services), Tony Brown (Atkins), George Connell (Stagecoach), Simon Gold (Reading Buses)

Contact us

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

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

Next issue

Issue 191 – Tuesday 1st July 2025

Please send all contributions to secretariat@rtig.org.uk at any time up to Thursday 26th June 2025.

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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.