

## 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)

### Webinars

1 July	Behind the Scenes of Standards
Multiple	Accessible Information Regulations and Grant

### Workshops

24 June	Meeting the Passenger Information Need – Milton Keynes
2 Oct	Practical Bus Priority – Birmingham

For booking details and additional events see the website.

### Working Groups

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

### PTIC

5 June	Virtual
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### Conferences

17 July	Quality Rural Bus - Hadfield
23 – 24 Sept	Quality Bus - Portsmouth

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

## OpRa UK Mirror Group – Historical and Performance Data



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](mailto: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](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](mailto: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.

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>

## **AGM**

# **Annual General Meeting**



## **Annual General Meeting 2025**

The AGM was held on 13 May online. Thank you to those who attended.

We reviewed what we have done in the last year and the plans for this year.

The Subscriber Terms and Benefits for 2024-25 were approved, as was the business plan.

Two directors were elected unopposed – Graham Davies from West Yorkshire Combined Authority and Simon Gold from Reading Buses and in addition Tony Brown was elected Chair.

There was a vote for the supplier sector Director. A huge thank you to Darren Maher from Journeo for your guidance and support over the last 6 years as a supplier representative, and welcome to Jon Salmon from Snapper Services who takes over.

## 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.

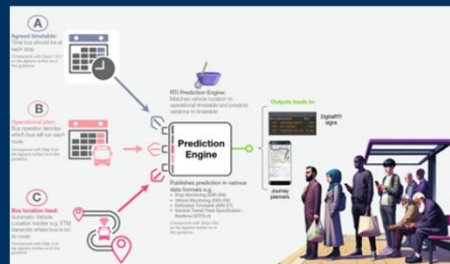
Operationally it will provide consistency of information to drivers and operational systems improving day to day management of the bus services.

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"?

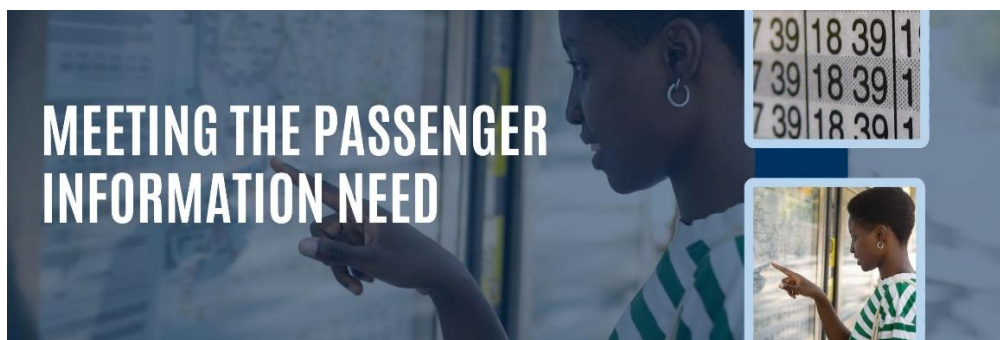
<https://rtig.org.uk/documents/rtigt063-1>

A web based version will be available shortly.

# NEWS & EVENTS

## Next Face to Face event

## Meeting the passenger information need



**24 June 2025 10:30 – 15:45**  
**Milton Keynes**

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:

- Campaign for Better Transport
- Thomas Pocklington Trust
- Traveline
- Transport for London
- Passenger
- Passageway
- Aubin
- Aesys

Book your place:

<https://www.eventbrite.co.uk/e/1347961020699>

## 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 1<sup>st</sup> 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>

## 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>

## New tech to make rail replacement travel more accessible

On 13 May 2025 DfT announced that it will break down the barriers to opportunity – as part of our Plan for Change – by improving accessible travel on rail replacement coaches for disabled people, thanks to £800,000 of government funding for new technology innovations – including a 3D animated avatar that allows passengers to ask questions through voice interaction or access audio via apps or QR codes.

Local Transport Minister Simon Lightwood has today confirmed the funding will go to 4 selected projects which will help to roll out audible and visible information for passengers onboard coach services – transforming public services and driving efficiency.

While many buses in the UK already offer these features, coach services used for rail replacement often lack the technology needed to deliver the same standard of information. This can leave passengers, especially those with visual or cognitive impairments, without the support they need to travel independently and confidently.

The projects were selected following the competition run by Innovate UK, which combined established solutions with newer technologies, including artificial intelligence (AI) and a new Bluetooth feature, Auracast, to deliver real-time information in a variety of accessible formats. These projects will be completed by March 2026.

<https://www.gov.uk/government/news/new-tech-to-make-rail-replacement-travel-more-accessible>

## Transport Scotland Bus Open Data Regulations Consultation

In 2019 the Scottish Government brought in new primary legislation for transport (the Transport (Scotland) Act 2019), which included new provisions to better define bus open data, and to require it be shared for the new purpose of directly informing passengers (or potential passengers) about services. We believe that bus open data is essential to make travel on public transport more accessible, and to increase patronage of public transport in Scotland.

We intend to introduce new supporting legislation, known as Regulations (or ‘Secondary Legislation’) which define what specific information is required to be published, when, and in what format. This will allow for consistency across Scotland and will help us align with changes already underway in the wider UK.

In order to progress this legislation, we are seeking views from all interested parties on the timescale for implementation, the detail of the prescribed information to be provided, any guidance or support needs the sector may have, the data format and schedule of the information and the types of services these requirements will apply to. We are keen to hear both technical views on the data format, and passenger (user) views on which information should be included.

We would therefore like your views, supported by evidence where possible, on making this change. You can use the following weblink to access the consultation online:

<https://consult.gov.scot/transport-scotland/scottish-bus-open-data-consultation>

## RSSB Good Practice Guide Multi-modal Integration

The Business Plan from the Department for Transport (DfT) includes a requirement for train operating companies (TOCs) to consider how they will support integration with other modes of transport.



The Rail Safety and Standards Board (RSSB) has created this Good Practice Guide to help TOCs.

The guidance includes examples of measures that TOCs can implement. Working with other organisations, such as local authorities, bus operators, shared transport providers, charities, non-profit organisations, and community rail groups, is a core aspect of the process.

(free account needed to access)

<https://www.rssb.co.uk/-/media/Project/RSSB/RssbWebsite/Documents/Registered/Registered-content/Sustainability/sus-tec-2-good-practice-guide-multi-modal-integration.pdf>

## Bridging the gap: Overcoming the barriers to AI adoption in transport

Artificial Intelligence is often seen as the answer to everything in a digital future – but when it comes to transport, the reality is more complex. While many industries are rapidly embracing AI, the transport sector is struggling to keep pace.

To understand why, TRL brought together over 60 stakeholders from across the public, private, and academic sectors in a series of workshops. The findings are now published in a new report: “Bridging the Gap: Overcoming the Barriers to AI Adoption in Transport.”

The report identifies the major obstacles preventing AI from reaching its full potential in transport, including:

- Lack of infrastructure to support AI applications
- Low levels of AI literacy and limited workforce upskilling
- Public distrust of AI-enabled systems
- Concerns about environmental impact

Despite these barriers, the consensus is clear: AI offers significant potential to improve safety, efficiency, and sustainability in transport – if deployed thoughtfully and at scale.

The report highlights practical insights from real-world attempts to use AI and concludes with five key opportunities for the sector to enable faster, wider adoption. These recommendations provide a shared framework for decision-makers and innovators across the industry.

<https://www.trl.co.uk/publications/bridging-the-gap--overcoming-the-barriers-to-ai-adoption-in-transport>

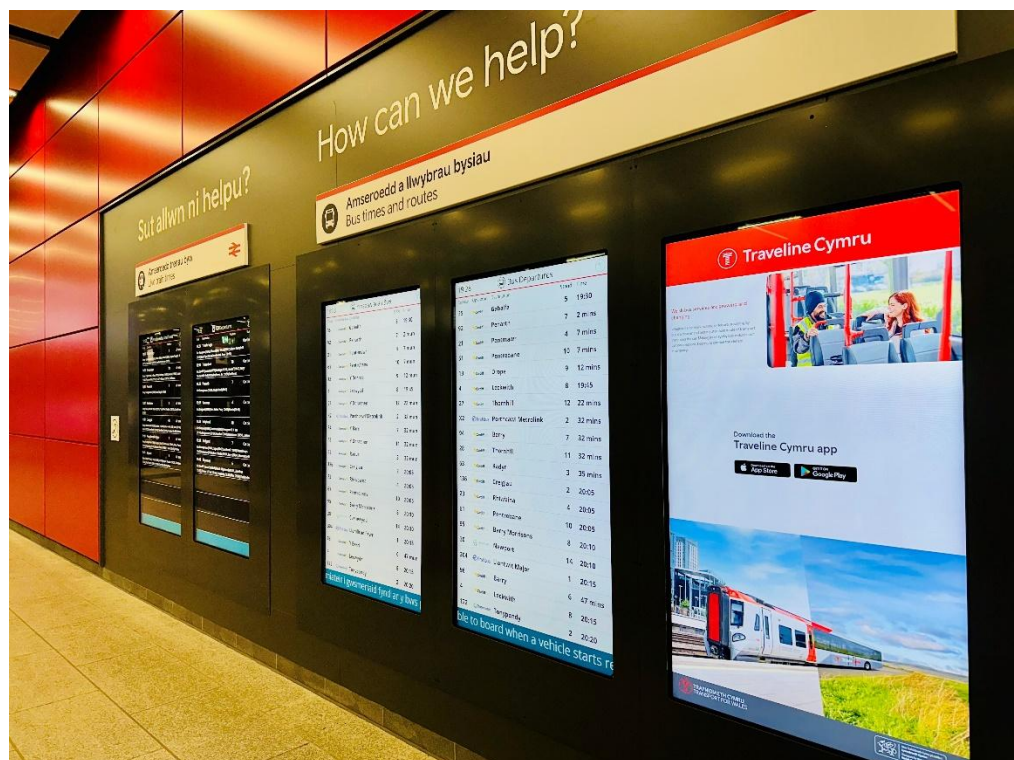
## Keeping in touch with you

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

## MaaS Transit: How to effectively use data to drive meaningful decision making in Public Transit

Snapper CEO Miki Szikszai recently spoke to MaaS Transit Magazine about how to use data to drive meaningful decision-making in public transport.

<https://www.masstransitmag.com/technology/computer-hardware-software/article/55262431/best-practices-how-to-effectively-use-date-to-drive-meaningful-decision-making-in-public-transit>

## Journeo ranked in ORESA Growth Index 2025

Journeo plc has been listed in Growth Index 2025 Top 100 ranking of UK's fastest growing companies, which celebrates the best of British business.

The 2025 index featured the fastest-growing cohort to date. Overall, the average growth rate was the highest in the four years that Growth Index has been running: the average compound growth rate in revenues was 114.2%, meaning the average company grew over four and a half times as large over a two-year period.

<https://journeo.com/resources/journeo-ranked-in-oresa-growth-index-2025/>

## 'Ding ding' sound returns to reduce bus injuries

Transport for London (TfL) could be bringing back the original Routemaster sound to indicate when a bus is about to depart.

The old 'ding ding' sound is also being trialled with other sounds to see which would act as the best prompt for customers to hold on to handrails or stay seated until the bus has stopped.

The iconic Routemaster bus was known for its red colour, open rear platform and its 'hold tight' bell. It was phased out in 2005. It is hoped the sound will help reduce the number of injuries, particularly for older customers who may remember the sound from years gone by.

Slips, trips and falls are the most common cause of customer injuries on buses, accounting for around 71% of all injuries, TfL says.

The small-scale trial started last week on route 183 travelling between Golders Green and Pinner. The second part of the trial is taking place this week on route 94 travelling between Piccadilly Circus and Acton Green.

On the buses where the sound is played there will be teams on board the buses to gather feedback from customers.

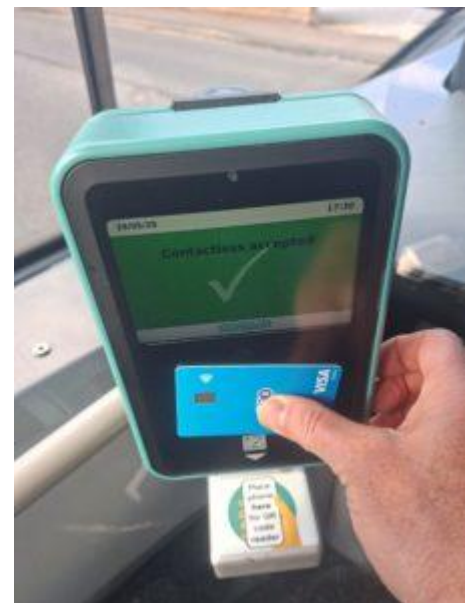
The feedback and wider behavioural analysis will then be used to determine if the trial was successful in prompting passengers to hold on while the bus moves off. The results will be reviewed before next steps are considered.

Deputy Mayor for Transport, Seb Dance, said: "London's classic red Routemaster bus is known across the globe and its 'ding ding' sound is instantly recognisable and nostalgic for many Londoners. "

## INIT to continue to be used on Nottingham's buses

Contactless ticketing and vehicle location technology provided by INIT will remain on Nottingham's buses for a further six years. Nottingham City Transport (NCT) has agreed to renew its contract with the firm.

The new agreement will see INIT provide Account Based Ticketing (ABT), enhancements of the planning, driver dispatching and rostering system, and an upgrade of the Automatic Vehicle Location (AVL) system for NCT. INIT – which has its UK operations headquartered in the city's Lace Market area – has provided tracking and ticketing solutions for the operator for 21 years, most notably rolling out contactless payments during the Covid-19 pandemic in 2020. The initial phase – which included AVL systems – was expanded to provide NCT with a fully integrated system, including ticketing, service planning and driver dispatch.



The upgraded systems introduced as part of the extended partnership will include the replacement of the traditional Easyrider Card Based System with an Easyrider Account Based Ticketing solution. This will allow passengers to choose either card or mobile barcode for travel on NCT's network, making it easier for them to manage their account,

# M E M B E R S N E W S

purchase or top up their travel products, as well as obtain their journey history in real time with greater ease.

Passengers can also have all their family members' travel managed under one account and enjoy the same benefits. This will complement the existing contactless scheme, which always calculates the best value fare.

An additional element of the upgrade is to INIT's MOBILE-ITCS nextGen automatic vehicle location system. This scalable, future-proof operations control system offers extensive functions and improved GUIs to assist NCT in providing a reliable network of services.

# 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](mailto:secretariat@rtig.org.uk).

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

## Next issue

Issue 191 – Tuesday 1<sup>st</sup> July 2025

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Thursday 26<sup>th</sup> June 2025.

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