

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

Physical Workshops

8 June 2022 Using AVL to support Bus Partnerships (Birmingham)

RTiG Virtual Workshops

9 May 2022 CMS to Display Protocol – graphical displays
25 May 2022 Bus Priority at Traffic Lights
14 June 2022 Using BODS Data to create real time information

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

Working Groups

16 May 2022 Procurement of Software as a Service
CCTV Technology & Best Practice

Committee

4 May 2022, Virtual

PTIC

9 June 2022, 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 and events: update on RTiG work

[CCTV Technology & Best Practice](#)
[Procurement of Software as a Service](#)
[Standard Interface for CMS to RTI Displays](#)
[Avoiding Low Bridge Strikes](#)
[MQTT - The Technology Behind The New Display Interface](#)
[Bus Priority at Traffic Lights](#)
[Using AVL to support Bus Partnerships](#)
[Using BODS Data to create real time information](#)
[Platinum Jubilee Timetable Data](#)

DfT News

[Transport labour market and skills](#)

In Other News

[UK's first full-sized autonomous bus takes to Scotland's roads](#)
[Openreach Replace 1Gbps Street Access with Rugged Ethernet](#)
[Chicago seeks input for Better Streets for Buses plan: "The people who ride buses matter"](#)

Members' news: [showcasing innovation](#)

Admin: useful facts about RTiG

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



For all administrative matters and enquiries please contact:

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Web: www.rtig.org.uk

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 .

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.

CCTV Technology & Best Practice



In the 15 years since RTiG last produced guidance on CCTV there have been many changes in the technology available and its capabilities.

We are convening a working group to create updated advice on CCTV. We current expect this to cover different camera and recording technologies, and good practice advice on management of images, installation and maintenance.

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

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

Procurement of Software as a Service



With an increasing move by software suppliers to supply services on a Software as a Service (SaaS) basis, the approach to procurement needs to change to reflect this shift.

Traditional procurement and contract arrangements need to be updated to reflect the requirements and expectations of SaaS.

We are convening a working group to create guidance on how to better procure SaaS systems.

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

The first meeting of this group is the 16 May at 16:00.

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 (CO₂) emissions in the UK - damaging both the environment and public health.



NEWS & EVENTS

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.

Past Webinars

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

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



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.

NEWS & EVENTS



The standard will 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).

The interface will 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.
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The first two parts:

- Part 1 - Architecture
- Part 2 – Core Content Messages

Have been published:

https://rtig.org.uk/projects/CMS_PID_Interface

The latest draft of Part 3 on Graphical content is available for review can be found at:

https://www.rtiq.org.uk/projects/CMS_PID_Interface

The next working group reviewing the graphical display is 9 May 09:30

Avoiding 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>

We held a webinar on 6th April to review the paper, the recording for this is available at:

<https://youtu.be/hEmU94pLzHE>

MQTT - The Technology Behind The New Display Interface



The new Content Management System to Passenger Information Display standard that RTiG has developed uses something called MQTT.

What is MQTT and how is it used?

Whilst MQTT is a fairly new technology to the UK public transport industry its already in widespread use in many industries and in public transport elsewhere.

In this webinar we will explain what MQTT is, and where else it is used, and how you could start to use it quickly and simply in your organisation.

The recording of the webinar is available at:

<https://youtu.be/Sqkmil5Uybw>

Upcoming Events

Bus Priority at Traffic Lights



The recent English bus strategy, Bus Back Better, puts significant focus on authorities to provide bus priority along congested roads and at signalised junctions as do Bus Service Improvement Plans.

RTiG has produced guidance on techniques and standards for bus priority at signalised junctions, with many more people becoming interested in bus priority it has become clear that there is a requirement for improved understanding of how traffic lights work and how they are managed.

Because of the continued interest in this topic we are repeating the event we held last year covering the basics of how buses can get priority at traffic lights, what operators and authorities need to do to make it all work reliably.

A previous session introduced the basics of how traffic lights work.

Wednesday 25 May at 13:00

<https://www.eventbrite.co.uk/e/bus-priority-at-traffic-lights-tickets-277580529837>

NEWS & EVENTS

Using AVL to support Bus Partnerships

Bus Partnerships are key to Bus Service Improvement Plans and the wider National Bus Strategy.

Providing quality information to customers and understanding network performance will be major parts of any partnership. Key to enabling these is being able to use vehicle location data, all operators are now required to provide their vehicle location to the Bus Open Data Service and as a result is much more accessible than it was.

In this day conference you will find out how you can use automatic vehicle location (AVL) to support the objectives of Enhanced Partnerships and Bus Service Improvement Plans.

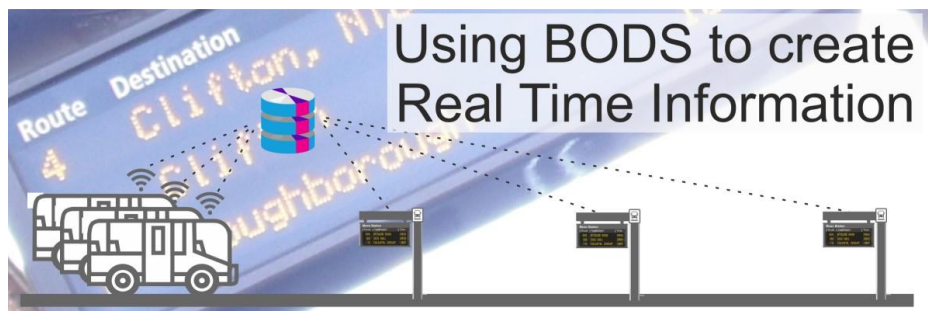
You will hear about:

- Reporting and analysis. Monitoring route and network performance, as well as identifying where there are congestion and delay hot spots and future network planning
- Bus priority at traffic lights.
- Information to customers, not only on apps but websites and physical screens.
- Live operations, allowing operators and traffic management teams to intervene in real time to identify incidents and delays so they can intervene quickly to reduce the impact to customers.

We are holding this event in Birmingham to ensure it is as easily to get to from as many places as possible.

Wednesday 8 June 10:30 – 15:45

<https://www.eventbrite.co.uk/e/using-avl-to-support-bus-partnerships-tickets-332654046207>

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S****Using BODS Data to create real time information**

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.

You will find out how the the data from the Bus Open Data Service can be used and the importance, if you are a bus operator or supplier to bus operators, of making sure the data you supply to the different data feeds matches.

Tuesday 14 June 13:00

<https://www.eventbrite.co.uk/e/using-bods-data-to-create-real-time-information-tickets-332804937527>

2022-23 Business Plan



The business plan which outlines the projects and actions that are being planned for the next year was agreed at the AGM.

The full details are available:

<https://www.rtig.org.uk/system/files/documents/RTIGC071-1-0%20Business%20Plan%2022-23%20External.pdf>

Platinum Jubilee Timetable Data



We have published advice on how to prepare data for the BODS and other service to ensure that it is correct for the Platinum Jubilee long weekend 2nd to 5th June 2022.

The Bus services around bank holidays will often operate differently to normal weeks. The data for use in services such as the Department for Transport Bus Open Data Service (BODS), Traveline, journey planners, real time systems and mobile phone apps all need to be updated to reflect the changed operation.

This advice deals with how to prepare data for the BODS and other services to ensure that it can be understood by data consumers.

<https://rtig.org.uk/documents/rtigt051-1>

Environmental Impact of Displays



Environmental Impact of Displays

Our latest report on the Environmental Impact of Displays was published at the beginning of March.

This document has been produced for RTiG members and provides information on the environmental impact of displays throughout their lifecycle and how to mitigate and reduce their impact.

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 people's minds, the impact of our choices of technology needs to be considered more than ever.

Purchasing and environmental teams are increasingly 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?

RTiG instigated a project to assist in answering these questions and indeed, to determine if they are in fact the right questions to be asking. To deliver the project a working group was formed of authorities and suppliers to identify current good practice and turn this into a guidance document.

The document is available to members when logged in to the website.

If you are not currently a member please get in touch to discuss how you can get a copy of the report.

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We only just picked this one up, so less time than normal to respond:

Transport labour market and skills

This consultation considers the barriers and opportunities to developing skills and careers across the transport sector.

It sets out 5 pillars that form the basis for the work the Department for Transport (DfT) wants to carry out in collaboration with external partners, including the transport industry, academia and the third sector. These pillars are:

- boosting diversity, inclusion and social mobility
- improving training and employment
- promoting careers in transport
- preparing for future skills
- building evidence and evaluating progress

Informed by public response to this paper, the 5 pillars will set the direction for the work of an industry-led taskforce.

The taskforce and DfT will develop a programme to support the sector in accessing skilled workers as we build back better from the coronavirus (COVID-19) pandemic to create a transport system fit for the future.

<https://www.gov.uk/government/consultations/transport-labour-market-and-skills>

UK's first full-sized autonomous bus takes to Scotland's roads

Scotland's newest bus will be driving itself as it becomes the UK's first full-sized autonomous vehicle of its kind to take to the roads.

Stagecoach will be carrying out on-road testing of its self-driving bus in preparation of passengers stepping aboard later this summer.

Sam Greer, regional director of the company in Scotland, hailed it as a "hugely exciting project". "This is a major step forward in our journey to fully launch the UK's first full-sized autonomous bus service and will provide easy access to a brand-new bus route in the heart of Scotland," he said.



The CAVForth pilot will see five single-deck autonomous buses operating over the Forth Road Bridge between Ferrytoll Park and Ride in Fife and the Edinburgh Park train and tram interchange.

The buses are stuffed full of sensors which enable them to run on pre-selected roads without the safety driver having to intervene or take control.

When operational to passengers, the buses will provide a service capable of carrying up to 36 passengers 14 miles across the bridge, with a capacity of 10,000 passengers a week.

Stagecoach is partnering with Fusion Processing, Alexander Dennis and Transport Scotland for the project, and the scheme has won the financial support of the UK Government's Centre for Connected and Autonomous Vehicles.

Openreach Replace 1Gbps Street Access with Rugged Ethernet

This may be of interest to those of you who have more than just a simple real time display at a bus stop.

Openreach has in April launched a new Ethernet (Ethernet Access Direct) product – EAD Rugged 1G – into the UK market that has been designed to replace their 'Street Access' service, which enables ISPs to run a dedicated 1Gbps fibre optic line to connect street furniture (bus shelters, kiosks, lamp posts, cabinets etc.).

The new wholesale service appears to be a refinement of Street Access, albeit one that continues to offer the same style of permanent 1Gbps point-to-point dedicated and managed data circuits to street furniture as before, and over a standard radial distance up to 25km between sites (or physical line plant route distances of up to 40km).

The product also makes use of Openreach's new XG120 slim line multi-service headend (faster speeds while saving Rackspace in the exchange). The operator envisages that ISPs and other customers will use this service for the interconnection of Gigabit Ethernet between street furniture mounted devices and a BT exchange or the ISPs own Point-of-Presence (PoP) site.

The Network Terminating Equipment (NTE) being used alongside this is designed to be tough and can withstand a whole range of temperatures and weather conditions. Such Ethernet links are often used to help improve 4G and 5G mobile coverage in urban areas (e.g. capacity feed for small cells) or to serve data to kiosks, such as BT's smart WiFi Street Hub kiosks (formerly InLinkUK kiosks), among other things.

According to the official briefing, the new product will become available on 17th May 2022 on either a 3-year or 5-year minimum term. Customers taking a 3-year term can expect to be charged a connection fee of £3,000 +vat and this falls to £2,000 on their

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longer 5-year terms. The annual rental prices start at £1,500 for a 5-year term or £1,620 for 3-years.

This is not strictly real time, but if you are looking at innovative ways to consult and gather peoples views this work in Chicago is worth a look:

Chicago seeks input for Better Streets for Buses plan: “The people who ride buses matter”

Chicago Department of Transportation announced that they’re seeking public input on the Better Streets for Buses plan, an effort to improve bus service on key routes across the city. The initiative includes a proposed network of streets where improvements will be focused. Residents will choose among options for bus improvements such as enhanced bus stops, traffic signals that give buses priority, and bus-only lanes.

To gather input on the proposed street network and toolbox, the CTA and CDOT have launched an interactive public website at betterstreetsforbuses.com. The project website features opportunities to put “pins” on interactive maps to indicate where residents think a bus corridor should be prioritized, or where bus riders experience issues with buses or use of the street. It also includes an option to take a brief survey, and an “ideas wall” about the types of street treatments that can be used. Input will also be gathered by phone, text, and via paper comment cards distributed at key community locations. The website also provides more information about examples of bus priority projects, a short video about the effort, information on how to register for a virtual public meeting, CTA trivia, a kids activity book, and more.

<https://betterstreetsforbuses.com/>

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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'.



A Journeo 28" stretched TFT, double sided, pole mounted unit in Nottingham

M E M B E R S N E W S

Quality Roadside Bus Infrastructure Webinar

Improved Roadside Infrastructure is the key to increasing bus ridership. Extensive customer research and testing has shown better bus shelter waiting environments to be the improvement most likely to encourage greater bus travel.

Bus stops and shelters form an important impression of buses and the bus service. To reverse the decline in bus patronage we need to invest in quality, well designed and modern roadside bus infrastructure waiting environments that transform passenger and customer perceptions and experiences of bus travel.

In a recent webinar with Landor Links trueform talk about this his hugely important, but all too often overlooked topic.

<https://www.youtube.com/watch?v=neDARcoZinA>

With the rapid expansion in investment in shelters and displays trueform are looking for a new sales / business development manager for their transport related digital signage business, contact jenny.rye@trueform.com for more information.

TICKETER LAUNCHES FIRST OF ITS KIND MULTI-OPERATOR CONTACTLESS TICKETING IN THE UK

Leicester City Council, bus operators and technology specialists from Littlepay and Ticketer, have been working together to deliver a seamless contactless payment platform for customers to pay for their bus travel.

M E M B E R S N E W S

Ticketer Tap On / Tap Off Tap On / Tap Off contactless ticketing was launched in Leicester by First Bus, Arriva and Centrebus in 2021 and has been extremely popular with customers. The next step was to develop a contactless multi operator ticket version that provided customers with total flexibility to travel across multiple bus operators services. This has now been achieved in March 2022 and is the first of its kind in the UK.



The technology is not only a contactless, flexible and accessible provision to pay for bus travel with a physical/digital bank or credit card, but it also helps speed up boarding times and journeys and improves reliability.

The newly launched contactless open loop capping scheme is expected to be accessible to 99% of all customer journeys made in the flexi zone. It also provides customers with the peace of mind that they will always get the best value fare for their bus travel, no matter where or how many journeys they take. Customers can check charges by accessing the portal available on the Leicester Buses website.

Funding was awarded through the Department for Transport's 'Transforming Cities Fund' to purchase and install new Tap Out readers from Ticketer. The new hardware works in conjunction with the technology already in place to process, analyse and charge for a bus journey.

Ticketer provides the on-vehicle ticketing equipment, including the Electronic Ticketing Machines (ETMs) and Tap Out readers to capture the contactless card taps, as well as the fares repository used to indicate tap amount.

Littlepay's back office aggregates card taps received by Ticketer readers, applies fare caps set by individual operators, and delivers a broker service to manage multi-operator caps layered over all three operators' fare structures. Littlepay provides a secure merchant portal to each bus company, enabling them to view all passenger taps that contribute toward triggering a multi-operator cap. In addition, transaction and settlement reports

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provide the information necessary to ensure each bus company receives the correct share of fare revenue.

<https://www.ticketer.com/en/press-article/ticketer-launches-multi-operator-contactless-ticketing/>

Journey planning made easy with the new TravelEssex sustainable travel app

A free-to-use sustainable journey planner, the new TravelEssex app helps people in Essex to plan their journeys and travel by foot, bike, bus and train anywhere in the county.

Providing real-time travel information, users are given detailed expected journey and departure times for walking and cycling routes as well as bus services, including First, Arriva, Hedingham, and Stephensons, as well as Greater Anglia and C2C rail, National Rail and London Underground trains.

<https://www.essexhighways.org/travellessex>

21st Century becomes Journeo

21st Century Fleet Systems and 21st Century Passenger Systems (both subsidiaries of Journeo plc) have moved to a single business brand – Journeo. Journeo is the established technology at the heart of the company's integrated solutions for transport operators and local authority customers, connecting vehicles and infrastructure to a scalable, secure cloud platform.

<https://journeo.com/resources/21st-century-becomes-journeo/>

Transport for Wales working with Passenger to unify bus travel across the country

UK public transport technology provider, Passenger has announced a major new partnership with Transport for Wales as it prepares to unveil a new bus app and website for its TrawsCymru long distance bus network.

M E M B E R S N E W S



The new, multilingual TrawsCymru app and website will support the Welsh Government's intent of achieving a bus system that boosts social equity and is capable of delivering the scale of modal shift needed to combat the climate emergency. TrawsCymru will launch on Passenger's customer experience platform and utilise its journey planning, bus timetables and live vehicle tracking capabilities. Mobile app ticketing, complemented by ticket eCommerce on the website, will also help to provide a step change in digital access to the TrawsCymru services.

TrawsCymru is an integral part of the bus network in Wales, providing links between major towns and cities and helping people connect to work, education, health and leisure destinations. Over the next few years, Transport for Wales will be introducing improvements to the network, low carbon vehicles, integration of Traws and rail ticketing and improving roadside infrastructure and information for passengers.

A D M I N

Management Committee Members

The Management Committee for the year 2022-2023 was appointed at the AGM on 23 March 2022. Membership is currently as follows:

Chair: Tony Brown

Members: Sonya Sparks (Essex), 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 154 – Wednesday 1st June 2022.

Please send all contributions to secretariat@rtig.org.uk at any time up to Friday 27th May 2022.

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