RTIG INFORM

improving public transport through technology

Members Edition

November 2021 – Issue 147

What's on

The calendar below shows key events over the next few months, from RTIG and our associates. For further details of RTIG events please contact secretariat@rtig.org.uk

RTIG Webinars

25 Nov 2021, Integrated Information for Bus Service Improvement Plans

1 Dec 2021, Analyse Bus Open Data New Features: Corridor and route segment analysis

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

Working Groups
On Bus AV displays
Environmental Impact of Displays
Passenger Counting
Vehicle Metrics

Committee
24 Nov 2021, Virtual

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

In this issue:

N E W S & E V E N T S

Newsletter Frequency and Email Alerts

The newsletters are produced on a monthly cycle.

They will be posted on the RTIG website and emailed out to the newsletter contact list.

If you think a colleague or contact would benefit from receiving the RTIG newsletter then please ask them to fill out the form on the website or use the QR Code.

RTIG on Twitter

RTIG is now on twitter as @RtigInform

https://twitter.com/RtigInform

Photo Library

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

We will of course credit the appropriate source if published.

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

Working Groups

If anyone wants to become involved in any of the work packages in the business plan then please feel free to discuss or commit by getting in contact with Tim tim.rivett@rtig.org.uk .

Environmental Impact of Displays

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

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

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

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

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

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

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

On Bus Audio Visual Display Implementations

There are an increasing number of successful on-bus audio visual deployments in the UK with more being installed all the time.

Once the long-awaited Accessible Information requirements for the Bus Service Act 2017 are published there will be a large number of operators with no or little experience of specifying, selecting, installing and maintaining on bus audio visual systems.

We plan to produce a series of case studies of best practice implementations and advice on specifying, selecting, installing and maintaining systems.

This group is progressing well and close to producing its report.

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.

**N
E
W
S

&

E
V
E
N
T
S**

Passenger Counting Solutions Working Group

Following on from the webinars that we have been holding about passenger counting technology and its use for providing customer information we are forming a working group to report on the different technologies and produce some best practice implementation advice.

This group is progressing well and close to producing its report.

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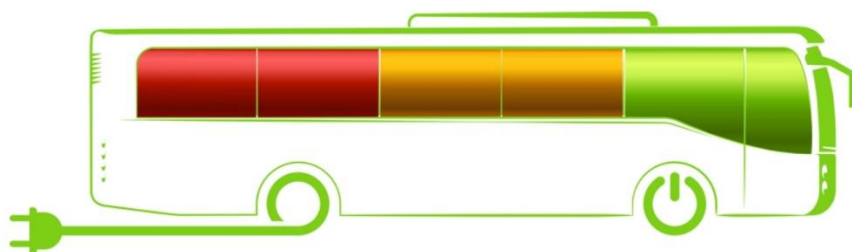
With the increase in electric vehicles, there has been discussion in a few forums about a desire to have some common key vehicle metrics to help manage fleets in control rooms and plan charging layovers etc.
There is a need to decide what data is needed on bus and what is acceptable off bus and what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

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

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

N E W S   &   E V E N T S

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

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

Webinars

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

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

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

Integrated Information for Bus Service Improvement Plans

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

How can I include rail information on street and on-bus?

What about cycling and walking and micro-mobility solutions?

Find out what has been done already in different areas and how you can take advantage of their experience. https://www.eventbrite.co.uk/e/integrated-information-for-bus-service-improvement-plans-tickets-202517203407

N E W S   &   E V E N T S

Analyse Bus Open Data (ABOD) Service
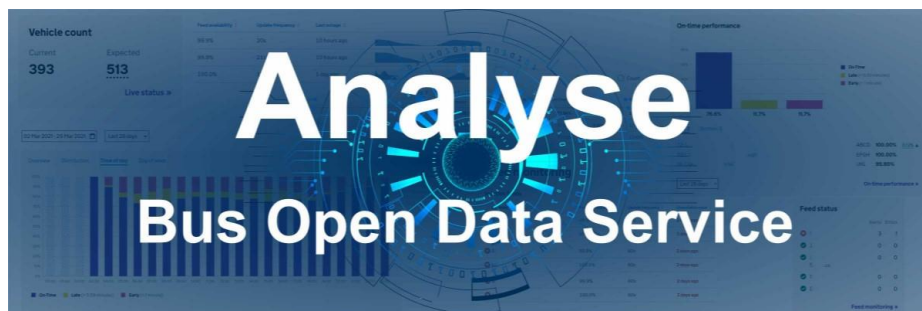
With the advent of the Bus Open Data Service (BODS), there's a growing appetite amongst stakeholders to use the data to enhance existing processes across the industry. The Analyse Bus Open Data Service is a new managed service within BODS that will enable the use of open bus data for reporting and analytics purposes and the first module is available now.

This service runs off an Integrated Transit Model (ITM), surfacing data around many issues that stakeholders have requested. This will include:

- vehicle-location feed monitoring
- alerting of delayed service
- journey completeness,
- on-time performance
- headway reporting
- enhanced vehicle data, route and operator statistics

It will give transport operators, local authorities, government, and other associated parties up-to-date data enabling them to:

- perform existing bus data analysis in faster and easier ways
- produce more accurate and detailed analysis reports
- improve on collaboration between different organisations
- inform transport policy and compliance monitoring across the industry

RTIG is supporting the Department for Transport by promoting the service to ensure operators and authorities know about the service and how they can use it.

Recordings of the events are at:

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

**N
E
W
S

&

E
V
E
N
T
S**

Corridor and route segment analysis

Corridor and route segment analysis is being introduced in ABOD this autumn.
This will help you identify pinch points in your network, spot opportunities to improve bus on time performance, and deliver a better service for passengers.

In this webinar we will show you how to create and monitor corridors and route segments in ABOD.

This event was originally planned for 3rd November but has been moved to 1st December at 13:00, book your place:

https://www.eventbrite.co.uk/e/analyse-bus-open-data-new-features-corridor-and-route-segment-analysis-tickets-169960210565

Standard Interface for CMS to RTI Displays

Transport for Wales would like to specify a standard interface between the Content Management System and RTI Displays, that suppliers would need to comply/work with to enable TfW to procure a single CMS that can interface to multiple displays from a number of suppliers.
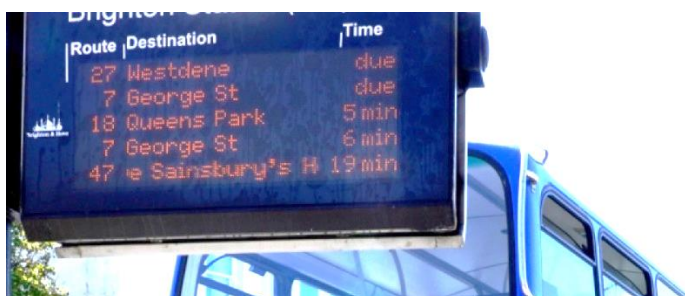
The standard should specify the minimum capability that is to be expected of all displays supported through the interface (i.e. be able to represent real time vehicle arrival/departure information, text based messages and hold the scheduled timetable for at least that day's services).

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

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

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

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

Low Bridge Strikes

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

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

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

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

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

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

N E W S   &   E V E N T S

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.

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.

Christmas & New Year Timetable Data 2021

Christmas & New Year Timetable Data 2021

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

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

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

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

DfT NEWS

Improving the quality of published timetables data

All new data being published to the service must meet the required data standard, which is the same standard required to be compliant with the legislation – TransXchange 2.4 Public Transport Information profile (v1.1a). The documentation for this should be read to understand your validation issues and can be found here: https://tinyurl.com/fr4jwww

We would like to thank the industry for their continued work in publishing PTI compliant content. To ensure all validation errors are removed, operators have been downloading the validation reports, understanding the issues in their data, and reaching out to their suppliers for support. From this immensely collaborative effort, we're seeing a greater proportion of data meeting the standard every day, and a new era of data quality for the Bus Industry. Data consumers are now streamlining their technical builds, by using the compliance filtering or query parameters, allowing for more efficient development schedules and procedures.

We will continue to work to support the industry in publishing in a PTI compliant format. Workshops are detailed in the future sessions details below. Help and support are also available via contact with bodshelpdesk@kpmg.co.uk.

Operators not yet publishing locations data

We are continuing to work alongside our technical partners, such as electronic ticket machine suppliers, to publish locations data. We are happy to report from Ticketer that 73% of their operators are publishing locations data, however, 27% are not currently doing so. It is important that this data is published as soon as possible with the understanding that DVSA will begin enforcement action later this year.

If you're a small operator who has not yet published your location data, help and support is available in both our workshop sessions detailed below and also via contact with bodshelpdesk@kpmg.co.uk.

DfT NEWS

We're improving the quality of location data

Thank you to all of the operators and technical suppliers who have participated in extensive user research sessions with the team. The location data (SIRI-VM) validator design has now been completed and is currently being developed by our delivery team. The release date for the validator is currently scheduled for late November 2021. We will be inviting major location data technology suppliers to come and test the validator on our staging environment before we release it to production.

Flexible services

The BODS user research team has now started conducting a current state analysis of the flexible services landscape in England. We aim to do both quantitative surveys and qualitative research sessions with flexible services operators, tech suppliers, LTAs and consumers too. This Discovery study will help us paint a better picture of the current state of flexible services within the country. After our Discovery finishes (end of October), the next step would be to work with tech suppliers and operators in phase II to start realising solutions for the publishing of DRT data.

Link between Routes & Timetables and Fares data

Operators need to be aware of the links between fares data and schedules data. Fares data refer to the routes and stops listed in the schedules files. Therefore, even if fares are not being changed, the introduction of a new service, or altering the route of an existing service, will have an impact on fares data. Whenever a new route is introduced, or the route of an existing service is changed, the corresponding fares data files will need to be revised to match the service changes and new services. If a route is withdrawn, the fares data corresponding to that route should also be removed from BODS, for good housekeeping.

For reasons of commercial confidentiality and to prevent signalling of intent to other operators (behaviour not considered favourably by the Competition and Markets Authority), fares data should be updated before the change takes effect – in effect the day before – not with the 42 days' notice usually required for changes to services.

D f T N E W S

BODS helpdesk:

Telephone: +44 (0) 800 028 0930
Email: bodshelpdesk@kpmg.co.uk.

New NaPTAN is coming

New NaPTAN will go live for everyone in the first week of November 2021.

The new site is a more stable, secure, accessible and usable system. This has been developed with your help and feedback, as users of NaPTAN, in testing sessions and at public meetings.

The download functionality on the current site will be closed by 31st December 2021. If you are using the NaPTAN open dataset you will need to be downloading from the New NaPTAN site by then.

Keep an eye out for our usual monthly email, and we'll send out more of these as the site goes live.

If you need any assistance in moving to the new site on your system, or have any questions about New NaPTAN – please contact us at naptan.nptg@dft.gov.uk

Dr J Harrison – Service Designer – NaPTAN Redevelopment
Adrian Falconer – Product Owner – NaPTAN Redevelopment

improving
public transport
through technology

IN OTHER NEWS

Budget 2021

A significant five-year, £5.7 billion funding investment for City Region Sustainable Transport Settlements was confirmed in the budget on 27 October.

The government announced it will invest over £5 billion in buses and cycling during this Parliament. The 2021 Spending Review delivers a big increase in investment to address the requirements of Bus Back Better and Gear Change the cycling stragey.

The £5Bn includes the previously announced £3 billion of bus investment and includes £1.2 billion new funding for bus deals to deliver London-style improvements in fares, services and infrastructure. It confirmed an additional £355 million of new funding for zero emission buses, and the award of £70 million Zero Emission Bus funding for buses and infrastructure in Warrington, Leicester, Milton Keynes, Kent, and Cambridgeshire & Peterborough. This builds on significant zero emission and bus recovery funding, a reformed Bus Service Operators Grant, and funding for new schemes through City Region Settlements.

The government also confirmed that more than £2 billion of investment in cycling and walking over the Parliament, including £710 million of new active travel funding. This funding will support the creation of hundreds of miles of segregated cycle lanes, training for every child and an e-bike support programme to make cycling more accessible.

European Investment Bank technical note ITS procurement for urban mobility

A few months ago the EIN produced a useful set of guiding principles for procuring ITS, supported by recommendations, is presented
Chapter 3. They cover the most important phases in the ITS procurement planning, specification and implementation phases.
• The first phase 'laying the groundwork' essentially refers to the policy, planning organisational aspects that need to be in place at the outset, such as starting from a higher level plan, ensuring coordination within the administration and with other agencies administrative levels, securing political support, ITS capacity building and benchmarking

I N O T H E R N E W S

• The information gathered in the first phase feeds into the next phase 'strategic decision making' which deals with big questions with potentially large impacts in terms of delivery and long-term ITS planning, such as getting the procurement timeline right, integrating legacy systems, achieving a multi-vendor environment, choosing the right contract type consulting the market.
• The third phase deals with the technical specifications themselves and covers topics as how to describe tenders functionally, setting data ownership and (re)use conditions anticipating licence fees and requiring open specifications and standards where possible
• The fourth phase covers the actual tendering process itself and highlights the importance building a relationship with potential suppliers and how to achieve it in a fair and transparent manner as well as recommending how to establish award criteria.
• The final phase 'project implementation' addresses the commissioning and testing phase maintenance practices and tips on sustaining systems in the medium to long term.

https://www.eib.org/en/publications/eib-technical-note-its-procurement-for-urban-mobility

New Calculator Shows Bigger Highways Won't Fix Traffic

We've all seen new and wider roads fill up with traffic. A new tool will help practitioners and advocates better understand the impacts of new and widened highways.

We've all lived through this: you're riding in a car or bus, slowed by highway widening construction during your morning commute, yearning for new traffic lanes to finally open and provide relief, only to find a few years later that the highway and new lanes are just as filled with traffic as before. If that sounds all too relatable, it's because it's a universal truth we have experienced over and over again for a century: we can't build our way out of traffic with new and wider roads.

This phenomenon is called "induced travel." How it works is that, in the short run, new and wider highways allow people to travel by car faster and save time. Faster car trips make driving more appealing, so people shift their travel patterns. Whereas someone might have taken public transportation for a trip, or taken a

IN OTHER NEWS

shorter trip, or waited until after rush hour, the new highway lanes encourage them to drive, drive further and drive more at peak times. That is—until the roadway is once again full of congestion.

A new calculator, and yes it is US based, helps quantify the induced travel effect. This could be a significant development for public transport inclusion in road transport planning and hopefully it can be translated to the UK easily.

https://shift.rmi.org/

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.

M E M B E R S   N E W S

'VIX TECHNOLOGY ASSURE TICKETING SYSTEM' RECOGNIZED IN AUSTRALIA'S INTERNATIONAL GOOD DESIGN AWARDS FOR DESIGN EXCELLENCE

The winners of Australia's peak international design awards were announced today during the 2021 Good Design Awards Week. The Good Design Awards are the highest honour for design and innovation in the country and reward projects across 12 design disciplines and 30 subcategories.

Vix Technology Assure Ticketing System received a prestigious Good Design Award Gold Accolade in the Product Design category in recognition for outstanding design and innovation.

Battery Displays in Altnagelvin

Bus commuters at Altnagelvin are already seeing the benefits of the recently installed battery powered real time displays. Commuters can quickly access bus arrivals in real time.

This particular display also provides multiple screens to further enhance the customer's experience. These screens are totally customisable, as well as providing real time information they can display anything from COVID messages, Advertisements, transport maps and public service messages to name just a few options. Pages can also be configured to scroll instead of the use of buttons if required. All this whilst running solely on battery power with a 3 year life guarantee.

A D M I N

Management Committee Members

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

Chair: Tony Brown

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

Contact us

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

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

Next issue

Issue 148 – Wednesday 1st December 2021.

Please send all contributions to secretariat@rtig.org.uk at any time up to Friday 26th November 2021.

RTIG's newsletters are distributed by email.

To subscribe: simply complete the form online, use the QR Code or email us at newsletter@rtig.org.uk with your request and a valid email address.

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