RTIG INFORM

improving public transport through technology

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

Eurobus
1 -3 November 2022   NEC, Birmingham

RTIG Virtual Workshops
For booking details see the website.

Working Groups
CCTV Technology & Best Practice

Procurement of Software as a Service

Committee
24 November 2022, Virtual

PTIC
14 December 2022, Virtual

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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 .

NEWS & EVENTS

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

The first meeting of this group will be 5 September 2022 at 15:00

NEWS & EVENTS

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 have convened a working group to create guidance on how to better procure SaaS systems.

We've had our first meeting and ideas for the report are being developed.

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

The next meeting of this group will be 7 September at 14:00

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.

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.
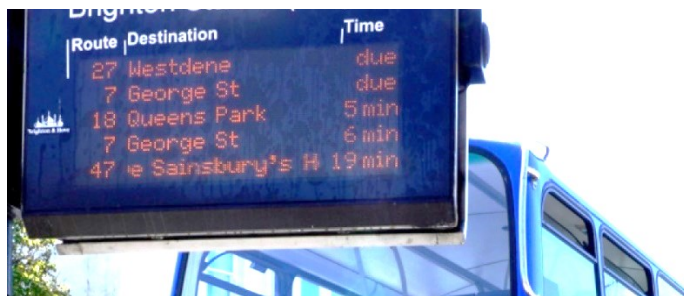
The standard will specify the minimum capability that is to be expected of all displays supported through the interface (i.e. be able to represent real time vehicle arrival/departure information, text based messages and hold the scheduled timetable for at least that day's services).

The interface will cater for the following:
- Basic text based displays

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- 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 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.rtig.org.uk/projects/CMS_PID_Interface

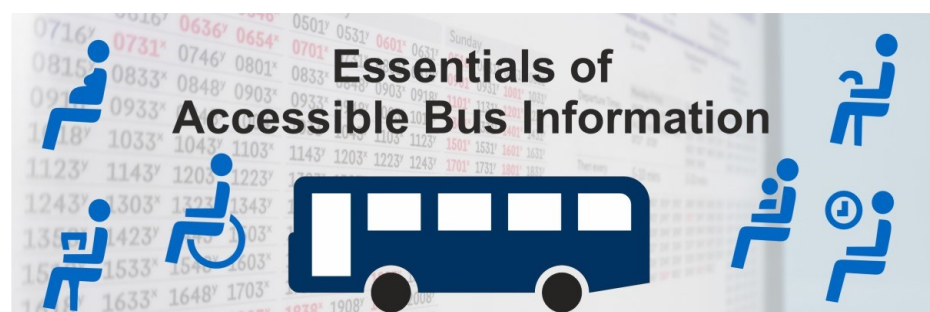The working groups are reviewing the graphical display.

Past Webinars

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

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

Essentials of Accessible Information

Passengers expect information to be available in as many places as possible in many different formats. How do we ensure that the information we are providing as an industry is usable and accessible for as many people as possible?

More than 1 in 5 people have some form of disability, social inclusion requires ensuring that for everyone the journey is made possible and practical. By having access to the necessary infrastructure and information, passengers can have a seamless door-to-door experience.

What are some of the key considerations that should be considered when designing information, so it is as accessible to as many people as possible?

The recording is available at:
https://youtu.be/4dqlUAQjbdE

Christmas & New Year Timetable Data 2022-3

Christmas & New Year Timetable Data 2022-23

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 2022 holiday period.

https://www.rtig.org.uk/documents/rtigt053-1

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ABOD – New Feature: Vehicle Journeys

ABOD's focus so far has been on aggregated performance metrics, showing patterns in bus service and stop performance across days, weeks or months.

As of the beginning of November, a new Vehicle Journeys feature can be found in ABOD's feature menu. Vehicle Journeys shows the on-time performance and actual route travelled by the vehicle on an individual journey. This view reveals the vehicle location data and inferred departure times which form the basis of ABOD's analysis.

It is intended to help bus operators, local transport authorities and DVSA examiners to:

- Understand the journey data contributing to on-time performance statistics for a service
- Follow up on passenger enquiries and complaints about particular journeys
- Compare journeys made by the same service to spot patterns in driver or vehicle behaviour
- Spot anomalous journeys which contribute to inaccurate on-time performance statistics in ABOD

Tram & Light Rail Data Research

The BODS team has completed discovery research on tram and light rail data being published to BODS as part of a wider multimodal vision.

The team has interviewed and consulted with all major stakeholders including: tram operators, LTAs, suppliers, consumers and data standard specialists.

The inclusion of tram and light rail data on the BODS platform will ensure comprehensive and high quality integrated public transport data is delivered for consumers who are trying to create innovative products.

The BODS team is currently planning out the next steps, which includes working collaboratively with operators and LTAs to

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support and enable them to publish tram data in line with BODS standards.

More information will be available soon. We welcome anyone who's interested in getting involved in this research to please get in touch with us.

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DATA4PT Stakeholder Forum workshop

The next DATA4PT Stakeholder Forum workshop that will take place at Brussels at Pullman Brussels Centre Midi Hotel on 29th November 2022 from 13.00 am to 17.30 pm CET.

The workshop will be an in-person event with a possibility of online streaming. *Please note that online streaming will be in restricted form without the possibility of active interaction.*

The thematic of the workshop is "Accurate Data for better mobility: exploring the Data Validation Tool for NeTEx & SIRI datasets". The workshop will consist of following agenda topics:

- EU Multi-modal data governance: Updates and Insights on EU legislation & Data models updates
- The importance of qualitative data: Keynote from a Public Transport Authority
- Presentations & Panel Discussion: Exchange of accurate qualitative data and return of experience in using DATA4PT tools by cities/pilots

We kindly ask to register before 15 November EOB using this link.
https://efficy.uitp.org/onlinereg/?e=8419&ext=1&p=-1&rk=online

Since places are limited, on-site attendance will be "first come-first served" based on registrations.

IN OTHER NEWS

Winter Electricity Supply Blackouts?

With the increase cost of gas and it's reduced availability major energy consumers are pulling out their business continuity plans.

The UK is planning for several days over the winter when cold weather may combine with gas shortages, leading to organized blackouts for industry and even households.

Under the government's latest "reasonable worst-case scenario," Britain could face an electricity capacity shortfall totaling about a sixth of peak demand, even after emergency coal plants have been fired up, according to people familiar with the government's planning. Under that outlook, below-average temperatures and reduced electricity imports from Norway and France could expose four days in January when the UK may need to trigger emergency measures to conserve gas.

Whilst the Government says its not expecting it to happen, it looks like a more realistic proposition than previous years

When was the last time you reviewed your business continuity and or disaster recovery plans?
How would you cope if your supplier or data centre lost power for an extended period of time?
How would you provide information to passengers?
How could customers contact you or you contact your customers?

It feels like a good opportunity to review things to make sure you know what you would do if power was out for a few days.

IN OTHER NEWS

Early Warning: Free Cyber Security Service

National Cyber
Security Centre
a part of GCHQ

Early Warning helps organisations investigate cyber attacks on their network by notifying them of malicious activity that has been detected in information feeds.

What's it all about?

For the unfamiliar, Early Warning is a threat-notification service from the NCSC that informs your organisation about potentially suspicious activity on your network. It does this by filtering the millions of events the NCSC receives every day, and then correlates them with the IPs and domain(s) you provide at sign-up, via notifications.

You might wonder what's special about Early Warning when there are plenty of other data feeds out there. Well, the service uses information feeds from the NCSC, as well as trusted public, commercial and closed sources, including several privileged feeds not available elsewhere. What's more, this service is free of charge for UK organisations.

There is already a huge community of organisations using Early Warning and feedback has been really positive – a recent survey of organisations using it found that a considerable majority agreed or strongly agreed that Early Warning was important to their organisation and provided reliable data.

Eligibility for Early Warning

Early Warning is open to all UK organisations who hold a static IP address or domain name.

https://www.ncsc.gov.uk/information/early-warning-service

IN OTHER NEWS

Transport academy launched to bridge growing skills gap

Developed by Transport for West Midlands (TfWM) the Transport Skills Academy aims to develop high quality future technical leaders by upskilling the existing workforce and encouraging new entrants into a career in highways and transportation.

The need for new workers is also being driven by an ageing workforce in the transport industry. Of the 41,783 workers in the region's road, rail and bus sectors, 35% are over the age of 50 and nearing retirement.

At the same time, fewer than 13% are under 30, meaning there are significant opportunities for the region's younger people. Women and black and minority ethnic people are also under-represented compared to the wider West Midlands population among the existing workforce.

Cllr Ian Ward, WMCA portfolio holder for transport and leader of Birmingham City Council, added: "As well as the traditional roles in transport planning, design and construction, TfWM and its partners are also working on cutting edge technology developing the low-carbon transport systems of the future.

"This includes electric battery technology, autonomous cars, smart ticketing systems and new transport modes like very light rail. These and further innovations could require jobs which don't even exist yet.

"So, it is clear we will need a highly skilled and adaptable workforce to make the most of these opportunities and position the region as the home of the green transport revolution.

https://www.tfwm.org.uk/who-we-are/what-we-do/transport-skills-academy/

IN OTHER NEWS

SUM4ALL Gender Survey October 2022

Its 2K22, women are still 22% of our transport workforce… Want to make a change? You have until 22 November to complete our survey!

Sustainable mobility starts with closing the transport sector's gender gap. Carbon neutrality remains a pipedream without the creativity, innovative thinking and sheer (wo)manpower diversity brings.

What are the biggest challenges for achieving a gender balanced mobility sector? What should be our next steps? Share your insights and actions!

As fuel concerns meet a deepening climate crisis, transport finds itself at a crucial juncture, where gender equal employment is now a necessity.

POLIS Network- with funding from the FIA Foundation, is producing a practical guide to and toolkit for the essential changes which need to be made to secure greater female participation in the sector, based on good-practice examples.

We are looking for insights into the current global situation and examples of practices which are being undertaken.

A plea to complete my short survey!

… because, contrary to what Tailor Swift says, everything will not be alright if we just "keep dancing like we're 22(%)!"

About the project:
The research, being conducted as part of POLIS' membership of the SUM4ALL Gender working group, will form a very practical support tool for the national and regional policymakers, regulators and other key planners and decision-makers in the field.

https://survey.alchemer.com/s3/6999841/Gender-Survey-2022

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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 Navaho Transport systems destination blind on the ADL Enviro 400 EV

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Introducing Navaho Transport systems for on-road, on-bus and in-depot information

Introducing Navaho Transport systems for on-road, on-bus and in-depot information.

HD full-colour digital Destination Blinds and internal displays provide real time passenger information, automatic route recognition and over the air content updates.

Working seamlessly with existing onboard bus systems, all communications are end-to-end encrypted to ensure the ultimate in security.

Come and visit us 1st-3rd November at Euro Bus 2022, Stand D21, or find out more at www.navaho.co.uk .

VIX Technology partners with Harlequins to promote career opportunities for women in technology.

MEMBERS NEWS

Vix Technology has today announced a new partnership with London rugby club Harlequins to help promote career opportunities for women in technology.

Women are historically underrepresented in STEM (science, technology, engineering, mathematics) fields. Vix will be working with Harlequins Women to unpack workplace opportunities from internships to post-playing career athletes in an exciting and ever-changing industry, kicking off with a workshop to raise awareness. The partnership will also enable Vix to reach a wider, engaged audience of Harlequins fans to highlight the benefits of working in the transit industry and support Vix's aims to diversify its workforce.

Vix Technology CEO David Maitland said: "We're delighted to partner with this iconic London team to raise awareness and unlock opportunities for women in the transit technology industry. Our shared passion and aspirations to promote mobility, inclusion and make a positive impact in our communities are the bedrock of this partnership.

"We're especially delighted to be supporting the Harlequins Women's programme and Harlequins' efforts to make sport accessible to all. We look forward to working together to promote opportunities for women across our communities."

Broad Marsh Bus Station welcomes passengers with new technology

Local bus services returned to Nottingham's Broad Marsh Bus Station on 2 October, joining National Express coach services which have been operating there since April, with passengers benefiting from the latest passenger information technology from Journeo.

The system includes interactive screens and kiosks showing real time travel information, managed by Journeo's EPI software. Nine large 65" screens, visible from almost anywhere in the station, show clear information about all routes and destinations. Next to each bay, interactive kiosks enable passengers to access more information about other public transport services and points

MEMBERS NEWS

of interest from the local area. Over each bay door, another display shows departure gate specific information about the next service and any additional or important information such as disruption messaging or public notices.

IVU founds new subsidiary in Sweden

Berlin/Stockholm, 25 October 2022 | IVU Traffic Technologies AG has founded a new subsidiary in Sweden – IVU Traffic Technologies Nordic AB.

IVU Traffic Technologies AG has founded the fully owned subsidiary IVU Traffic Technologies Nordic AB, based in Stockholm, to provide an even better service to the numerous IVU customers in Northern Europe and to convince other Scandinavian transport operators of the benefits of the integrated complete solution IVU.suite.

Matthias Heidorn, who previously worked as Marketing Manager at Nobina AB, will be the Managing Director.

"We will continue our success story in Scandinavia with the help of the new subsidiary," said Bastian Dittbrenner, Head of the Public Transport Division at IVU Traffic Technologies. "We can now expand our strong market position in an even more targeted way and sustainably improve public transport throughout the peninsula – from the southern tip of Denmark to the North Cape in Norway."

Warrington's Own Buses select EPM's new solution, Customer Resolution Centre, to improve customer satisfaction

Warrington's Own Buses are the first adopters of EPM's Customer Resolution Centre which accelerates responding to customer issues, enhancing their service experience.

The EPM Customer Resolution Centre is a one-of-a-kind solution developed specifically for the bus industry, customer feedback is automatically collated from multiple sources across the bus operation into a central hub, along with complete visibility of the operating environment, enabling customer service teams to

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respond to customers quickly. The platform allows users to streamline the investigation process, automate workflows, and analyse customer service data.
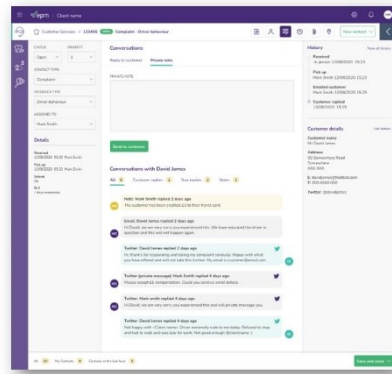
The system integrates with EPM's Bus Incident Reporting Screen (BIRS) providing valuable insight in real-time into what is happening across the network including road traffic, accidents, and breakdowns enabling them to resolve customer queries promptly. It also integrates with EPM's Insights solution to provide in-depth advanced analytics to build into improvement plans.

ADMIN

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 160 – Thursday 1st December 2022.

Please send all contributions to secretariat@rtig.org.uk at any time up to Monday 28th November 2022.

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