RTiG INFORM

improving public transport through technology

Non-Members Edition

October 2022 – Issue 158

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 Virtual Workshops
21 October 2022 Essentials of Accessible Information

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

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 .

N E W S   &   E V E N T S

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.

N E W S   &   E V E N T S

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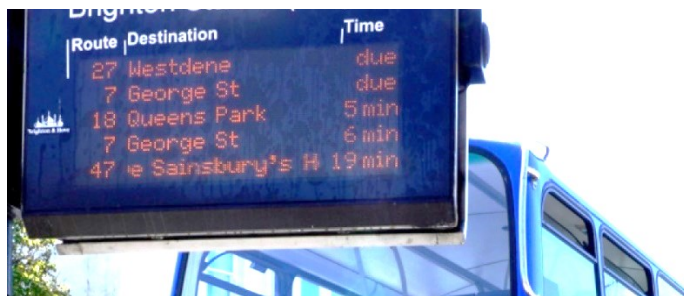
The standard will specify the minimum capability that is to be expected of all displays supported through the interface (i.e. be able to represent real time vehicle arrival/departure information, text based messages and hold the scheduled timetable for at least that day's services).

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

- 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

Digital Twins - What are they?

Digital twins are a virtual representation of a physical something which could be as simple as a drill or as complex as a city. The digital twin uses data, data analytics and machine learning to help simulation models that can be updated and changed (real-time) as their physical equivalents change. This allows different scenarios to be explored and tested before implementing them in the physical world.

This webinar introduces the concept and explores how they are already being used and we started a conversation about how we can use them in public transport and what we wanted to next know about them.

https://youtu.be/Y6PDWOIUw8o

Improving Bus Services Using Data

On 21st September we met in Birmingham to discuss how to Improve Bus Services Using Data.

Managing bus services is increasingly complex with changing customer needs and expectations, increasing congestion and the introduction of Bus Partnerships.

Providing quality information to customers and understanding network performance is more important than ever before. The use, and presentation, of data can help ensure routes are as efficient as possible, customers are properly informed and the inevitable operational challenges are managed effectively.

The slide decks from the event are available to members on line: https://www.rtig.org.uk/workshops/2022-09-21

Recordings of the talks will be available once they have been processed.

N E W S & E V E N T S

Upcoming Events

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?

Join us on 21st September at 13:00

https://www.eventbrite.co.uk/e/essentials-of-accessible-information-tickets-430139076557

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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'it's everyone's journey' is back

The latest burst of 'it's everyone's journey' is now live. Following on from last year's 'World of Difference' campaign, we are pleased to announce the return of 'Creatures of Habit', which first launched back in 2019.

The campaign forms part of the Department for Transport's Inclusive Transport Strategy and supports our ambition of achieving equal access for all on public transport. Through the campaign we aim to enable more disabled people to travel with confidence and create a more considerate and supportive travel environment for all.

Pop out of your shell every now and then.

HM Government

it's everyone's journey

Updated assets
We have created a set of engaging and charming animations that will challenge how we all use public transport and encourage everyone to reflect on how our habits can negatively impact others. BSL, audio described, and open captioned versions of these animations are also available on our YouTube channel.

The campaign will be live on social media and digital audio platforms, such as Spotify, and with posters on trains and bus stops from Monday 26 September.

IN OTHER NEWS

The Rail Data Marketplace

A collaboration platform to exchange data and ideas enabling digital innovation in the rail industry.

The concept of a Rail Data Marketplace (RDM) was born from the Rail Sector Deal and the initiatives of the Rail Data Council and the Rail Supply Group. It will enable one of the key commitments in the Plan for Rail.

With support from the Department for Transport, the Rail Supply Group, Rail Delivery Group (RDG), Network Rail and the Rail Safety & Standards Board, that concept is now being brought to life with a fully-functional platform. It will launch early next year and allow simple 'friction-free' sharing of data. The RDM will provide the tools and frameworks to simplify rail data sources and open them up to a wider user base through a single-access platform of federated Application Programming Interfaces (APIs) and other data sources.

The platform will be available to any organisation which wishes to either publish or consume rail-related data, whether that is freely available, chargeable or has conditions of use.

The RDM will facilitate easier sharing of data and real-time information to passengers; improve data sharing across operational bodies; and improve access to data for public and private bodies. The aim is to support innovation, making information more transparent, and enabling new customer focused products and services to enhance passenger experience and door to door travel. It will also support operational efficiency and the more effective movement of goods. For the first time, this aims to bring together in one place useful passenger information, such as the availability of seats, detail on disruptions and availability of facilities including lifts and escalators.

Crown Commercial Service Supplier Code Of Practice

CCS has published its first Supplier Code of Practice, setting out the roles and responsibilities of CCS organisations and their supply chains to prevent fraud, bribery and corruption in the procurement of goods and services.

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The code of practice has been created following feedback from the Government Internal Audit Agency and best practice across government. It is intended to complement existing guidance and provides direction to suppliers on what is expected from them when engaging with CCS.

This document applies to all suppliers on CCS frameworks. The Supplier Code of Practice sets out the expected standards of behaviour throughout supply chains.

The document is available at;
https://www.crowncommercial.gov.uk/buy-and-supply/how-to-sell-through-ccs

DATA4PT publishes update of NeTEx Data Validation Tool

In June 2022, DATA4PT was proud to launch the Data Validation Tool, aiming to help mobility stakeholders verify their data and ensuring it is of high quality and accessible for other stakeholders. The Data Validation Tool was developed to check NeTEx data, the EU standardised format for public transport which includes all static data such as timetables, fare offers, and route and network descriptions.

Since, then several updates have been made, to better meet the needs of advanced users.

In particular, some of the changes on the core tool (script folders) are:

- Squashed bunch of bugs related to performance, validation result, memory security & errors
- Added an extended standard library with the ability to query multiple files
- Added error types and predefined paths for ease of use
- Added support for script configuration (e.g. setting max distance between two stops)
- Added support for different NeTEx schema versions (e.g. national profiles)
- Replaced large part of the validation lifecycle with a event emitter, giving the user control of which information is consumed

IN OTHER NEWS

Some minor changes are also released for the web interface (GUI):

- Updated to the new validation life cycle
- Added version names to XSD schemas

More features will come in the coming months, to further enable customisation, to introduce more content related rules, to facilitate the selection of rules depending on the use-case and to improve the reporting.

You can test online and download the [desktop version of the tool here.](#)

https://data4pt-project.eu/data4pt-publishes-update-of-netex-data-validation-tool/

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?
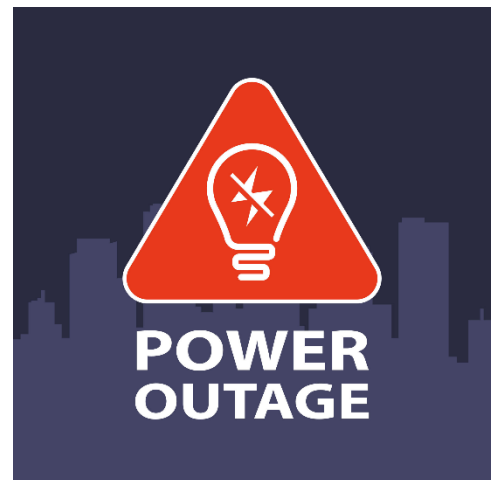
IN OTHER NEWS

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.

MEMBERS NEWS

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

MEMBERS NEWS

Ito World and Optibus Partner to Improve Service Performance Using Real-Time Data Insights

Ito World is partnering with Optibus, the cloud-native, end-to-end software platform for public transportation planning and operations, enabling better data-driven decisions to improve network performance. The partnership enables more reliable and efficient public transportation by enhancing insight into passenger journeys, route performance, driver behaviour, and more, using real-time data.

Agile, responsive transportation management is essential for efficiently addressing today's unpredictable and constantly changing operating environment. Tools that use real-time data sources can enable the rapid, data-driven decisions and insights needed to achieve that agility.

This partnership confronts that challenge by uniting two champions of data-driven transport and open data, Optibus and Ito World. Optibus brings to the table their world-leading optimization algorithms and artificial intelligence. Ito brings their best-in-class toolset and powerful data management platform which provide actionable insights that improve service and operational performance through sophisticated analysis of underlying real-time data.

"The ability to draw insights from real-time transportation data is the key to delivering reliable, customer-centric services and improving operational agility. We look forward to working with Ito World to bring real-time data insight technology to the market and to helping the industry improve operational performance," said Optibus CEO and co-founder Amos Haggiag.

Ito World's real-time data solutions have supported initiatives worldwide, serving customers such as Google and Microsoft and delivering the data platform underpinning the UK Department of Transport's Bus Open Data Service (BODS) and for major cities and transport authorities in the UK, North America and Europe. Optibus' data analytics tools are used in over 1,000 cities worldwide by clients of all sizes, from family-owned operators to large public transportation agencies.

"When transportation agencies and operators have access to sophisticated tools to derive insight from real-time data, they

MEMBERS NEWS

eliminate guesswork surrounding service performance," said Ito World Commercial Director, Andy Walker. "The increased transparency enables data-driven decisions that were previously unachievable, and paints a picture of customer and driver experience that is as close to reality as possible."

Want to know more? Email info@itoworld.com

Swiftly and iris partner to provide transit agencies with accurate, accessible ridership data

Swiftly Inc. and iris have partnered to integrate real-time crowding and historical ridership data with the Swiftly Connected Transit Platform. Transit agencies can now connect raw data from iris IRMA brand Automatic Passenger Counters (APCs) with the Swiftly platform to centralize ridership information in a single cloud-based system of record for transit data.

This partnership benefits transit agencies with more accurate ridership data, faster time to value, a flexible deployment model, easily accessible data, and avoiding the need for additional onboard hardware.

"We were able to deploy iris APCs and integrate ridership data with the Swiftly Connected Transit Platform in only a few weeks, where in the past a similar project may have taken months. Our staff can now analyze ridership data within the Swiftly web application to help inform decisions on how we can adjust stops and routes to best serve the most riders possible," said Lamar Hobbs, Transit Program Administrator at Bayway.

Empowering riders and agency staff with accurate ridership data

By generating real-time and historic ridership data through the Connected Transit Platform, Swiftly empowers riders and agency staff to make informed decisions and forecasts based on accurate and available ridership information. iris APCs mount overhead on the bus and rely on time-of-flight technology to detect passengers boarding and alighting buses, resulting in more accurate ridership counts than legacy solutions.

https://www.goswift.ly/blog/swiftly-iris-partner-ridership-data

Trapeze Next Generation Real Time Journey Planning

The Experience Passengers Deserve
Novus Live Travel Suite offers a level of experience that passengers demand, thereby supporting the use of public transport. With live maps and live occupancy, passengers can see in real-time what their journey will be like. Novus Live Travel Suite deployed for Traveline Scotland was the first national Journey Planner to consolidate live occupancy information from a vast array of operators. This continues to give customers the additional comfort of choosing to travel on an empty or full bus according to their confidence levels.

Novus Travel Suite exceeds passenger expectations with the level of personalisation it offers. Passengers can build their own parameters and customise their personal experience: cycle planning, hire cycles, walking distance, interchange durations, and more. Passengers can add favourite stops and access departure information with one click.

From step-free access to waiting facilities, you can add features to stops and services to ensure that passengers that need extra help know where they can get it. Novus Live Travel Suite has been stringently tested to prove WCAG 2.1 AA accessibility standards have been achieved and exceeded. This allows all members of the community equal access to the same accurate information in a format that suits them.

https://trapezegroup.co.uk/novus-journey-planning-software/

Ticketer Traffic Light Priority function delivers in Bristol

Traffic Light Priority (TLP) functionality from Ticketer has been rolled out in Bristol. It allows buses equipped with the supplier's electronic ticket machines to request a change of signal sequence to allow them to progress though intersections more rapidly.

TLP uses the GPS and real-time vehicle positioning functionality incorporated into Ticketer's on-bus units. The location is fed into a strategic traffic light priority platform via a central urban traffic management control system under the wing of Bristol City Council (BCC).

MEMBERS NEWS

A transition to Ticketer Traffic Light Priority came because of two changes. Previously, BCC had a lot of traffic light control equipment in the city, incurring significant expense. That had made the system and operation unsustainable. BCC thus wished to replace its urban traffic control as the system in place was at the end of its life.

The local authority (LA) favoured central architecture and a hosted system, which would reduce costs. Meanwhile, First Bus had changed its onboard equipment to a new provider and its vehicles could no longer communicate with existing bus priority signals.

With the new Ticketer system in place, live bus data is sent through the usual communications pathway between the traffic lights and the control system, allowing all signals to be controlled simultaneously. The centralised intelligent system optimises and balances supply with demand to optimise journey times.

https://www.route-one.net/suppliers/ticketer-traffic-light-priority-function-delivers-in-bristol/

Alchera's AI used to speed buses through congestion routes

The latest computer software has provided a local authority with key information on bus journey 'pinch points' to boost its bid for £50million of government cash to 'level up' East Lancashire.

An artificial intelligence driven cloud-based platform was used to provide real time data to study problem road junctions where congestion caused delays to public transport.

The county council partnered with engineering project management experts Atkins and transport software specialists Alchera to deliver its Pinch-Point Analysis Tool to analyse 59 junctions in East Lancashire, identifying and ranking problem intersections creating significant delays to the bus network.

Alchera's AI-powered, cloud-based platform provides real-time data on the movement of vehicles and pedestrians by using its machine learning algorithms to make use of existing city sensors and camera networks.

M E M B E R S   N E W S

This enables bus operators to improve service efficiency and punctuality.

Following the success of this initial trial the county council plans roll out the technology later this year across all of Lancashire's road junctions on bus routes.

Martin Porter, principal engineer (network management) at Lancashire County Council, commented: "Improving the performance of the bus network is a top priority for us.

"We know there are issues at some junctions across the network but we need evidence - objective data - to back up our assumptions so we can secure the government funding we need to make improvements."

Tony Brown, Atkins' technical director, said: "Alchera has not only given us the insight to understand where the problems are across the network but also to understand the economic impact of those delays."

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 159 – Tuesday 1st November 2022.

Please send all contributions to secretariat@rtig.org.uk at any time up to Wednesday 26th October 2022.

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