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Non-Members Edition **June 2020 – Issue 130**

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 Committee Meetings
6 July 2020, Virtual

RTIG Webinars
2 June 2020, 13:00. Passenger Counting on Buses

10 June 2020, 13:00. Presenting Vehicle Loading Information to Passengers

More webinars will be announced as the month progresses.

PTIC
18 June 2020, virtual

In this issue:

For all administrative matters and enquiries please contact:
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NEWS AND 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

RTIG INFORM
improving public transport through technology
June 2020 – Issue 130

NEWS AND EVENTS

Working Groups

The working groups for the 2020-21 will be being setup up shortly.

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 .

Accuracy and quality of real time predictions Working Group

We are starting up a group to look at the accuracy and quality of real time predictions; how to measure and how to achieve them.

If you would like to become involved in the group, then please let Tim know.

Webinars

With the inability to physically meet for the foreseeable future we will be running some webinars instead. These will be shorter than a workshop but take the same approach to content.

We are running a series of events, the ones scheduled so far are:

2nd June 13:00: Passenger Counting on Bus
https://www.eventbrite.co.uk/e/passenger-counting-on-buses-tickets-105222198428?aff=website

10th June 13:00 Presenting Vehicle Loading Information to Passengers
https://www.eventbrite.co.uk/e/presenting-vehicle-loading-information-to-passengers-tickets-107056276204?aff=web

Future webinars will include topics such as:

- Lessons from COVID shutdown for service resumption
- Introduction to Real Time Information
- Understanding Service Interface for Real-time Information (SIRI)
- Future changes to SIRI

NEWS AND EVENTS

- Introduction to the ITxPT architecture
- Location Data for BODS and the SIRI VM Profile
- Providing audio & visual next stop information on buses

Look out for the invitations.

If you have any topics you would like to see covered or would like to present a webinar for RTIG members, then please let us know.

TfN Disruptions Project & SIRI SX Profile Webinar

On 20th May we held our first webinar in conjunction with Transport for the North to find out more about their Disruptions project and introduce SIRI SX.

We had an excellent live turn out with good questions being asked.

The recording is now available, along with the slides.
https://youtu.be/4vMm2DbVK0g

If you have any questions following the webinar then please get in touch with:
alexander.suswillo@transportforthenorth.com or
tim.rivett@rtig.org.uk

Providing Vehicle Occupancy Data:- Data Interfaces (RTIGT039-1.1)

The measurement - in real time, of vehicle occupancy for buses is not something that has been carried out regularly or, is in widespread use in the UK. The rail industry has more experience in it and is currently experimenting with providing information to the public.

This means that there is little experience in managing vehicle occupancy data within the bus sector.

The current requirement for social distancing has resulted in significant interest in providing information to customers on vehicle occupancy - as one way of encouraging trust in the safety of public transport.

NEWS AND EVENTS

This latest RTIG technical document sets out how it is possible to communicate vehicle occupancy between systems in a standardised manner.

We have released this as a public document, for free, for the next few months rather than just to members because of the interest in this topic in the wider transport community as we try to support the rebuilding of confidence in public transport following the COVID pandemic.

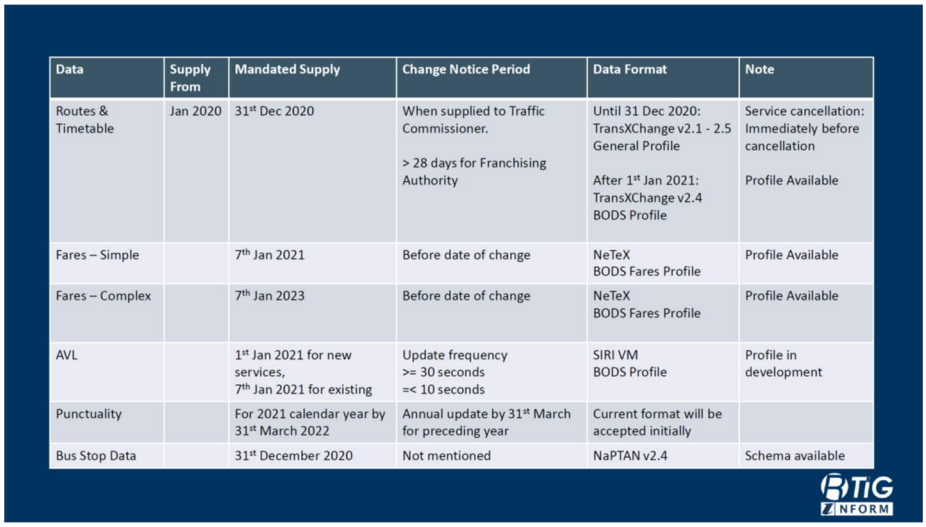
It can be downloaded from the documents section of the website.

The Public Service Vehicles (Open Data) (England) Regulations 2020

The Department for Transport has published the draft statutory instrument to provide the powers to enable the requirement for operators to provide open data and authorities to maintain NaPTAN.

This sets out the dates and data requirements for supplying data to the open data service.

We have produced a summary of the key dates and data formats that are contained in the statutory instrument:



Data	Supply From	Mandated Supply	Change Notice Period	Data Format	Note
Routes & Timetable	Jan 2020	31st Dec 2020	When supplied to Traffic Commissioner. > 28 days for Franchising Authority	Until 31 Dec 2020: TransXChange v2.1 - 2.5 General Profile After 1st Jan 2021: TransXChange v2.4 BODS Profile	Service cancellation: Immediately before cancellation Profile Available
Fares – Simple		7th Jan 2021	Before date of change	NeTeX BODS Fares Profile	Profile Available
Fares – Complex		7th Jan 2023	Before date of change	NeTeX BODS Fares Profile	Profile Available
AVL		1st Jan 2021 for new services, 7th Jan 2021 for existing	Update frequency >= 30 seconds =< 10 seconds	SIRI VM BODS Profile	Profile in development
Punctuality		For 2021 calendar year by 31st March 2022	Annual update by 31st March for preceding year	Current format will be accepted initially	
Bus Stop Data		31st December 2020	Not mentioned	NaPTAN v2.4	Schema available

The full document can be downloaded from the website:
http://www.rtig.org.uk/web/Portals/0/RTIGT040-1.0%20BODS%20SI%20Dates%20and%20Formats.pdf

RTIG INFORM
improving public transport through technology
June 2020 – Issue 130

NEWS AND EVENTS

RTIG Disruption Guidance

As services and frequencies are increased there is an increased need to provide high quality information in the event of any disruption to the remaining journeys.

Passengers understand that sometimes disruption will occur, but they need some information to help them.

Our previous work on disruptions showed that customers want to know 5 key things:

- the scale of the problem: how much of the network is affected? Is it just a route or even only a few stops, or is the disruption more widespread?
- anticipated duration: services affected, with dates and times. For instance, if services will be running a different schedule to allow for a clean-up operation, when can they expect service to return to normal?
- the problem, or what is happening: potentially including both the incident itself and the management actions being taken; this can influence what they do as a result. It shouldn't be assumed that the passenger will have "figured it out".
- an estimated impact on journey time: passengers accept that this may not be precise but would like to be told when they receive information which is only approximate.
- the alternatives: – alternative stops or route numbers. Bus stops which are out of use should be well signed at the stop to avoid confusion and directions to any temporary stops should be clear. Passengers also want brief details about any changes to the route (which roads, stops or whole route numbers are out of use). For instance, a diversion the driver will take to avoid a flooded area or congestion around a road accident, or details of an alternative bus to relieve a faulty vehicle.

Our work on disruptions can be found in the documents section on our website:

- Managing Disruptions: the issues involved
- Managing Disruptions: position paper
- SIRI-SX best practice

RTIG INFORM
improving public transport through technology
June 2020 – Issue 130

NEWS AND EVENTS

Updating Real Time System Data

Making sure that a real time system has the latest timetable and operational data to provide accurate information to the public is always a challenge. Over the last couple of months there have been more service changes than some systems will have seen over years. The ability to be able to update data easily and rapidly is becoming more visible to public with a number of local newspapers having comments from bus operators and local authorities along the lines of:

> *"Our teams have also provided up to date PDF timetables for every route so customers can still access accurate information when real-time data is being updated"*

Making sure that the customer has up to date information in any format is challenging enough at the moment, lags in updating real time systems risks reducing customer trust in the systems.

> *"reminds customers to refrain from all but essential travel and to look at website for up-to-date timetables before travelling as journey planner and real-time information displays may show incorrect information for a while."*

We are interested in talking to operators, authorities and suppliers to find out how you are managing data updates to identify any general lessons to learn that we can use to help the whole sector as services start to ramp back up as the current crisis reduces.

If you think you have anything to share then please get in touch with Tim tim.rivett@rtig.org.uk

Location Data Profile

As you will have read previously we are working with the Department for Transport to develop a location data profile for the Bus Open Data Service (BODS).

Location data will be required to be provided to BODS as a SIRI–VM feed as well as being available from BODS in the same way. A profile is being developed to provide clarity on the data that is needed and will be provided.

NEWS AND EVENTS

There are a series of consultative discussions being held by the DfT / KPMG to identify the requirement for data and the ability of supplying systems to provide that data.

If you are not already involved in this work and have a view on what should be included in the SIRI-VM profile and what information will be helpful to support implementation, then please do get in touch.

COVID-19: How can RTIG Help?

As you face the challenges that COVID-19 are bringing you, what are the areas and things you would think RTIG could help you with?

Would some new guidance on a particular area help?

Would an online session of a particular topic be useful?

Please do get in touch with Tim with any ideas
tim.rivett@rtig.org.uk

RTIG INFORM
improving public transport through technology
June 2020 – Issue 130

IN OTHER NEWS

TfN Open Data Hub Subscription API Available

Transport for the North is pleased to announce the latest release of its open data hub beta service delivered by TransportAPI working with Trapeze Group.

The following features are now available:

- Access to the Siri SX disruption data will now be available on either a Subscription (streaming) or Request and Response (polling) basis. There are rate limitations on the Request and Response APIs to ensure an efficient service is delivered, and so we recommend use of the new Subscription model

- Filtered APIs on either a Subscription or Request and Response basis to allow filtering by:
  - Operator (using operator codes)
  - Temporal bounds
  - Spatial bounds
  - Combination of the above

This second open beta phase will span the period when our Northern Local Transport Authorities are ramping up to full business-as-usual disruption message delivery. This is being rolled by LTAs in a phased way covering planned disruptions first, followed by unplanned disruptions.

You can stay up to date with the availability of data and the disruption messaging rollout schedule via Transport for the North's website - https://transportforthenorth.com/ist/open-data-hub/

During this period, we are really keen to get your feedback, please send this to myself and to Lavinia.dhesi@transportforthenorth.com

We plan to release a production version in the early summer so your feedback during this phase is very important.

If you require any further support in setting up, please email support@transportapi.com or call 020 3239 9551.

RTIG INFORM
improving public transport through technology
June 2020 – Issue 130

IN OTHER NEWS

MaaS regulations as part of the Future of Transport Regulatory

We are are pleased to let you know that the Future of Transport Regulatory Review Call for Evidence has been extended to 3rd July 2020.

https://www.gov.uk/government/consultations/future-of-transport-regulatory-review-call-for-evidence-on-micromobility-vehicles-flexible-bus-services-and-mobility-as-a-service

The MaaS chapter (pages 38-45) considers the regulatory changes that may be necessary to support the integration of different transport modes into a single mobility service, including data requirements and the case for Government to do more to shape the development of MaaS platforms. You can see the full

Call For Evidence document and submit your response via the online survey.
https://beisgovuk.citizenspace.com/ccav/future-of-transport-regulatory-review/

We had planned to engage with the bus industry to discuss the content of this call for evidence through a series of events and meetings. However, at this unique time, we would be grateful if you could let us know how best we can reach out to you and your organisation via other means, such as phone calls, online meetings or newsletters. Please contact francine.gilmore@ccav.gov.uk if you would like further information.

DfT Location Data Service – Recruiting Early Adopters

During May we have been excited to be able to launch in private Beta, for use by early adopters, the Location Data Publishing Service. During mid May we invited 15 operators to be in the first tranche of early adopters and share their SIRI VM feeds with us. Thank you to Go North East, Lynx, Delaine Buses, Diamond Buses and Reading Buses for their early engagement with us and setting up their feeds with their ETM suppliers.

Simon Gold of Reading Buses said:

IN OTHER NEWS

"We received credentials for the AVL feed from our supplier which were quick and easy to input and publish in to the BODDS portal. The process was straightforward and intuitive and only took a few minutes to set up."

Please do get in touch with benjamin.murray@kpmg.co.uk if you'd like to become an early adopter of the location data publishing service ahead of the statutory requirement coming into effect from 07 January 2021.

NaPTAN Update

NaPTAN provides a unique identifier for every point of access to public transport in the UK (bus stops and stations), together with meaningful text descriptions of the stop point and its location. This enables digital transport systems and the public to find and reference the stop unambiguously. However, analysis has shown that there is an estimated 4% error rate in the NaPTAN database. As a result, improvement of NaPTAN data quality is a particular interest for the Bus Open Data project.

What we have done so far?
The Bus Open Data team have developed an algorithm that will highlight potential errors in the stop location and street name for stops in the NaPTAN database. After successful trials with representatives from Lancashire and Teesside authorities, the Bus Open Data team will now aim to expand this service across the rest of England.

The data validation is a three-step process: (1) cross referencing the NaPTAN database with Passengers Bus Stop Checker and looking for differences in the bearing data; (2) the algorithm interacts with Google APIs to further check street names. Finally, (3) a manual sample is performed, removing any potential corrections that are likely due to naming conventions from different sources of data rather than improvements to the dataset.
How do I use the service?

To use the service, please email the Bus Open Data Team (rory.miles@kpmg.co.uk) and include which authorities NaPTAN data you are in charge of monitoring. The team will send over an Excel spreadsheet that includes NaPTAN information and potential corrections. The team will aim to process requests within 1 week.

RTIG INFORM
improving public transport through technology
June 2020 – Issue 130

IN OTHER NEWS

Bus Open Data – meeting the needs of data consumers

Many data consumers have raised with us the need for data from the Bus Open Data Service to be provided to them using the GTFS and GTFS RT formats for timetables and location data respectively. It is really important to the DfT that we realise the innovation benefits of the open publication of data and so we are evolving the service to provide data in these formats through the Find Bus Data Service (https://data.bus-data.dft.gov.uk/).

Tom Quay, CEO of Passenger said
As a tech company that uses open data in its digital products and services, making this as straightforward as possible for my team is critical. Cutting through the complexity of transport data standards allows us to deliver change more quickly. Ultimately that means making public transport more accessible to people. Around 90% of the time TransXChange is being converted into GTFS before it's actually used in apps. Why is it converted first? Well, GTFS is easier to work with. It's simpler to understand and covers the vast majority of use cases. TransXChange, on the other hand, is more comprehensive but takes a lot longer to learn and turn into something useful. Opening up GTFS data, as well as TransXChange, will speed up innovation and help to reduce our society's dependency on cars.
https://medium.com/@mrtmqy/why-the-bus-open-data-service-should-include-gtfs-67c6ef4208b4

improving
public transport
through technology

June 2020 – Issue 130

IN OTHER NEWS

Transport Game

Following last month's downtime foray into computer games, this month we have been playing this interesting passenger counting game, very topical with our forthcoming webinars but perhaps not scalable… and certainly not socially distanced as you try to get as many passengers as possible.

Orchard Toys Bus Stop Game

Race to the bus station, picking up and dropping off passengers as you go! Throw the dice to move your bus around the board, either landing on a plus or minus square. Players spin the spinner to determine the number of passengers to count on or off their bus. The winner is the player with the most passengers when their bus finally arrives at the bus station!

Bus Stop is an Orchard Toys classic and has been a top 10 favourite for many years. Children will develop their adding and subtracting skills and have fun talking about the interesting characters and places the bus stops along the way!

RTIG INFORM
improving public transport through technology
June 2020 – Issue 130

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'.

Buchanan Bus Station have unveiled their new 75" TFT passenger information displays manufactured and installed by the Trueform.

BTiG INFORM
improving public transport through technology
June 2020 – Issue 130

MEMBERS NEWS

Innovation. The Ticketer Way

Ticketer has not paused since being awarded the Queen's Award for Enterprise: Innovation 2020, and continues to be committed to supporting Operators, Passengers and Authorities, including the Government, during this torrid time.

The team are proud to have been flat out behind the scenes, making sure they are doing everything in their power to continually innovate and prioritise developments to meet the bus and coach industry's rapidly changing needs.

John Clarfelt, CEO recognises "this is a critical time for our industry and as a business we've had to remain agile and adapt to a new world. Fresh thinking, utter commitment, and complete flexibility to meet ever changing requirements have been key."

Ticketer have been working very closely with the Government, and in particular the DfT, to help inform the Downing Street briefings on national public transport usage on an hourly and daily basis.

Meera Nayyar, Head of Passenger Experience, Buses and Taxis, Department for Transport acknowledges: "it's an absolute pleasure to collaborate with the Ticketer Team who are always very responsive. We've been delighted with how Ticketer has anonymised and aggregated data to share with the DfT for the public good."

Operators have also directly benefited from this Government partnership through Ticketer being in a prime position to help speed up the submission and payment of Government Grants by collaboratively developing the necessary data reporting for the Covid-19 Bus Services Support Grant (CBSSG) for its Operators.

The Ticketer way is to work closely with Operators to understand what's front of mind for them, and in doing so, have prioritised support and development of key initiatives to provide additional, key functionality, free of charge during this period. To name but a few:

- **Implementing the £45 EMV contactless card limit** – seamless transition for additional steps to safeguard passengers and drivers through encouraging use of contactless.

MEMBERS NEWS

- **Passenger counting**: Enhanced capacity measurement – accurate, immediate bus by bus capacity reporting for enhanced operational efficiency, and passenger safety. Delivered as a matter of urgency for operators, in less than a month.

- **Road Restriction Alerts** – providing enhanced safety for new drivers and routes, especially important during Covid-19 new routes and diversions.

- **First Use Check** – automating defect reporting, removing paper and simplifying the process with checks and faults captured electronically, reducing engineering staffing levels and with less contact between the driver and engineer.

- **Wheelchair availability** – recognising the importance of this, Operators can now view remotely, and advise disabled passengers, whether there is space for them onboard, avoiding the need to wait in crowded areas unnecessarily.

- **Bus capacity monitoring at Bus Stops** – to enhance passenger safety and increase Operator's capacity awareness. Drivers are advised if specific vehicle capacity has been reached, operations can review, and react to, capacity performance remotely, and passengers can be alerted on their apps.

- **Automation for Bus Open Data Service (BODS) reporting** – with increased frequency of timetable changes during this time, Ticketer can directly supply data requirements, taking away the pain of manual procedures, and enhancing accuracy.

Ticketer's passion to continually innovate and bring Operators the best in technology will continue to be the driving force behind the team's ambition for the months ahead and years to come.

improving
public transport
through technology

June 2020 – Issue 130

MEMBERS NEWS

VIX retain WMCA Contract

We're delighted to have retained the Real Time Passenger Information services contract with West Midlands Combined Authority (WMCA). Vix will continue to host and support both the bus passenger information system, and an estate of over 1100 passenger information displays supported by our local engineering team across the WMCA.

The contract extension will mean a continued service improvement for passengers, as well as supporting the exciting period ahead with Coventry becoming the UK's City of Culture in 2021, and Birmingham hosting the Commonwealth Games in 2022!

MaaS: 130,000 chances for a bad user experience

Johan Herrlin, CEO of transit data specialist Ito World, puts himself in the hotseat with ITS International to talk about, among other things, why a beautifully designed MaaS app with a perfect subscription model is still a failure if you get your customers lost along the way

https://www.itsinternational.com/its17/feature/maas-130000-chances-bad-user-experience

improving public transport through technology

June 2020 – Issue 130

MEMBERS NEWS

Transport for the West Midlands prepares to tender for a real time information service

Transport for West Midlands [TfWM], part of the West Midlands Combined Authority [WMCA], wishes to contract for a real time information service for its transport operations in the West Midlands. As well as TfWM, the contract will be utilised by other public bodies and transport operators and will be 5 years in duration, with an option to extend for up to a further 4 years.

The tender will be split into three lots:

- an extensible mode-agnostic prediction engine including the ability to assign public transport vehicles to routes and calculate real time arrivals and departures; generate real time prediction generation, including cross-journey; predict vehicle position.
- A modern flexible, configurable data analytics and visualisation system, providing functions including: the ability to configure and store parameters for regular reports and provide an on-demand reporting interface; the ability to view previous journeys or aggregations of journeys during the previous ten years; a comprehensive performance monitoring and alerting dashboard.
- A modern flexible, configurable system providing a central monitoring and alerting application for WMCA's estate of public realm signage.

Further key detail around expressing an interest in this exercise are listed below:

Portal Website: https://wmca.bravosolution.co.uk

PIN Title: Transforming Real Time Information in the West Midlands

Bravo Solution Project Reference: Project_348

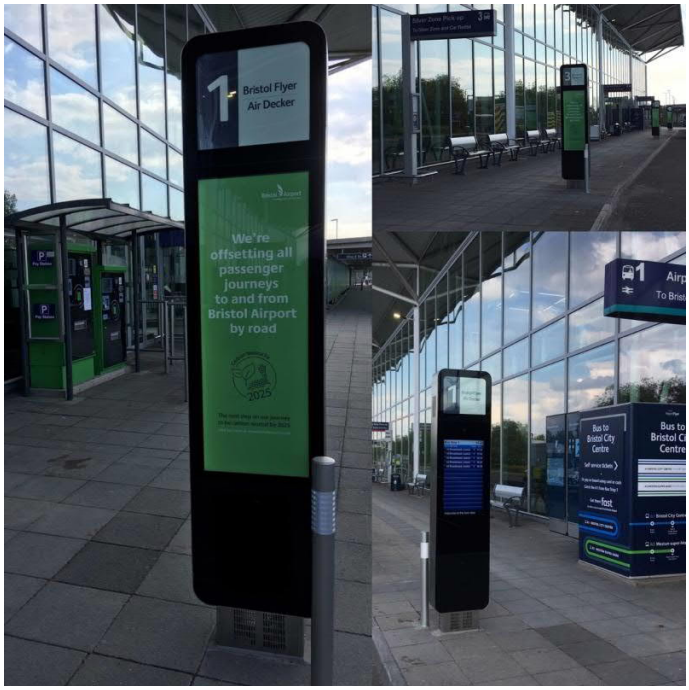
improving
public transport
through technology

June 2020 – Issue 130

MEMBERS NEWS

Bristol Airport Install New Digital Bus Stops

Bristol Airport have taken the opportunity of reduced activity to install new real-time digital bus stops from Journeo at the airport:



Contact Tracing in PASS

Contact tracing isn't just an important part to any pandemic plan, it's also one of the key components required before easing of social restrictions can occur and life can begin to return to a more normal state. To keep their communities safe, demand responsive transport providers have been using Trapeze's PASS technology to manage this vital piece of the puzzle.

Trapeze have produced a helpful article on how a demand responsive service management system can help manage contact tracing:
https://trapezegroup.co.uk/article/contact-tracing-in-pass/

RTIG INFORM
improving public transport through technology
June 2020 – Issue 130

ADMIN

Management Committee Members

The Management Committee for the year 2020-2021 was appointed at the AGM on 30 April 2020. Membership is currently as follows:

Chair:

Members: Andrew Wilson (Hants), Graham Davies (WYCA), Russell Gard (React Accessibility), Darren Maher (21st Century), Tony Brown (Atkins), Chas Allen (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 131 – Wednesday 1st July 2020.

Please send all contributions to secretariat@rtig.org.uk at any time up to Friday 26th June 2020.

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