

### 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](mailto:secretariat@rtig.org.uk)

#### Workshops

- |                  |   |
|------------------|---|
| 13 February 2024 | Using AI to improve Bus Services, Leeds   |
| 20 February 2024 | On Vehicle Information to Passengers. TBD |

#### Webinars

- |                  |   |
|------------------|---|
| 18 January 2024  | Turn your technical knowledge into simple insights    |
| 1 February 2024  | Enhanced Partnerships - Information for the Passenger |
| 23 January 2024  | Introduction to ABOD for authorities and operators    |
| 15 February 2024 | ABOD analysis – logic and improvements made           |

For booking details and additional events see the website.

#### Working Groups

CCTV Technology & Best Practice  
Procurement of Software as a Service

#### RTIG Board

15 January 2024, Virtual

#### PTIC

7 March 2024, Virtual

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[Procurement of Software as a Service](#)  
[Using AI to Improve Bus Services](#)  
[Presenting Information to Passengers](#)  
[Turn your technical knowledge into simple insights](#)  
[Enhanced Partnerships - Information for the Passenger](#)  
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#### Members' news: showcasing innovation

#### Admin: useful facts about RTIG

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



**For all administrative matters and enquiries please contact:**

RTIG Secretariat, c/o Tim Rivett Consulting Ltd,  
36 Fields End, Sheffield, S36 8WH

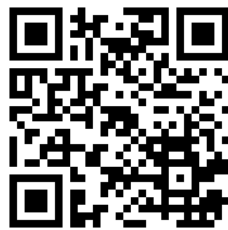
Tel: +44 (0) 1226 762712  
Email: [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk)  
Web: [www.rtig.org.uk](http://www.rtig.org.uk)

## 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.



## Social Media

RTIG is on these social media channels:

Linkedin

<https://www.linkedin.com/company/12119271/>



X (twitter) as @RtigInform

<https://twitter.com/RtigInform>



Instagram:

[https://www.instagram.com/rtig\\_inform/](https://www.instagram.com/rtig_inform/)



Facebook:

<https://www.facebook.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](mailto: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](mailto:tim.rivett@rtig.org.uk) .

## Hearing Loops

During the pandemic, bus operators introduced Perspex screens between the driver and passenger to help provide protection from COVID-19. This barrier increased the challenge for passengers and drivers who have hearing problems.

The use of audio induction loops (hearing aid loops) and other solutions will help to alleviate some of the resultant problems.

The requirement will form part of the future vehicle requirements as seen in the new zero-emission buses scheme.

We will be producing an advice note for operators.

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



## CCTV Technology & Best Practice



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

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

We've met a few times and a report is in development.

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](mailto:tim.rivett@rtig.org.uk)

## Procurement of Software as a Service



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

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

# NEWS & EVENTS

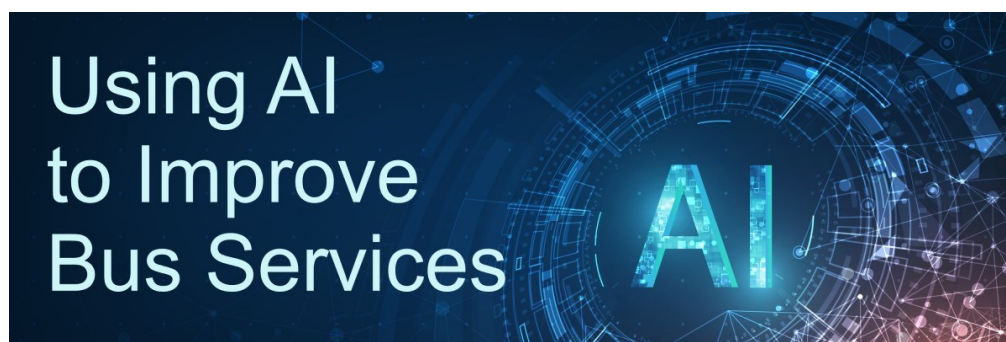
We have convened a working group to create guidance on how to better procure SaaS systems.

We've met a few times and a report is in development.

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](mailto:tim.rivett@rtig.org.uk)

## Next Face to Face event

## Using AI to Improve Bus Services



**13 February 2024, Leeds**

There is a lot of talk about artificial intelligence and how it can be used to make a difference in pretty much every industry. It is hard to work out what is hype and what is actually being achieved.

At this event you will find out about how AI and Machine Learning:

- works and what it is really about;
- is being used already; and
- it could be used to help public transport.

Hear and learn about the latest advancements in artificial intelligence and how they can be applied to enhance efficiency, reliability, and sustainability.

Explore real-world case studies showcasing successful implementations of AI in bus services, illustrating the positive impact on passenger experience and operational efficiency.

# NEWS & EVENTS

Whether you're from a bus operator, transport or local authority or supplier, this event offers valuable takeaways that will enrich your knowledge and help you contribute effectively to the advancement of bus services.

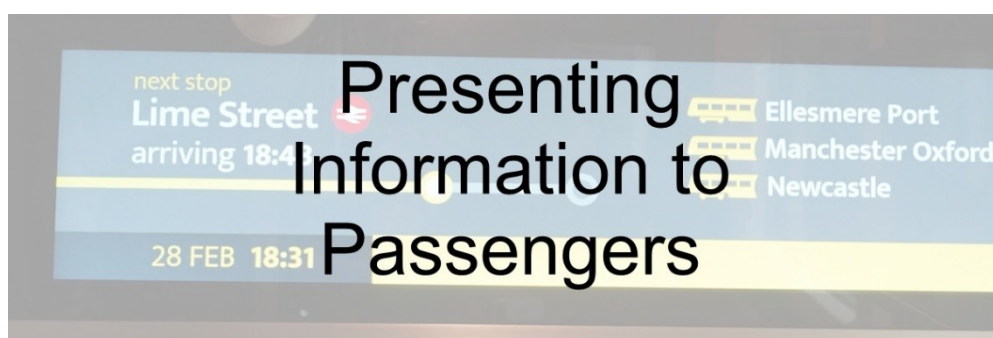
Whether you're a seasoned expert or new to the field, there's something for everyone.

**Call for Speakers:** We invite you to contact us if you would like to share your experience and knowledge.

**Book Event:**

<https://www.eventbrite.co.uk/e/785864841897>

## Presenting Information to Passengers



**20 March 2024, TBD**

In an increasingly online world the attraction of physical displays continues unabated, and with the new Accessible Information Regulations there is an increased focus on information on vehicle.

Supporting the rapid roll out of displays on vehicle we have seen in the last couple of years the launch of many new displays by suppliers, this is an opportunity to hear about the latest innovations and trends and see some of them in real life.

Its easy to get engrossed in the physical displays and technologies, to avoid that we will also take some time to look at what information does the customer need.

During this event we will hold our AGM. If you are unable to physically attend the event but want to participate in the AGM we aim to stream this section (only the AGM, not the rest of the event).



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**Call for Speakers:** We invite you to contact us if you would like to share your experience and knowledge.

**Book Event:**

<https://www.eventbrite.co.uk/e/785927007837>

## Upcoming Webinars

### Turn your technical knowledge into simple insights



Turn your  
technical knowledge  
into  
simple insights

**Thursday, 18 January 2024 - 13:00 - 14:00**

Learn how to give your audience actionable insights by transforming your technical reports into clear messages.

Delivering BSIPs and EPs requires contributions from lots of people who have differing levels of technical knowledge and perceptions about bus service improvement. Your success depends on creating an environment where technical knowledge is not a barrier to creating support for your goals. The first step on your journey to realising this involves gaining a better understanding of your various audiences and presenting your messages in terms they can understand.

In this first taster session, you will learn three key skills and how to apply them:

- Know your audience
- Answer their question, not yours
- The secret power of visuals

**Book Event:**

<https://www.eventbrite.co.uk/e/769738126457>

**Enhanced Partnerships - Information for the Passenger****Enhanced Partnerships****Information for the Passenger**

With many Enhanced Partnerships having been up and running for a while we take a look at what the Bus Back Better strategy and the EP guidance says and what partnerships are achieving.

In this series we will explore:

- Information to the Passenger
- Reporting
- Managing partnerships
- Planning networks

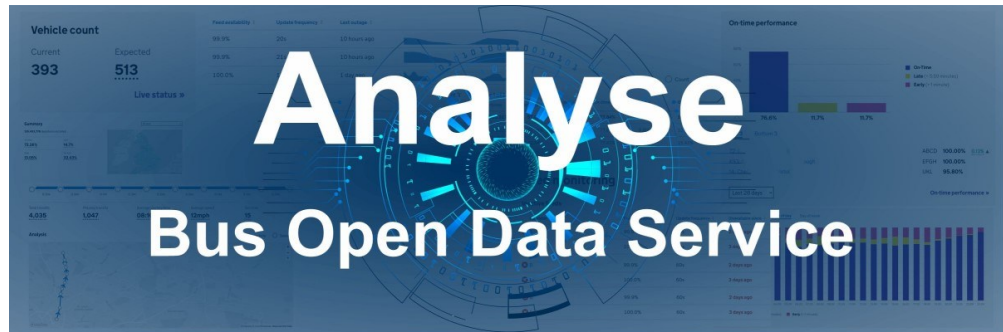
In this first session we explore information for the passenger.

Thursday 1 February 2024 13:00 – 14:00

<https://www.eventbrite.co.uk/e/788014030177>



## ABODS Series



Analyse Bus Open Data (ABOD) is an extension service to the Bus Open Data Service (BODS), that provides free-to-access reporting and analytics to operators and authorities nationally.

The service provides:

- Dashboard overview;
- feed monitoring;
- on-time performance analyses;
- Vehicle journey analysis;
- Corridor reporting.

Analyse Bus Open Data is part of the Department for Transport's ongoing investment in bus services, and supports the National Bus Strategy, by helping government, local authorities, and bus operators to:

- perform existing bus data analysis in faster and easier ways;
- produce more accurate and detailed performance analysis reports;
- improve on collaboration between different organisations;
- identify network improvement opportunities;
- 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. We will be holding a series of webinars during 2024, together with DfT's technical supplier Ito World, to demonstrate ABOD features and help users understand how to maximise its potential.

Operators and authorities who have not yet received an invitation to get access to ABOD can also request this during the webinars – or in advance by emailing [BusOpenData@df.gov.uk](mailto:BusOpenData@df.gov.uk)

# NEWS & EVENTS

## **Introduction to ABOD for authorities and operators Tuesday 23rd January 2024**

- What is ABOD?
- How can the data be used to save you time when completing performance surveys?
- How to get access and invite members of your team

<https://www.eventbrite.co.uk/e/770256216077>

## **ABOD analysis – logic and improvements made Thursday 15th February 2024**

- We will run through the changes we have made to the data over the past year thanks to your feedback
- Understand the logic ABOD uses to derive the on time performance calculations
- See changes to data completeness and early departure metrics

<https://www.eventbrite.co.uk/e/770269706427>

## **Past Events**



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

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

## NaPTAN Product Update

### NaPTAN Central Stops – 910, 920, 930 and 940 stops

We have started to audit and clean up the centrally managed stops. We are working with DfT departments to review the data we are holding. We will be working with anyone who has "Metro/Underground/Tram/LightRail" stops on the 940 list to ensure we have only the live stops in the NaPTAN data set.

To give an example of how much the data set has changed, we have started the first audit of the Rail data (910) since the early 2000's. We now have 76 stations to remove, many of which were recoded as 940 stations (this includes removing the very British stations Paris Nord and Bruxelles-Midi).

We also have a number of Rail Stations to add, and we are taking this opportunity to improve the process for the NaPTAN team to be notified as early as possible when new stations are coming online. The current number of stations to add varies a little based on how far in the future we should go when adding in a stop – 3 months, 6 months? As soon as we know the location? If you have thoughts on this – drop us a line.

This work is taking some time, and we are also working through the requests for central stop changes in the mailbox. Please bear with us as we try and align the work.

## Transforming Public Procurement Update

Public Procurement law is changing. As a procurer, supplier of goods, works or services we would like to ensure you know about the changes and have ample time to prepare.

The Procurement Act 2023 Knowledge Drops are now available and have been designed to provide a high-level overview of the changes to the procurement regulations. There is a Knowledge Drop aimed at Suppliers and one aimed at SME and VCSE suppliers.



UK Parliament

Parliamentary Bills

[UK Parliament](#) > [Business](#) > [Legislation](#) > [Parliamentary Bills](#) > [Procurement Act 2023](#)

**Procurement Act 2023**

Government Bill

Originated in the House of Lords, Session 2022-23

Last updated: 31 October 2023 at 11:18

These will give viewers an understanding of:

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- what the new regulations are
- contracting authorities' obligations
- the benefits of new more flexible procurement
- changes to framework agreements
- key actions to take to prepare for the new rules.

The Knowledge Drop for SME and VCSE suppliers will cover the same outcomes but also give viewers an understanding of:

- the new obligation to have regard for SMEs
- improvements to prompt payment terms
- additional benefits for the SME and VCSE sectors.

These are provided on YouTube and both series are divided into 3 parts which should take around 45 minutes to complete.

To access the Knowledge Drops on GOV.UK please copy this link:

<https://www.gov.uk/guidance/the-official-transforming-public-procurement-knowledge-drops>

## Bus services: local transport authority capacity and capability

***Ed: The research was carried out in 2021, but published in December 2023***

This capacity and capability research of local transport authorities (LTAs) in England about bus service planning and provision has been conducted as required by the Bus Back Better strategy. The strategy, published in 2021, places a large emphasis on the role of LTAs in planning and providing local bus services alongside bus operators.

The research provides insight into:

- the types of LTAs and bus teams that are generally better-resourced
- the institutional and structural barriers that LTAs face
- suggestions for how LTAs could be supported regarding their capacity and capability

The research draws on interviews with one-third of England's LTAs and supplementary focus groups.

<https://www.gov.uk/government/publications/bus-services-local-transport-authority-capacity-and-capability>

## Future BODS & ABDS Requirements



The Department for Transport are exploring what the bus industries requirements and expectations are for the Bus Open Data Service, now and in the future.

We want to work with local authorities, suppliers and operators to identify what you would want to see BODS & ABODS able to do to help you achieve your objectives and goals. As part of this work, we are holding a series of online workshops.

During the workshop we will explore:

- What you are currently using the service for and what is stopping greater use;
- What your aspirations are for the service.

There are a series of events planned and an online questionnaire will be available later in January.

### **These sessions are for authorities:**

Bus Open Data Service  
25 January 2024 09:30 – 11:30  
<https://www.eventbrite.co.uk/e/777915776027>

Analyse Bus Open Data Service  
30 January 2024 09:30 – 11:30  
<https://www.eventbrite.co.uk/e/777923739847>

### **This session is for suppliers and data consumers:**

5 February 2024 14:00 – 16:00  
<https://www.eventbrite.co.uk/e/780107902737>

**Operators**  
To be arranged

## 4 years of advancing data for public transport



The DATA4PT project started nearly 4 years ago (January 2020), aiming to smoothen and advance Europe's multimodal transport by advancing data-sharing practices in the sector. Since then, under the lead of Coordinator UITP and Technical Manager ITxPT, much has been done to put data at the heart of public transport.

Looking back at the last few years and the objectives we set at the start of the project, what have been the main achievements of DATA4PT?

In this respect, project achievements are

- the delivery of an open-source and easy to use validation tool for NeTEx (planned data for public transport) datasets called Greenlight;
- the “helpdesk”, setting up a group of experts who can reply to any kind of questions from any type of stakeholders;
- the delivery of trainings and best practice exchange events in the name of DATA4PT Stakeholder Fora; and
- the production of supportive material, guidelines and wiki page. The definition of EU profiles on SIRI real-time and NeTEx planned data were also two achievements in collaboration with the relevant CEN working groups as well as the maintenance of technical artefacts and updates.

More on the work of Data 4 PT:

<https://data4pt-project.eu/4-years-of-advancing-data-for-public-transport-a-word-from-our-technical-manager-itxpt/>

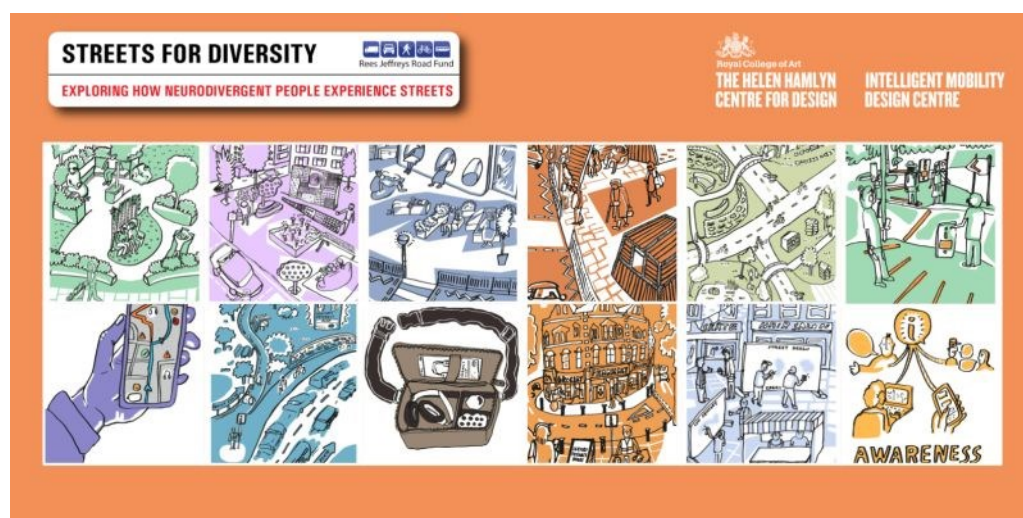
## Streets for Diversity: Exploring how neurodivergent people experience streets

The Royal College of Art has released a report of their research study Streets for Diversity: Exploring how neurodivergent people experience streets.



The project was carried out with funding from Rees Jeffreys Road Fund and conducted by The Helen Hamlyn Centre for Design and Intelligent Mobility Design Centre.

The project listened to neurodivergent citizens, champions and transport experts who took part in a range of activities to highlight the challenges and opportunities on our streets. The activities included creative workshops, interviews, survey and “Walk and Talk”.



The research identified the challenges streets can present for neurodivergent people, including issues around safety, unpredictability and uncomfortable environments. The research findings were used to develop 12 design opportunities for neurodivergent people, including creating places for people to sit, sensory support, and tools for navigation.

A full copy of the report Streets for Diversity: Exploring how neurodivergent people experience streets, and an easy read version are both available from the Royal College of Art website here:

<https://www.rca.ac.uk/news-and-events/news/designing-for-diversity/>



## LED destination board system for public transport buses – Standards Proposal



There is a proposal for an ISO standard that specifies the constructional and performance requirements and methods of tests for LED Destination Board System (LEDDBS) for use in all categories of buses and coaches (including mini/midi buses).

More information can be found on the BSI site:

<https://standardsdevelopment.bsigroup.com/projects/9023-09630#/section>

If you would like to get involved in the development of this specification then please get in touch with Tim Rivett [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

You can comment in the proposal and draft document using the BSI website or via Tim Rivett.

If commenting directly and you have not used the BSI system before, you will need to register:

<https://identity.bsigroup.com/StdDevRegistration/Register?bpurl=https://standardsdevelopment.bsigroup.com/>

## 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 'chivvyng'.



A VIX Technology display in Leicester

## First Bus joins forces with Prospective.io in bid to futureproof the bus industry

First Bus, the bus division of transport company FirstGroup, has announced a groundbreaking partnership with an Artificial Intelligence (AI) technology firm to revolutionise services for its customers following a successful rollout in West Yorkshire and the West of England.



The new three-year partnership is with Prospective.io, an AI company whose software can automatically generate optimal timetables, schedules and real time fleet instructions.

The new deal represents an investment of at least £4.5m in the state-of-the-art AI technology with the intention of transforming First Bus' customer offering and encourage even more people to travel by bus.

First Bus, which is one of the largest bus operators in the UK, will use Prospective's software to continue building on its commitment to enhance customer experience, by improving punctuality and efficiency of services across the UK.

The integration of this software will enable First Bus to improve the reliability of timetables and shift patterns, using AI to predict traffic conditions and peak running times to help ensure services run on time. It will also allow full timetables to be created or adjusted and buses to be scheduled in minutes – a process that would typically take days to complete.

It means local teams can be more agile with frequent, subtle changes to ensure timetables remain accurate throughout the year – all of which will assist First Bus in its mission to improve its overall customer experience.

Following the successful trials in a number of cities across the country, First Bus has achieved a significant enhancement in service reliability while simultaneously reducing fleet operating costs and emissions through efficiencies.

Passengers have experienced improved service quality with the punctuality of services on trial routes having jumped over 20% in many cases.

Additionally, Prospective's software can be used to identify where bus priority interventions such as parking enforcement and restrictions, bus lanes, bus gates, priority signals and traffic removal would have the biggest impact on travel times.

This can help local authorities prioritise where to target investments in the network to increase service punctuality and usage.

## Trapeze ITS Wins National AVL and ITS Contract in Ireland

Leading public transport solution provider Trapeze ITS has been awarded a major contract to implement a next-generation Cloud-based Automatic Vehicle Location (AVL) solution with National Transport Authority (NTA) in Ireland. This national-scale project is set to connect all of Ireland's 2,300 buses, enhancing the quality of services and fostering growth for bus operators.



The new solution is designed to deliver operational savings by unifying all bus services under a single system, while enhancing the passenger experience through greater accuracy and consistency of passenger information, and reduced waiting and overall journey times.

Innovations within the solution include enhanced Artificial Intelligence (AI) prediction algorithms, AI-powered monitoring of bus lane blockages to minimise delays, and Automatic Passenger Counting.

As well as promoting reliable, punctual, and attractive public transport experience, Ireland's new model will enable existing and new bus operators to bid for services and utilise improved service control tools for managing operations. Enhanced reporting will also inform the NTA of the success of the bus network whilst optimising cost.

<https://www.trapezegroup.eu/its/trapeze-its-wins-national-avl-contract-ireland/>

## **BELLE VUE UPGRADES PRIVATE HIRE FLEET WITH CCTV CAMERAS**

Bus and coach operator Belle Vue Manchester is upgrading its entire private hire fleet by installing CCTV cameras to improve the safety of its passengers and drivers.

The private hire programme is nearing completion and is being carried out with equipment supplied by technology group Journeo.

Contracts manager George Baker, who is spearheading the project, said the company's investment of around £150,000 will help to reduce insurance claims as well as enhancing safety.

George said: "We expect the programme to be completed in early 2024. The aim is to reduce insurance claims, improve passenger and driver safety and provide assistance with regards to lost property.

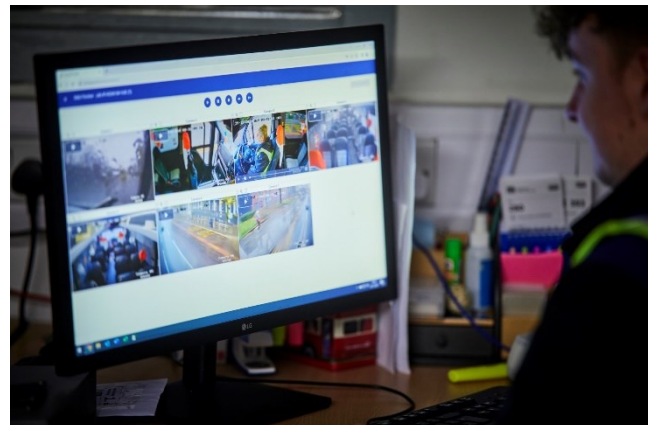
"We chose the Journeo system because it allows the remote download of camera footage which we can access wherever our vehicles are. As we provide national and international travel, this is imperative.

"The CCTV system connects to the Journeo Portal through the Journeo Edge unit installed in each vehicle, which provides a real-time map so that we can see where every vehicle is at any time.

"It also gives live information about the health status of the CCTV system, which means we can provide proactive maintenance to keep digital video recorders, monitors and cameras working at all times.

"Because footage can be downloaded remotely in our monitoring suite, it saves time and labour as we don't have to send someone into the vehicle to retrieve it manually. "Once on the portal, the operator is able to preview footage to ensure that an incident has been captured.

"This footage can then be downloaded on to our local server. The download package also includes the required playback software to allow the footage to be passed to insurers or police without them requiring additional software."





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Award-winning Belle Vue, which is based at Discovery Park, Stockport, has a diverse and growing fleet which carries two million passengers a year across the UK and Europe. The company is the largest education transport provider in Greater Manchester.

Michael Rutherford, Journeo's business development manager, said: "From our very first discussion with Belle Vue, it was clear that the team had a forward-thinking attitude regarding future-proofing and standardising the CCTV systems in their fleet of vehicles. CCTV is not only a vital operational tool – it also gives passengers confidence in choosing to travel by bus.

The Journeo Portal is incredibly powerful and the benefits are unlimited, whether there are 10 vehicles in the fleet or 10,000. The Journeo Portal monitors over 12,000 transport vehicles across the UK and has supported customers to make well over 100,000 successful footage downloads since its release in 2019.

### Compass Travel selects Omnibus timetable publicity

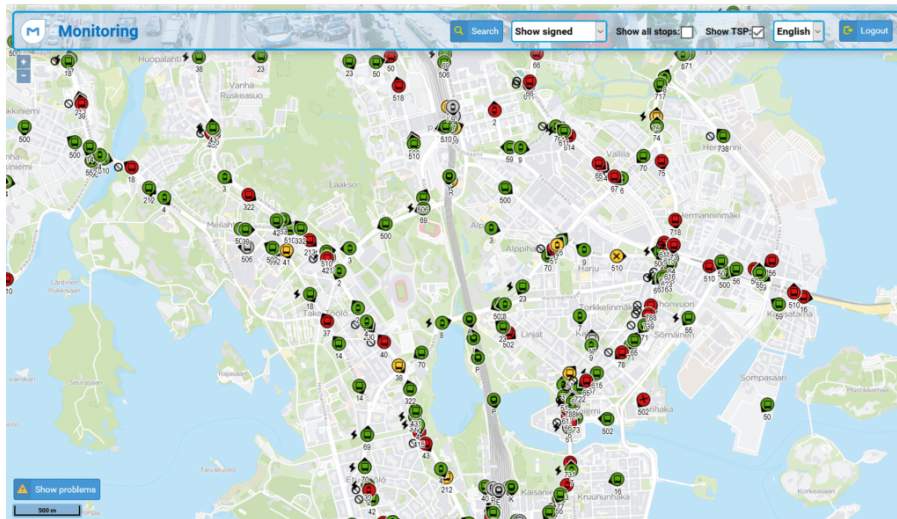
Compass Travel will develop high-quality, brand-consistent bus stop timetable displays to increase patronage in East and West Sussex with Omnibus solution OmniStopDesign. The displays will align with the standards set for Surrey's roadside media, managed by Surrey County Council through Omnibus consultancy, to ensure consistency in the customer experience across all of the independent operator's network. The software will integrate with the operator's Omnibus cloud-based scheduling suite and store display case information for the easy management of the 3,000 stops it serves in East and West Sussex.

Michael Bishop, General Manager at Compass Travel and a board member of the Association of Local Bus Company Managers (ALBUM), said: "We operate in rural areas which means roadside timetables are a core part of our strategy in promoting bus services to the public. Presently, our roadside publicity is either inconsistent or missing from stops in parts of East and West Sussex.

"During the demonstration by an Omnibus transport professional, it is clear that OmniStopDesign meets all our expectations. We needed return journey capability, the ability to combine stop numbers into one clear display, stop-specific information and QR codes to provide real time information and a database to record the exact location of stops. With OmniStopDesign, we have confidence that each bus stop will have the right information displayed in a clear, passenger-friendly format."

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## INIT unveils innovative LIVErtpi solution for bus operations



Tracking and monitoring bus fleets has become an essential tool for operators around Australia. Whether it be updating fleet managers to any possible delays or ensuring passengers receive up-to-date information on arrivals and departures, these capabilities have become the focus of systems software company INIT.

Through its latest LIVE real-time passenger information (LIVErtpi) solution, it has a fleet monitoring tool that is quick to implement, modern and web-based to give operators a thorough overview of en-route buses.

“LIVErtpi provides supervisors with reliable real-time information on their fleet and passengers with all necessary information on departures or disruptions,” INIT business development manager Shane Bedford told ABC.

The solution supervises all vehicles and displays them on a computer screen, allowing operators to always know where their buses are in the network. Vehicle positions are shown by a colour coding system that makes it easy to detect if vehicles are ahead or behind schedule.

Bedford says that LIVErtpi users are also able to interact with this system to search for buses and stops to receive more information on departure, speed and punctuality.

“If there are deviations from the planned route, an alarm is visually shown on the display,” Bedford says.



# M E M B E R S N E W S

“Supervisors can quickly react to these alarms and, in case of obstructions, they can manage deviations with the solution so all vehicles will safely reach their destination.

<https://www.busnews.com.au/init-unveils-innovative-livertpi-solution-for-bus-operations/>

## Management Committee Members

The Management Committee for the year 2022-2024 was appointed at the EGM on 19 January 2023. Membership is currently as follows:

Chair: Tony Brown

Members: Sonya Sparks (Essex), Graham Davies (WYCA), Russell Gard (React Accessibility), Darren Maher (21<sup>st</sup> Century), Tony Brown (Atkins), George Connell (Stagecoach), Simon Gold (Reading Buses), Triumph Okojie (DfT)

## Contact us

Best by email: [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk).

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

## Next issue

Issue 174 – Thursday 1<sup>st</sup> February 2024.

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Monday 29<sup>th</sup> January 2024.

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