



## Accessible Information: Audio – Visual Stop Name

September 2020

### Background

The Bus Services Act 2017 allows for operators to be required to provide audio visual information on vehicle.

During the consultation process in 2018 there was a re-occurring issue was around the naming of stops and the final destination. A number of respondents across all stakeholder groups asked for consistency in the stop naming being used.

Currently different operators have different names, even often within the same operator and NaPTAN has a different name again.

The guidance to support the requirement to provide audio visual information will need to provide the necessary clarity on the name to be presented. This will need to refer to a nationally available standard source to ensure consistency across operators using the same stop.

There is no specific location to store this information in any of the currently maintained national databases and the introduction of a new field or a move to NeTEx which has the requisite data fields has been ruled out.

Following a review in 2019 by PTIC members it was agreed that the current NaPTAN field ShortCommonName was the most appropriate to use for the purpose.

An additional advantage of ensuring consistency of ShortCommonName is that it will provide other users of information needing to be presented on a small formal screen such as a phone app will find it easier to present useful stop names and provide consistency between information sources.

Advice on the population of the ShortCommonName is needed to ensure consistency and clarity of purpose. This paper presents a suggested approach to populating the field.

### Name Length

To enable the display of a stop name with the minimum scrolling on small LED displays 19 characters has been determined to be optimum.

This length has been used in a number of real time systems for stop name to enable easy fitting on LED displays and in text messages. As a result, there are many versions of stop names that already meet a 19 character requirement.

Within NPTG it is possible to set at an AdministrativeArea level the 'MaximumLengthForShortNames' to reflect any local constrains on length. There are currently no administrative areas that set this. It is not known if any stop management systems would honour any constrain provided in MaximumLengthForShortNames.

Other than through this the length of ShortCommonName cannot be constrained to less than the 48 characters allowed in the schema.

### **Name Creation**

Stop names in the primary 'ShortCommonName' must be 19 characters. These 19 characters must contain a meaningful name that is viable and derived from Primary 'CommonName'.

This should be achieved in the majority of cases, where it's possible to use the Primary CommonName either without change, or through using the accepted abbreviations provided within the NaPTAN schema documentation.

As per the NaPTAN guidance only uppercase and lower-case letters should be used. Specifically, the use of digits, non-alphabetic characters, and any punctuation characters other than apostrophes, hyphens and ampersands should be avoided in names (see Appendix 1. Extract from schema guide).

Text to speech engines used to convert the text into audio can be programmed to understand the abbreviations so they are spoken correctly for example the text "Ave" would be converted to a spoken "Avenue".

19 Characters should be implemented across all NaPTAN bus related 'StopClassification' types'

This approach will deliver consistency in AV implementation, with the 19 minimum viable reference from Primary 'ShortCommonName' or the maximise option up to stated 48 characters from the Primary 'CommonName' for AV implementation that are able to accommodate more than the minimum 19 character reference.

### **Agreement of Name**

Stop names are often subjective and subject to differences between authority and operator naming. Experience from areas that have introduced audio-visual next stop systems is that they can trigger naming reviews to ensure the names are appropriate in the new context.

### **Updates**

To ensure naming data is up to date it will be necessary to ensure NaPTAN is updated on a regular basis and then data cascaded to on bus systems. This is likely to need to be more carried out more regularly than a route changes to ensure names are up to date.

### **Trunk / Long Distance / Fast Services**

Where services stop only in one location in a locality additional context may be required for the stop name to be usable to customers. It is recommended that the display format and audio announcement for these services is:

locality, ShortCommonName

## Appendix 1. Extract from NaPTAN v2.5 Schema Guide 0.67

### 15.4.1 Terms for Relationship

Relationship	Abbreviation
Adjacent	Adj
Near	Nr
Opposite	Opp
Outside	O/s
Great	Gt

Greater	Gtr
Little	Lt
Upper	Upr
Middle	Mdl
Lower	Lwr
East	E

West	W
North	N
South	S
Saint	St (1)

### 15.4.2 Topographical Features

Topographical Feature	Abbreviation
Alley	Al
Approach	App
Arcade	Arc
Avenue	Ave, Av
Back	Bk
Boulevard	Bvd
Bridge	Bri
Broadway	Bway
Buildings	Bldgs
Bungalows	Bglws
Business	Bsns
Causeway	Cswy
Centre	Ctr
Church	Chu, Ch
Churchyard	Chyd
Circle	Circ
Circus	Ccus
Close	Clo, Cl
College	Col
Common	Comn
Corner	Cnr
Cottages	Cotts
Court	Ct
Courtyard	Ctyd

Crescent	Cres
Cross-roads	Xrds
Drive	Dri, Dr
Drove	Dro
Embankment	Embkmt
Esplanade	Espl
Estate	Est
Gardens	Gdns
Gate	Ga
Green	Grn, Gn
Grove	Gro
Heights	Hts
Hospital	Hosp
Industrial	Ind
Infirmary	Inf
Interchange	Intc
Junction	Jct
Lane	Ln, La
Manor	Mnr
Mansions	Mans
Market	Mkt
Mews	Mws
Mosque	Msq
Mount	Mt
Orchard	Orch
Palace	Pal
Parade	Pde

Park	Pk
Passage	Pass
Place	Pl
Police Station	Pol Stn
Precinct	Prec
Promenade	Prom
Quadrant	Quad
Road	Rd
Roundabout	Rdbt
Square	Sq
Stairs	Strs
Station	Stn
Steps	Stps
Street	St (1)
Subway	Sub
Synagogue	Syng
Terrace	Ter, Terr
Temple	Tmpl
Trading	Trdg
Turn	Tn
View	Vw
Villas	Vs
Walk	Wlk
Way	Wy
Yard	Yd

(1) St as prefix means 'Saint'. St as suffix means 'Street'.

### 15.4.3 Common Acronyms

Term	Abbreviation
Football Club	FC
Her Majesty's Prison	HMP

Post Office	PO
Public House	PH
Royal Air Force	RAF

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### 15.4.4 Common Adjectives

Adjective	Abbreviation
National	Ntl

British	Brt
Royal	Ryl

Scottish	Sct
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