



## PTIC meeting notes 05 March 2026

Video: <https://youtu.be/i3sXsEI5bDM>

Video timings for the start of each agenda item are provided below.

**Actions in red text.**

**Opportunities to engage/test/feedback in green text.**

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## 1. Introduction - Attendees

Tim Rivett, RTIG Inform

Amy Armstrong, Durham CC

Amy Brown, Traveline

Alex Cranton, new NaTPAN delivery team SME, SYSTRA

Dan Saunders, Basemap

David Batchelor, Ticketer

John Cartledge, Independent, previously London Travelwatch



Josh Goodwin, Bustimes

Keith Willis, React Accessibility

Leon Byford, TfL

Mike Baxter, Leicester City Council

Mike Nolan, Traveline

Nick Truscott, Cornwall

Nic Cary, DEFT153

Peter Stoner, Ito World

Richard Senevwo DfT

Ryan, Murphy, DfT

Simon Royal, DfT

Teresa Jolley, DEFT153

## 1.1 Apologies

John Austin

## 2. Notes of last meeting 5 December 2025 (start – 9:00)

**Coach and Data quality** – to follow up

**Multi-operator Ticketing** – Triumph left the team before Christmas. Tim chatted with Ian about this, where you have a shared scheme – need an operator to seed data and take ownership for creating multi-operator ticketing scheme in first place, so everyone else can join that.

Work ongoing to get operators to become that seed operator.

David B: Operators don't often know who their lead operator for a scheme is. Some think the EMCTS counts as multi-operator lead?

Tim: no-one is assigned as the lead, they just need to agree amongst themselves. Worth checking larger operators first.

**Action for Tim and David B. For the purposed of BODS Fares what is ENCTS? Is it a multi-operator ticket?**



Ian Barratt: I was trying to own it, but couldn't (as am Local Authority, not an Operator). It's a nightmare to put it in to work out all potential NaPTAN stops it calls at, and to give access to other operator is a nightmare. In Preston – selected 800 stops, but the one in East Lancashire – thousands of stops; there's not to be a better way?!

**Using Create Fares toolkit. Other experience from others? Please share!**

**Post Implementation Review** - when to be published? Simon Royal (DfT)– getting there. The work is practically complete, now in governance / signoffs etc.

**Tim to chat with Karen about RTIG Working Groups** - done

### 3.Traveline Update (9:00- 31:54)

Update from Mike Nolan.

Development of new Traveline website and journey planner. Passenger won new contract to develop 3 websites: Plusbus, Traveline and Traveline data website.

Also an app for Traveline site

Demo of new Traveline website – scheduled go-live in coming weeks. Ideally before end of March.

New design. Vector images. Kept widget; can embed widget in other 3<sup>rd</sup> party website, such as NHS, Plusbus, Local Authority sites etc.

#### **Journey Planner Highlights:**

- API call is a major behind-the-scenes improvement. Leeds to York example. Traditionally fastest. But now can bring in comparable bus journeys with different routes. Now able to give bus only options in first view they get.
- Options are stacked top to bottom. Map is more prominent. See live departure boards and timetables. Nothing lost from customer experience.
- Live departures – search via postcode, location, NaPTAN and ATCO code, and find stop on map. Departures listed in scheduled form, pulsing green is RTI.
- Accessibility – now able to see the stop with accessibility information via google streetview. Customers can make own assessment of whether their accessibility needs are covered.

#### **Timetable search:**

- Will be PDF downloads in future.
- Now also bringing through disruption information from BODS tool.



- Where Local Authorities have updated it, we are providing the info.

#### **Other additions for Search Engine Optimisation:**

- Good Journeys work – carfree champion. Offers on day out are presented in the site itself. Information on offer and how to plan journey too. When people search for things in google, this Traveline site will be in the search results
- Help and contact, FAQs. Forms for customers to supply information of their query straight away in a form environment.
- Customer can create own account. Link between website and app. Add own favourites. Get to stops / journey they use the most. Improved user experience.

PlusBus site: went live between Christmas. Live and well-received. Also launched e-ticket last April. 46 weeks live with good sales figures.

Traveline data website: New site being developed.

#### **Discussion and Q+A**

Mike Baxter: **display of live departures vs scheduled departures** coloured differently to tracked. Normal convention is to show actual times for scheduled. But this shows countdown times for all.

Mike: we've been guided by Passenger on this. My experience is the same as yours. Passenger shared from their experience of how they display times. Might be possibility to change this if needed. We'd like to see how it goes.

Mike: we will be redoing Transport Focus customer feedback in a few months, to see feedback after all the changes, compared to beforehand.

Mike Baxter: this test site is not available yet for us?

Mike Nolan: yep, public launch should be soon. If you have specific things you want to explore, give us a call and we can look through

#### **Nick Truscott: where are you sourcing the live from?**

Mike Nolan: its coming from Traveline Nextbuses, and plan to continue with this in future.

Nick Truscott: where an operator (or Transport for Cornwall) uses a Passenger app that is taking data from a different source, how do we ensure it's the same for customer as that shown via Traveline?



Mike: if a different feed is being used, there could be chance of the information being different

Nick T: **source(s) of Disruptions.** With disruptions, if Passenger are ingesting the BODS feed for this, what about/ are they also ingesting the BODS disruptions data feed for their own solutions for operators?

Mike N: that's why we have hooked up with BODS – for single source of truth. You are right, that operators with their own apps could add their own disruption information sources different to BODS.

Nick T: I want users to see the same disruption message, regardless of which tool people use.

Mike N: in ideal world, everything goes into Disruption tool. Where operators enter disruption information in their own

Nick: in Cornwall, we key it Disruption information into 3 different tools: BODS, Passenger Cloud and another into ITS. Need to streamline this.

Tim: good point and how we move to getting everything in one place. It is an issue.

**Action to organise a separate call on this about how to get more of a strategy for single source of truth for Disruptions.**

John Cartledge: share same concerns as Nick. Great effort and looking forward to using it. As a geographer, not persuaded use of google maps is the best.

**Concerned about how much TfL's information is integrated into this. London / non-London.**

Mike N: It is an issue for those on outskirts of London. We are looking at it.

Dan Saunders: Site looks really good. Mode options – **do you include other modes such as trams etc?**

Mike N: strapline – bus, train or coach. Will take comment and work on it. Aware there is more than that in there.

## 4. Bus Open Data Digital Service (31:54 - 1:00:42)

Update from Simon Royal, DfT

Now fully transitioned from KPMG to Kainos. A few enhancements in terms of service enhancements and ticket reporting.

Support helpdesk: [support@busopendataservice.atlassian.net](mailto:support@busopendataservice.atlassian.net)



Good feedback from this – DfT can see tickets raised and Kainos responses.

Kainos have started user research to improve BODS and ABODS.

Kainos to run and maintain BODS and ABODS service with continuous improvement.  
Potential priced options – registrations etc.

Historically KPMG had a business change function. Now a separate contract for this – BODS connect team, focused on helping users, engagement etc. PQQ completed.  
About to issue ITT imminently. Expect contract to be awarded shortly.

Compliance figures at line level:

- 84.6% timetables
- 81.2% for AVL
- 69.4% for Fares

#### **Forward look:**

- Improving release processes and testing things
- Harmonising systems – sort of like 5 different systems in different languages etc. to help us manage it more efficiently in future.
- Registrations – support for digital option. Need consultation on this. Start looking at the technical questions to frame scope of project to fix registrations
- EOI for steering groups for Data Consumers, and Data Publishers, to get into room for discussion and idea sharing.

#### **Discussion**

**Nic C:** compliance – is there a **compliance dashboard** to see what types of issues are causing non-compliance? Some of these could be transient?

Simon: we still having ongoing compliance issue of those not engaging properly.  
Discussion with OTC on this, with possible fines. Other issue – debate about school services, and Minister said they need to be in scope. BODS 2.0: once BCT team onboarded, we will start targeting those with some data issues, and need a bit of help.

Tim: There is a data monitoring dashboard in ABODS that helps surface this, and local authorities can access this by operators in area.

Simon: lot of devolution in terms of bus funding. We'll need Local Authorities to help us with compliance for operators they are funding.

Dan Saunders: compliance 84% timetables – this morning it was 75% according to CSV file download. Of those published, quite a few require attention.



**Action for Dan to send over the CSV file (Bus Data Catalogue page)**

2<sup>nd</sup> point: Talk on opening up ABODS to those in private sector. Openness and transparency.

Simon: 2<sup>nd</sup> point – no immediate plans to do this. But direction of travel is more transparency about publishing data. Probably opportunity revisit it at some point

Nick Truscott: **BODS AVL compliance reports** – some aspects need more information. Just a description there, and we need more intel to help me help operators – difficult to work out what’s wrong. Within the AVL reports – BlockRef, did contact support team in Ticketer about this – BlockRef issue been going on for a couple of years. Not right that an operator is marked down even though they supply this.

Tim: Is that an ABOD issue?

Nick T: Yes in terms of report comparing Duty Ref to Block Ref in TxC. There is a mismatch in matching report. I have raised it with BODS support.

Nick T: other thing – TransXChange outbound/clockwise, and outbound / anti considered the same. But some operators have set these up the other way round. ABOD report marking as not compliant when it is.

**Tim: Action to chat with Nick Truscott on circulars.**

Nick Truscott: in terms of **Schools services** included. What level of school service?

Simon Royal: All local bus service are a registered local bus service.

Nick T: **Timetable compliance scoring**, operators can only be as compliant with timetables as OTC are with processing registrations. OTC delay is affecting operator.

Simon: OTC have acknowledged it is an issue. We understand it has got better, but get that it’s not appropriate for operators to be penalised.

Ian: Picking up on School services: if contracted to LTA school service, it is out of scope.

Simon: if procured as part of 96 education act, then they are out of scope. If a Local Authority is procuring it, that is different to a private service provider setting up a school service which is not open to general public.

Ian: an idea for DfT - the proforma that LTAs send back with registrations, if a field was added to check if it is a contracted school service, this would save a lot of time and trouble.

Simon: potential low hanging fruit with digitisation of registration process.



**Action: Tim: seems like there is a need for some really clear guidance on school services in and out of scope. It comes up now and then.**

Peter Stoner: compliance: not hearing about **revised TransXChange profile** that was issued. Requiring 1 file per service would (in our view) have a dramatic effect on resolving a lot of problems. Might be a while before this comes in?

Simon: taking advice on this. Nothing immediate at the moment.

Tim: conversations with data suppliers and their software suppliers has been going on, and not too far away from understanding when they might be possible to implement.

Nic: **operational data – volatile – can be changed. BlockRef.** Working Group – really keen to help this. If we fix the BlockRef issue, can help cross-journey, which will have a big impact across the country. Very happy to contribute. If you want to be really brave – minister – consultation?

Simon R: Watch this space with transparency requirements on Bus Service Act

Nick Truscott: opening up operators report for BlockRef and Duty Numbers – pop it in chat. Persistent problem. My team spending a lot of time helping operators get these into their data flows, only for it to fall down at this verification stage. Feels like needs to get sorted.

David B: If the operators use running boards into their ticket machines, instead of duties, the running board number will get passed on. If some operators can convert duties to running boards, that will help.

Nick T: second operator uses the same data for Running Board and Duty, and it worked.

Amy: Durham did the same – and it works.

David B: difference between services and fares is to do with fact that flat fare is not compliant at the moment in the validation. When services go out of date, or 42-day lookahead lapses because of school holidays, these are most of the issues that operators were unaware of.

## 5. NaPTAN (1:00:42 - 1:07:00)

Bibi product manager /owner for NaPTAN NPTG

Recently gone through tender process, and have a new supplier. Was Thoughtworks, now Version 1 – subcontract to Systra.



Thoughtworks rolled off 4 weeks ago. Extensive handover period. Team are looking at improvements to technical infrastructure, and public comms (website, newsletter etc).

Public meetings – last one Oct/Nov. Will be refreshing these public facing forums.

We are also looking at data quality considerations for NaPTAN and NPTG

### **Discussion and Q+A**

Dan Saunders: proactiveness of adding non-Local Authority maintained stops...raised it a few months ago. Not yet in NaPTAN data. Also are there thoughts to processes in place that rail station new opening will be there from day 1?

Bibi Burahee: team is looking at this, and are aware. Thinking of better way – if we are not notified in good time when rail station goes live. Not just new rail stations, also new ferry and airports too. We are looking at it.

BAU stuff continues, and we are progressing.

Alex Cranton: it is being looked at it. Setting up new ATCO codes and 910 datasets. Getting familiar with whole process.

Dan: published by Rail Data Marketplace then picking it up by us.

Alex Cranton: Lag issues with new timetables for new stations.

Emma: looking at developer board now – all tickets sitting with developer as we speak. Team is aware we want to get a slicker process.

## **6. RTIG Update (1:07:00 - 1:19:00)**

Update from Tim

Recently, **updated guidance issued on bridge strikes** with the latest technologies and good practice advice. Interim update as working with Network Rail on more significant update to their guidance. We'll refresh once theirs comes out.

Also DfT working on digitising Traffic Regulation Orders – legal process to close a road / change a speed limit. Used to be a paper tied to lamppost! Now digital for all new ones. Good question about how one goes back to when first introduced in 1880s...?! Needed for more automated and connected vehicles, rather than relying on cameras.

Side effects for public transport is that this will be the **first official register of bridge heights**. Currently a few commercial databases for this. Also useful to scheduling systems and prediction engines.



Dan Saunders: backed away from historical ones being re-digitised. 50% of Local Authorities now publishing TTROs.

John Cartledge: Although most low bridges are Network Rail, that isn't the whole picture. Others could be waterways etc.

Tim: TROs record the height. Challenge about historical stuff will have to be done. Some Local Authorities are going back to try and digitise everything. Network Rail have a lot of skin in the game.

Mike B: surprised there is no centralised database of bridge heights? Truckers atlas includes these – where from?

Tim: several organisations provide road data as a commercial services.

Nic: Ordnance Survey have all the bridge heights and were forced to release them for TfL.

Tim: Not national, and still subject to Ordnance Survey copyright.

Mike B: recent experience, road signs can be missing. Maintenance of signage not always that good. Does need a good looking at.

Neil McKinnon: Stagecoach took TomTom data at huge expense, as part of our bridge strike mitigation plan. Includes where it is in relation to road segments too, which was more helpful.

### **Couple of Working Groups running at the moment:**

**Accessibility of information** – printed working group and digital working group. To update existing document and include things on printed information and accessibility good practice. Ongoing, and will publish in Summer.

**Coordinating with Campaign for Better Transport** – standardisation of bus stop work – published a paper 12 months or so ago. Physical aspects of stops.

Anyone can be involved in these – get in touch with Tim

Disruptions and presenting these. Have a face-to-face event on 24<sup>th</sup> March 2026 in Manchester talking about Disruptions.

## **7. EU Standards Development (1:19:00 – 1:29:15)**

Update from Tim:



Note circulated with papers for the meeting. Long-running work on a standard for historical data **OPrA**, raw data and statistics. Close to end of stage. Will be published in a few months' time for voting, and make final draft available.

Work on a **Common Glossary** – just going through formalisation process looking at languages and terms used in EU legislation with an aim to standardise. Interesting idea to look at in the UK...?!

Version 2 of **NeTEx** has been published. Quite a lot of updates, but none of it affects the NeTEx fares profile for BODS. At some point we will need to do an update for it. There are a few breaking changes – enforcing things in a stricter way to remove opportunities for different ways of doing things.

Work going on to bring all the different **TransModel** architectures together into a single Github. Will have big positive impacts if you use things like Open Journey Planner. NeTEx would borrow elements from different schemas. NeTEx uses element from SIRI for some moving of things around.

Rather than there being horrible cross-linked schemas, a lot of these problems will go away. New location and move will happen over next couple of months. Will need to refresh repositories and sources at some point.

## 8. Issue Log (1:29:15 – 1:30:15)

Update from Tim

Currently 4 open Issues...

**103: Propose we close 103** – personalised fare zones which Wales requested. Bespoke travel zones bespoke to individuals. Worked through the expected design of that with them and identified we can action to do it in NeTEx v2.

**Supporting Block Number** – had a session on. Useful feedback and information on that. Will be used to feed into PTI profile, and as Simon said earlier, may be linked to Bus Service Act. Updates. Stay open

**105 – distance based fares.** Roll into update to Fares profile. Remain open

**Updating Transport Authority.** Changes to Local Transport Authorities in last 16 years (when it was last updated in TransXChange). Now have a list of LTAs that will be valid from April 2026, that each of respective 4 governments have confirmed. Tim in process of updating the schema and documentation. During March, this will be released on PTIC



website first, and then schema updated on formal TransXChange site at some point in March, once DfT's IT team complete it. Both for TransXChange 2.4.1, and also 2.5.2.

This will require people to update schema sources if you are interested in Local Transport Authority. If you are doing EBSR, you will need to update it. Also if you want to know which Local Authority is funding services, then will need it too. Quite a lot of updating of systems to do as a result of this.

## 9. Next Meetings:

Thursday 4 June 2026 14:00

Thursday 17 September 2026 14:00

Thursday 3 December 2026 14:00

## AOB

Nick T: there has to be a big push on Operators getting data right. Cornwall just released a new prediction engine. Moved from conventional method of journey time engine and moved us to using SIRI ET data from source. Big challenge is Source data in the system doesn't match. Has to go into Ticketer, BODs, PTI etc. If one bit is misaligned, screws the whole thing up.

We thought going for an RTIG compliant RTI system would make life easier. Not how I feel at the moment.

John Cartledge: **your list of Local Transport Authorities**, will you keep it current?

Tim: this list will be as of April 2026. Unfortunate situation – in TXC – that list is hardcoded. Whenever there is sufficient change, we'll update TXC to reflect that. Will probably be ok for 18 months after this update.

Neil McKinnon: **is there a way NaPTAN could have a lookup table as a half-way house for Transport Authority?** ATCO-Code to Transport Authority.

Tim: first 3 digits is ATCO code – can already tell that directly. Keep first 3 digits.

Alex Cranton - administrative code – surrogate code for actual stop fields in the NPTG file.

Neil: maintaining that list as current Transport Authority

Notes and Actions from the 05 March 2026 meeting  
Next meeting 04 June 2026 1400-1600, Online  
PTIC website: <http://pti.org.uk/>



**Public Transport  
Information Coordination**

Tim: if it was a direct translation of this Local Transport Authority is changing name, then that would be relatively easy. Eg. South Yorkshire PTE changes to South Yorkshire MCA. But, take for example Bournemouth Christchurch Poole (BCP) – a bit of Hampshire has gone into it and Dorset. Sometimes splitting parts of councils into other council areas. But can still get some way towards it. **Action for Tim to think about this.**