

Cabinet Date	14 th October
<i>Environment and Planning</i>	Councillor Nigel Moor
Key Decision	Yes
Background Documents	<ul style="list-style-type: none"> • Previous RTPI Cabinet reports
Location/Contact for inspection of Background Documents	N/A
Main Consultees	All public bus operators in Gloucestershire
Planned Dates	Go live with new contract July 2021 Award contract in March 2021, mobilisation period from March 2021 onwards
Divisional Councillor	All
Officer	Tom Main – Integrated Transport Manager 01453 425343 tom.main@gloucestershire.gov.uk
Purpose of Report	<p>To seek the authority from Cabinet to procure and award a Real Time Passenger Information (RTPI) contract, through standard procurement methods (an OJEU compliant competitive procedure), to allow provision of a full RTPI service.</p> <p>The service will include</p> <ul style="list-style-type: none"> • Licence for needed software and/including a CMS • Maintenance of hardware • Installation services
Recommendations	We request that Cabinet delegates authority to the Executive Director: Economy, Environment and Infrastructure, in consultation with the Cabinet Member for Environment and Planning to procure and award a contract, and to exercise the option to extend this new contract for a further period of two years on the expiry of an initial five year term, any extension will be

	<p>subject to a performance review.</p>
<p>Reasons for recommendations</p>	<p>The installation and use of RTPI displays is a discretionary option for the council. Almost all counties within the UK use RTPI as part of the modern technology that is now expected as standard, to compliment and strengthen bus services and to secure and increase patronage.</p> <p>Buses are invaluable to the local economy, vital for access to work, education, social events and health appointments, whilst playing a key role in reducing car use. Use of the bus network supports the economy and provides a more environmentally friendly option, which in turn strengthens bus networks into the future.</p> <p>The real time information technology allows the public to be informed about their services, helping to grow public confidence and increase peoples' knowledge of bus services, which in turn will encourage increased use.</p> <p>Research shows that the waiting time for public transport is one of the main aspects which deters potential passengers from using public transport. Providing real time information at bus stops and online reduces this perceived wait and allows people to plan their time better. This in turn increases the use of public transport services making them more viable in the long term, providing wide ranging benefits to residents of the county.</p> <p>The technology also provides real time information on where and when a service was delayed or ran earlier than expected, (i.e. this is a key part of checking operator compliance on bus service contracts), which can assist with complaints, improving a service and supporting traffic commissioner investigations.</p> <p>In summary, RTPI has been successfully used for some years to promote and maintain a strong and quality bus network. It is helpful to Gloucestershire residents in accessing their community, helps GCC monitor the performance of bus operators, and is now expected by the travelling public as standard.</p>
<p>Resource Implications</p>	<p>The forecasted cost of the contract to be funded from within existing revenue budgets. Expected to be up to a maximum £100,000 per annum with a maximum total contract value of £700,000 (if the optional extension is made use of).</p> <p>For clarity, GCC own all the displays and hardware items currently installed to date, and will continue to own these items after expiry of the current contract. Any maintenance fees on the existing hardware is not included in the resource implications above.</p> <p>It is highly likely the new contract would entail GCC owning all</p>

	<p>new hardware to be purchased. This purchasing occurs per piece of hardware (items are invoiced individually), and these costs, and any maintenance fees on new hardware, are not included in the resource implications above.</p>
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MAIN REPORT CONTENTS

1. Background

- 1.1 In Gloucestershire, the county council (GCC) and local bus companies are expected to work together to deliver a functional Real Time Passenger Information (RTPI) system. RTPI systems support and strengthen bus networks and similar systems are used across the world. Bus services are invaluable to local economies and the health and wellbeing of the passengers that they serve. Two thirds of all public transport journeys occur on buses and buses allow for smarter travel choices. The bus network is a truly essential public service.
 - 1.2 This expectation comes from almost all counties nationwide already using this technology to improve bus services – RTPI is a common and useful technology to provide reassuring bus arrival information to waiting passengers, to integrate services, link up locations and increase patronage on public transport.
 - 1.3 Gloucestershire has had a bus real-time system since 2004. The first system was delivered by Vix Technologies, which in 2015 was upgraded and expanded by Trapeze Group UK (TGUK). TGUK's existing contract with Gloucestershire County Council comes to an end in early July 2021.
 - 1.4 In Gloucestershire there are approximately 20 million trips made on buses per year. RTPI supports all services (council-supported and commercial) by ensuring passengers have accurate and up to date information. Research shows that getting buses to arrive to a stop on time “is one of the key factors to improving passengers’ satisfaction”¹.
 - 1.5 GCC is the Transport Authority for Gloucestershire. Thus, GCC are legally responsible for disseminating transport information², i.e. communicating bus timetables (and other information) to the public is a statutory obligation for GCC. Having an RTPI system is a discretionary option however using RTPI is an excellent, cost effective way of assisting in our statutory obligation to publicise bus timetable and route information. The RTPI system provides an optimal method of communication with the public, compared to using paper timetables. Paper timetables will be retained throughout the county and RTPI will be used in addition, focused where appropriate.
- It is incredibly important to instil confidence in using bus services and this confidence can only come with accurate information. Real time information is especially important considering the modern technological advancement.
 - The quality of technology is improving all around us all of the time, thus potential and current bus passengers can ‘see poor technology’ more easily. Concurrently, GCC play a key role in promoting the most efficient and accessible ways of using public transport. Poor technological functionality in

¹ David Sidebottom, passenger director at Transport Focus, <https://www.transportfocus.org.uk/news-events-media/news/real-time-information-bus-passengers/>

Also : “*The Nestrans Regional Transport Strategy (RTS) recognises that accurate and accessible travel information is a vital part of a high quality bus network and a key ingredient in attracting people to use the bus. It also recognises that Real Time Information has a key role to play in achieving this*”

² Statutory reference : s63 (6) TA 1985 which provides a county council shall: “have power to take any measures that appear to them to be appropriate for the purpose of or in connection with promoting, so far as relates to their area— (a) the availability of public passenger transport services.”

the public transport industry could leave a passenger frustrated, wasting time or with an incorrect impression of the services available. There is a pressure to convey GCC's high standards and technological ability on the ground. Simply the existence of an RTPI display or an app alone is no longer enough to impress. Public transport is a priority considering the targets that GCC have committed to in its Climate Change Strategy, and using technology is a vital part of contributing to both these commitments and to bettering public transport.

- 1.6 The county council's Integrated Transport Unit (ITU) currently manages a RTPI system and the RTPI project outlines the development of the system, including planning the installations of new displays. The system runs off web-based software (accessible through a licence agreement).
- 1.7 Gloucestershire's bus RTPI system has been in operation since 2004. These displays were originally installed between Gloucester and Cheltenham and Cheltenham and Bishop's Cleeve, but with the current contractor, Trapeze, RTPI has been rolled out in various locations across the county, see Appendix A.
- 1.8 RTPI provides information in real time about the arrival of a bus to that specific location, information on delays, re-routed and cancelled services. The primary function is to display when a bus is due to arrive at that bus stop, allowing someone to plan their journey more accurately. Live bus movements are provided by the buses 'intelligent' ticket machine to the RTPI server which uses this data to provide the real time bus predictions on displays at bus stops.
- 1.9 The bus network provides truly essential public services. It provides access to places work, education, health appointments and to social events which improves the lives of all who use them. Providing better, safer, cleaner services for passengers is always the priority, and using an RTPI system allows those travelling to be more confident in these bus services. The increased patronage that RTPI gains reduces the risk of increased financial pressure on the County Council and provides revenue to bus service operators that in turn contributes towards an improved public transport network.
- 1.10 People travelling are informed of waiting times, so operators get more people onto buses (as more people are willing to wait when informed). Additionally, as RTPI increases patronage and more fares are taken from the public, the reliance on GCC to provide financial support to bus services is reduced.
- 1.11 To minimise delays on your bus journey, the RTPI system also facilitates Traffic Light Priority (TLP) to help buses run on time. Currently the contractor for the RTPI also runs the TLP system, as is common place within the market (currently, there is no transfer of data to a second supplier). Based on our soft market testing, it is understood several RTPI suppliers can also support the TLP system/hardware that is already in place in Gloucestershire. The additional technology of TLP is key to certain congested corridors in the county, to reduce the impact of heavy traffic on bus routes. Again, TLP supports a healthy bus service as only buses that are considered on-time (5 minutes either way of scheduled time) get priority. TLP will form part of the new RTPI service, given the benefits described.

1.12 RTPI provides benefit for the passenger, increasing confidence in using bus services, allowing realistic planning of travel and decreasing waiting times. It develops an understanding of why delays occur and the best choices to make if their travel is disrupted or delayed³. Smart choices for travel are more likely with RTPI information. With increased communication and accurate information available to support bus services, we can expect increased patronage. Passenger growth can increase by up to 10% without any change to services⁴. If more smart choices are made, the county can expect to gain momentum for a modal shift towards using public and sustainable transport options.

1.13 RTPI also helps inform stakeholders for future planning and improvement of services, for example for operators to develop cross ticketing options.

1.14 A summary of some key benefits of RTPI include⁵:

- improve passenger satisfaction and reduce customer complaints.
- increase the use of services and revenues.
- improve planning and replace outdated approaches (even the most thoroughly researched timetables need updating as traffic conditions change. With RTPI instant adjustments are possible, with controlled, instant publishing of timetables).
- improve the accuracy of bus arrival predictions.

1.15 Both operators and GCC are able to check on a bus location at any time. By GCC tendering and managing a county wide service for RTPI, it is ensured that operators do not have to compete for individual RTPI contracts/functionality. As the centralised body for RTPI, GCC are able to assemble requirements for all operators, county wide. Thus the quality of the bus network can be increased across the county in a fair way, and the economic advantages of a well functioning bus network can be felt widely.

1.16 GCC are able to use RTPI to check if services are running on time, early or late. At the moment GCC use the reporting system to track “journey / schedule adherence”. This information can then be used for the following:

- Ensure that an operator is complying with the contractual requirements of a service.
- Provide an overview of all public transport operators.
- Provide traffic management information relating to road network delays, pinch points, road speeds etc.
- Monitor the Traffic Light Priority system.
- Provide 6 monthly information to the Department for Transport (DfT) regarding contract compliance, road speeds etc.
- Provide information as required to the Traffic Commissioner.
- Assess the impact of road works or road closures on services.
- Use RTPI reporting and insights to provide additional benefit for managing and reporting on school and SEN transport and, by extension, to better the procurement of these GCC transport contracts.

³ Forbes : ‘Top Eight Reasons People Give Up On Public Transit’, six of the reasons listed could have been avoided with more effective use of real-time passenger information (RTPI).

⁴ Traveller Information Systems Research: A Review and Recommendations for Transport Direct - Glenn Lyons, Reg Harman, John Austin and Alastair Duff, Aug 2001.

⁵ <https://www.papercast.com/insights/5-biggest-benefits-of-real-time-passenger-information-and-digital-bus-stops/>

1.17 Other authorities may work with different companies for RTPI software and hardware (i.e. using two Lots within a tender or using two contracts). Hardware within RTPI systems includes the displays at bus stops and can include optional extras (e.g. solar panels). Ticket machines which enable the RTPI to function are procured by GCC or sometimes operators and managed separately to the RTPI contract.

1.18 At the moment most RTPI contracts in the UK include not paying for maintenance to the RTPI supplier for the first 12 months as this is covered by the manufacturer's warranty. Thereafter other authorities pay for maintenance either (i) per display fixed (i.e. different fixes required have differing costs), or (ii) pay for maintenance hours across any display(s). Technology has also advanced since GCC's previous RTPI contract, meaning that now local authorities can take advantage of colour displays, also displaying location information and news about council initiatives, etc.

- GCC work with, and financially contribute to, Traveline⁶. This work is integral to providing some statutory requirements, as well as being economical. Without RTPI, our contribution to the Traveline database would be much reduced.
- Additionally, Traveline have an RTPI system which is being developed further, and may be appropriate for GCC. As the system is still being developed, it will likely be a consideration/possible option either now or in the future (note that any new contract will have suitable break clauses).

1.19 The current RTPI system, with supplier 'Trapeze', has a comprehensive reporting system that covers most of our requirements. Trapeze use the bus GPS and the original bus timetable to calculate the timing and location of buses to send data to the real time feed. This data is also sent to all needed websites and apps, including the Traveline website and the GlosTalk app (see below for further information on GlosTalk).

1.20 The current RTPI contract between GCC and Trapeze (in which Trapeze provide both the software and the hardware) ends in early July 2021. As such, GCC are aiming to retender for services and award the new contract to enable a three month mobilisation period, awarding the contract in early March 2021 (at the latest, perhaps likely to end in February 2021).

1.21 An extended and geographically larger RTPI system will improve Gloucestershire's bus services and in turn will improve peoples' lives. A quality RTPI system is an integral way of supporting a modern bus network. Communities in Gloucestershire need the bus industry to support their livelihoods and increase enjoyment when traveling within and into/out of the county and RTPI is a key piece of that support.

⁶ Traveline is a brand name for the national public transport information service originally set up by Department for Transport's predecessor under the Transport Act 2000. National Public Transport Information is the not for profit company, limited by guarantee set up to deliver this service in the south west of England (we were called South West PTI until 2018/2019.) The collaborative effort produces a single database that lots of things can be fed from, including statutory commitments and at a lower cost that nearly 20 local authorities and some operators could achieve individually. Local authorities have always provided capital funding for development, with the operators paying all call centre costs, data and time for checking and verification. The local authority element was originally funded via the LTP, with a ring fenced sum of supplementary credit approval; but nowadays there is no such specific funding source. The LTP funding was largely based on population, and that is the formula we still use, with GCC paying a 10.7% share of local authority costs. The Board discusses and approves the budget each year.

2 Comparison

- 2.1 The ITU is aware that other local authorities have options for hardware maintenance that would likely result in greater cost efficiency compared to GCC's current contract.
- At the moment, GCC get all displays fixed a certain number of times included in the service agreement, 'for free' (e.g. five fixes per display). In reality, only some displays are the issue and often need to be fixed multiple times (e.g. ten to fifteen times). Few displays break frequently (e.g. most break only three times), thus costing the council extra charges on top of the contract fees to get 'problem displays' fixed.
 - Other councils have a free number of call outs (to fix displays) regarding *any* display. Under this agreement structure, if the same display breaks again and again, those call outs are still covered (up to a point).
 - If the same monetary value is invested for one of the two points above, the second option is far more economical in practise.
- 2.2 Other Local Authorities have different ways of managing their RTPI systems;
- Devon County Council's RTPI supplier is Traveline. Traveline are a relatively new RTPI supplier.
 - A few councils have still not been able to allocate the budget to RTPI yet, e.g. Somerset County Council.
 - Some councils use one supplier for the hardware RTPI displays and one supplier for the software. This can involve more frequent communication, negotiation and attending discussions by those councils.
 - Some councils have hardware and software that facilitates displaying tourist information, local event information or walking directions (arrows from screen location).
- 2.3 By far the majority of county councils use an RTPI system in England and across the UK.
- 2.4 The hardware element in RTPI contracts includes the displays at bus stops and can include optional extras (e.g. solar panels, screens run only on battery, etc.). In terms of manufacture, displays available on the market are numerous in size, appearance options (height of the screen, how it is attached to shelter or bus stop, etc.), technology used (this dictates colour options and displaying images) and these different options vary significantly in cost. Hardware is purchased when needed (as and when) throughout the life of the contract. The range of hardware available for purchase depends on the contractor that is selected.
- 2.5 ITU has undertaken a Soft Market Engagement Exercise so we now understand hardware and software options, and are fully informed about a range of companies in the market. This allows ITU to develop a thorough understanding of the market which will assist in best practice decision making.

3 Options

RTPI

3.1 Installation and upkeep of a RTPI system is a discretionary obligation for UK councils. As a result, there are two compliant options:

Option 1) **Do nothing**

The current RTPI contract will expire in early July 2021. The displays installed would stop showing live bus information. The ability of the ticket machines on board buses to show the vehicle location would be wasted. Traffic Light Priority would not work.

In this scenario, as GCC owns all the displays installed in the county, GCC could either leave up these blank, turned-off displays, or pay to have them uninstalled. Upon expiry of the current contract, GCC are allowed to hire any contractor fit to uninstall the displays (whereas when the contract is active, only Trapeze can uninstall the displays).

Option 2) **Ensure Gloucestershire has an RTPI system** **Preferred option**

ITU currently manage an RTPI system and have an active RTPI project that is ongoing. It is ITU's preferred option to continue this delivery through a new contract.

Option two is to agree that a contract for RTPI for Gloucestershire is required, due to the vital elements that RTPI provides:

- Evidence shows that RTPI systems strengthen the public transport service and increase passenger confidence and satisfaction.
- A better public transport provision increases momentum for a modal shift towards sustainable transport.
- RTPI enables analytics of real time information which informs
 - Operator compliance and scheduling (this includes compliance on all public transport bus contracts)
 - The complaints process
 - Evidence for the traffic commissioner

Phone app

3.2 A second decision to be made is regarding whether or not to have the development of a public transport smart phone app as compulsory within the new service. If GCC are to have such an app, it would need to be part of this tender considering the overlap in the market and current providers, thus the app falls within the scope of the RTPI tender/contract. Any such app is currently not considered within the resource allocations.

3.3 During the lifetime of the current RTPI contract GCC also commissioned the development of an app, 'GlosTalk'. This was to provide quick real time information and audible announcements to passengers and was developed by GCC due to the lack of any 3rd party apps available that provided such functionalities. This app was successful and achieved its aims, however since 2016 (when 'GlosTalk' was launched) there have been several developments in the app market, the result

being that there are multiple apps available to the public, at no cost, that provide the same functionality as GlosTalk.

- 3.4 Due to the maturing of the app market, we believe GCC should take a proactive decision not to include any app in the RTPPI tender specification and instead allow these higher functioning 3rd party alternatives to cater for those passengers who wish to use an app. This has a double benefit of reducing the cost of an RTPPI system to GCC, and of supporting the continued development of 3rd party apps.
- 3.5 A recent soft market engagement shows that URLs (websites) which
- show exactly the same information as an app (i.e. a tailored and specific website, which has the exact tabs/pages and options as a transport app might); and,
 - can provide a matching or better user journey than an app,
- are more popular throughout the UK, due to speed of access, speed of use and not having to find and download a specific app.

ITU conducted a 'Bus App Review', where volunteers tested third party apps that facilitate similar use(s) to GlosTalk (Appendix B). One app (that is available to download for free and has no advertising) was significantly more popular than the other apps that were tested.

The options going forward are:

1) **New development of App/Website**

GCC to pay for app development and app support within the new contract (i.e. make an app compulsory within the new contract terms).

Also, GCC could develop a simple URL, which would show live arrival times, whether instead of an app or in addition.

Result: this would take GCC back to the same situation when paying to develop GlosTalk. Development would be needed from scratch at some expense, and then upkeep and updates would be required. Considering many well designed, user friendly transport apps are available from third parties, in this case GCC would be spending budget un-necessarily, on functionality that already exists at no cost to GCC or the user. An app would likely become out of date quickly, demanding further decisions on resource allocation to be made. From previous experience, the cost involved for app development would be high and the benefit low or negative.

2) **Do nothing**

Recommended option

Do not have an app or a URL-based solution specified as part of the wider RTPPI contract that must be provided/designed by the winning supplier.

Result: GCC would be removing costs (significant costs but of unknown values), and acknowledging that there are apps/URLs already available from third parties which are free of charge. ITU researched the bus information app market (Appendix B) earlier in 2020. Ratings for some apps available for Gloucestershire public transport were scored as 'good'. These apps have been created by organisations within the app market, i.e. app development is their main function, meaning they are very likely to be better for the user than anything we develop, all at no extra cost to GCC. Some apps available on the market are fully functional, user friendly and free to use. Smart travel

choices and using public transport can still be promoted by GCC using a multitude of channels.

A possible extension to this option would be to actively promote a specific third-party app. GCC would need to ensure that (i) the app being promoted was secure (did not put handsets at risk in anyway), and (ii) that the third-party company was not given any competitive advantage.

4 Risk Assessment

4.1 Reputational risk for RTPI:

- 4.1.1 Failure to use the existing hardware, i.e. the displays are off, which looks unimpressive (an eye sore), and damages the council's reputation. Not using the displays already installed would be a waste of previous investment and public money. In summary, no functional RTPI system would be a public facing failure.
- 4.1.2 Data will be available via ticket machines etc., but data (i.e. the location of each vehicle) will not be used for RTPI. Thus, previous planning and installation of specific ticket machines that facilitate RTPI will have been a waste. Please note no personal data is recorded or transferred throughout this system (there is no data relevant to GDPR).
- 4.1.3 There is an expected requirement to use RTPI. There are several arguably inter-related statutory requirements that RTPI can help with, including the statutory requirement to support and better the bus network and to aid communication with bus operators and the public.
- 4.1.4 A national standard has been set across the UK, with the vast majority of local authorities using RTPI.
- 4.1.5 Expected requirement for RTPI in Gloucestershire has been set at a "current level", as 72 displays were installed in 2004, with an additional 30 displays being installed thereafter. The Gloucester Transport Hub has 19 displays, installed in 2018. All displays currently support 12 bus routes. This suggests to the public that (i) GCC considers this investment worthwhile, (ii) there is likely to be a public expectation that the RTPI progress should continue.
- 4.1.6 If a replacement contract is not awarded, GCC may be seen as not "keeping up" in technological sector compared to (i) the districts who may have active public information schemes/websites., or (ii) the border counties who use RTPI displays.

4.2 Risk that the submitted tenders are unaffordable.

- 4.2.1 More budget unlikely to be able to be committed.
- 4.2.2 If a second tender was necessary to attempt to find an acceptable price, this would result in a period of time where the RTPI displays were not in use.
- 4.2.3 Previously at the end of a contract, data can be retained for six months, thus after six months without a new software supplier, GCC would not be able to produce any analytics/reporting (and obviously tracking live movements from the date of expiry would not be done nor recorded for later reference).

4.3 Waste of resources: existing hardware installations for 2020/2021 are already planned/scheduled. These installations contribute to the deliverables of the RTPI project that is already started.

- 4.4 RTPI enhances the bus network, so to not utilise it risks undermining GCC's support for Gloucestershire's bus routes and risks less support for our bus operators.
- 4.4.1 Public transport is a priority considering the targets that GCC have committed to in the Climate Change Strategy.
- 4.4.2 Public transport is a priority considering level of car use, frequency of congestion and parking issues in the county.
- 4.4.3 Gloucestershire's bus network and operators are now used to functioning with some support from RTPI, so to remove this support is a risk for GCC and our partners.
- 4.4.4 The bus operator market is already a small market. The popularity of the car and people expecting instant gratification has distinctly reduced the number of bus journeys in many rural counties, meaning often only the most well provisioned operators (often inter-county operators) are still viable today. There is a chance that not using RTPI increases the risk of this market shrinking further.
- 4.4.5 RTPI is a communication tool and provides a key element for encouraging more bus journeys to be taken; knowledge about the journey is increased and it gives confidence in the predicted waiting time, for a bus that is confirmed as being on route.
- 4.5 Risk of changing over to a new supplier: The RTPI market includes providers who manufacture, and this is a fast-changing industry heavily affected by Covid-19. Thus, changing to a new supplier is happening in a more volatile, unpredictable climate than previously for GCC as it would for any council during this time.

5 Officer Advice

- 5.1 It is recommended that Cabinet grants its authority to proceed on the basis recommended in this report by authorising ITU to go to tender and award a contract to supplier(s) for a continuation of the RTPI system to be functional from early July 2021 onwards.
- 5.2 A new contract will give the council future stability and clear expectations in reference to
- Suitable updates to hardware and software to make the RTPI system better for the public and easier for GCC to co-manage with the supplier.
 - Progress and cost of the ongoing RTPI project.
 - Any discussion with new supplier on unforeseen new developments and/or problem fixing. That is, a well-designed tender will result in a contract that will allow any new supplier(s) to have a high standard of technical expertise and of client management/customer services.
- 5.3 Having an active RTPI system is in line with GCC's Local Transport Plan (LTP) and any service that promotes use of buses has a role to play in GCC's climate commitments.
- 5.3.1 GCC are due to hear about a bid for funding toward a rural transport pilot scheme which would do well from promotion via the RTPI displays, offering a link between urban and rural information for transport in Gloucestershire.
- 5.3.2 GCC plan to use key interchange hubs both in the pilot scheme and also in the wider Interchange project as within the LTP. These interchange hubs would

presumably be a good location for RTPI displays. Such bus stops as the interchange points would not be optimal with paper-timetable information.

- 5.4 Should such a tender not be published, GCC will be in the new and unpredictable situation of having no active RTPI system. Using buses, especially on the routes where RTPI displays are already installed, would be undermined.

6 Equalities Consideration

- 6.1 The contract proposed in this report will be procured as per all regulatory guidelines. None of the protected characteristics can be affected in any way simply by moving from one RTPI supplier to another.

All vehicles used by all operators are wheel chair accessible.

- 6.2 Persons of particular age group(s) and people with some disabilities may find it is more difficult or impossible to read the visual displays i.e. read the RTPI hardware. Displays must be displayed at a certain height and an appropriate size of font will be used as per regulation/industry guidelines. As such, the only additional way to support obtaining the information without good eye sight is to hear an audible version of that information. Gloucestershire is part of the English National Concessionary Travel Scheme (ENCTS) as a statutory requirement, designed for the elderly and disabled who are two of the protected characteristics, thus it is appropriate that all options and/or solutions for RTPI are considered so due regard is paid to both protected characteristics and also so that ENCTS pass holders are provisioned for in whatever ways possible. There are some options (more than four known options) for audible bus updates on the market. One is not viable due to too much risk regarding hardware and un-capable costs. Sometimes a phone app can be used with an audible function (see section 3.2). Other options that may be available depend on suppliers' capabilities in manufacture and software, and any resource implications in relation to any audible options are not included in this report.

7 Consultation Feedback

- 7.1 Public Service Vehicle (bus) operators will be informed of the tender and GCC will encourage feedback/comment. GCC will then react to any feedback as needed.
- 7.2 When talking to neighbouring authorities and cross boundary bus services, it is likely that any discussion around sharing information and cross boundary services will have RTPI as a standing item.
- 7.3 Suppliers will be consulted via market research testing (including an engagement exercise) in collaboration with Atkins. This consultation took place in August-September 2020.
- 7.4 Volunteers internal to GCC have been consulted, as they took part in an App-testing review/questionnaire. Results and scoring have been recorded. This was to confirm what functionality is or is not readily available from third party transport apps, see 3.2 above.

8 Performance Management/Follow Up

- 8.1 Regular operational meetings will be held where key performance indicators such as vehicle tracking (percentage compliance) are discussed and efforts are made to ensure continuous improvement. Dates of meetings will be agreed in advance e.g. 6 months of meetings will be scheduled at one time, likely monthly or bimonthly.
- 8.2 Contract will be actively managed within ITU via an assigned member of staff. Through quality management of documentation and version control, ITU will ensure that expert knowledge within GCC is not reliant on one individual. One-to-one catch up sessions will happen between the staff member and ITU's manager, which will have RTPI as a standing item.
- 8.3 Roll out of new software and start up timelines will be clearly defined in the contract to ensure accurate forecasting of when any displays are turned on (both those already installed with new software, and those to be installed).
- 8.4 Expectations of display quality, any charges associated with GCC purchasing displays and lead in time for hardware being delivered will be clearly laid out in the contract to ensure accurate budget management for the lifetime of the contract.
- 8.5 Client management and a customer support system will be a key requirement for the successful bidder. It is expected that there will be frequent liaison between the successful bidder and GCC, considering recent experience and lessons learned with current RTPI system.
- 8.6 The new contract will be for a length of five years, with an option to extend for a further period of two years. The council will obtain full flexibility in terms of contract termination notice period and is aiming for un-interrupted system and display activity.

Report Title	Real Time Passenger Information (RTPI) system
Statutory Authority	<p>There are several arguably inter-related statutory requirements that RTPI can help with, including the statutory requirement to support and better the bus network and to aid communication with bus operators and the public.</p> <p>GCC are legally responsible for generating and/or disseminating transport information.</p>
Relevant County Council policy	<ul style="list-style-type: none"> • Statutory requirement as Highway authority to disseminate information • The Local Transport Plan • Climate change commitments
Resource Implications	The forecasted cost of the contract to be funded from within existing revenue budgets. Expected to be up to a maximum £100,000 per annum with a maximum total contract value of £700,000 (if the optional extension is made use of).
Sustainability checklist:	Regarding Public Transport:
Partnerships	We work very closely with all bus operators to make sure we support of the bus network. We work with bus operators and Traveline to ensure that information on services is available and is accurate. We actively manage all contracts with operators, suppliers, consultants, transport groups and charities to support transport across the county.
Decision Making and Involvement	Passenger transport operators are consulted before publication of any final reports. Both commercial operators and community transport groups are encouraged to get in touch at any time. ITU use a dynamic purchasing system for all tenders to ensure a fair process and fair contractual awards.
Economy and Employment	<p>It is hoped that GCC can better support teenage residents through to young professionals, by helping the public transport offer to become more relevant to traveling to/from places of work.</p> <p>RTPI facilitates a functional Traffic Light Priority system. Traffic Light Priority reduces congestion and endorses used of the bus network.</p>
Caring for people	ITU have a good and ongoing relationship with Community Transport operators, with the NHS and Adult Social Care, all of which provide services which can be minimally supported , i.e. not given the attention nor funding warranted, across the UK. A local enhancement to the

	Gloucestershire's ENCT Scheme provides for free travel by the companion of a person with severe disabilities.
Social Value	All operators we work with have a 'social value' score as part of a tender bid, this means many take part in local community activities and support them financially.
Built Environment	Effective public transport is key to reducing congestion on our roads.
Natural Environment' including Ecology (Biodiversity)	The bus offers an alternative to the car. Increased bus use will reduce the carbon emissions of the county and contribute towards protecting our natural environment. If less space is needed for car parking, more space may remain 'green', where a diverse range of plants could be planted, encouraging more species to use such spaces and supporting an increased level of biodiversity.
Education and Information	Well supported bus networks allow children to access education, allow new or young workers to use public transport for work and allow residents to access education and information e.g. libraries and museums. The concessionary travel scheme helps eligible people to access education and training, for example, reducing the cost of travel for young people with disabilities who live within the statutory distances for home to school transport.
Tackling Climate Change	Carbon Emissions Implications? Positive Vulnerable to climate change? Yes (costs may increase in a severe weather event, operational issues will occur)
Due Regard Statement	Has a Due Regard Statement been completed? Yes.
Human rights Implications	None.
Consultation Arrangements	As per above: <ul style="list-style-type: none"> • Public Service Vehicle (bus) operators will be contacted. • Meetings with neighbouring authorities and cross boundary bus services may have RTPI as a standing item. • A range of suppliers will be consulted via soft market research/engagement exercise. • An app review has taken place.