Systems Supplier Meeting Discussions

1.   DRT
      Gisela Weinherer joined the meeting to review the development of journey planning for demand responsive transport (DRT) services. She gave a demonstration of the work done to date on MDV's internal development servers. An important omission was identified in that service notes were not displayed in the journey plan. The original specification was reviewed with the MDV development team and MDV agreed to release the test system to the regions by 6/7/12.

2.   Service Brand names
      Discussed development costs to be shared between interested regions and agreed to 2.5 days work by MDV for changes to the presentation of brand names in timetable listings. MDV checked with developer schedules and agreed to deliver by 15/8/12/.

3.   Least Interchange
      MDV developer responsible for this aspect of the system – Oliver Pollesch joined the meeting. OP explained that a problem had occurred for least interchange options within the journey planning algorithm and demonstrated a solution which changed the calculated look-ahead period to 24hrs from departure time instead of 3hrs and showed how this affected the results. Meeting agreed this was preferable. In discussion the meeting identified an error for repeating journeys which appeared to be related to the least interchange problem. OP was able to explain why this was not the case and agreed to investigate.

4.   Incident Control System messages on composite timetables
      The meeting discussed and agreed a new development schedule and MDV were able to confirm that testing could commence by 16/7/12.

5.   RNIB
      Traveline are concerned to improve accessibility within the system (with a particular focus on visual impairments) and have requested MDV review the presentation of pdf timetables being read by screen readers.
      MDV investigated the requirement and identified another German customer who has an interest in this work. The meeting had a demonstration of a prototype pdf with voice over and decided that a real user needed to be consulted. EM region took an action to identify such a person.

6.   Mobile app for Android and iPhone
      Gunther Gruber gave a presentation of a new app developed by MDV for android and iphone smart phones. The app is designed for journey planning and next departures based on the regional datasets. Features included are saved favourites in journeys and stops, display disruption messages (from ICS), user generated disruption/delay messages (very useful during bad weather disruption), voice over available on the iphone (to assist users with visual impairments). Total licence cost for both platforms with any brand customisation is £16k.

7.   Cookies
     There is a legal requirement to notify users that cookies are used by the website. EM
     has requested a statement be included in the current terms & conditions. SE agreed to
     use the same text. MDV were able to implement this during the meeting.

8.   Multi stop timetable
     Gisela Weiherer is the MDV person responsible for MSTT development. SE region
     raised a problem which was affecting the production of timetables that cross local
     authority boundaries. GW was able to discuss this with the developer concerned and
     offered a solution to the meeting which was agreed. An update on the MSTT
     suppression development (EM requirement) was given and reviewed with all parties.
     GW checked with the developers and confirmed the test system would be available by
     2/7/12.

9.   Call centre server
     SW region have agreed to allow all other regions to user their server for the call centre
     systems. SW region will pay MDV to migrate the existing systems to the new server.
     FW confirmed that all work was in hand. When complete this will release the EM
     TfL152 server (to be used as a backup & for use by TICC) and the SE region Claranet
     server. The new server will have a common interface for all regions and a single
     charge log. SW region will test the response time and charge logging on the new
     server before going live on 7/7/12.

10. SE/EA merger
     EA regional website will be changed so that it becomes identical to current SE region
     website.

11. Review of ATCO CIF layout rules
     The meeting considered a paper presented by MDV to redefine the rules for
     processing data supplied by local authorities on ATCO CIF. After discussion it was
     agreed that the dates specified in the QE (include/exclude) record will ignore the days
     of operation specified in the QS record. In this way a Sat only service can be included
     to run on other days (eg Good Friday). An entry in the 37th char which denotes school
     holidays and creates an automatic note will not duplicate an existing QN record.
     It was confirmed that the holiday table takes precedence over ATCO CIF data. The
     default entry is for a previous timetable. MDV confirmed that they will by the addition of
     a special char (+) change the selected timetable to be in the future as long as it is not a
     'special day'.

12. Pdf maps
     Originally due to be released with DIVA 4.1.7 but memory constraints on the map
     server prevented this from happening. MDV working to fix this and will provide an
     update by 13/7/12.

13. Timetable versions
     This topic has been discussed before and with more regions submitting DIVA4 data
     (where future timetables are shown separately) it was discussed again for those
     regions only using ATCO CIF. Once again the difficulty of presenting composite

timetables with multiple future versions was seen to be a major obstacle. It was agreed that the regions should consider this outside the meeting with MDV.

14. EM/EA contract to include SE region
Hans Mentz (MD) and Nahid Hosseini (Financial Accountant) joined the meeting. In principle all parties are agreed that the SE region will join the EMEA contract when theirs expires in Mar 2013. Under the current contract Notts CC pay MDV who then pay SE region for some support services. NH requested that once SE region joins the contract that Notts CC makes any payments directly to SE.

15. Outstanding fault reports (SAP tickets)
MDV offered for Florian Weiss and Gisela Weinherer to travel to London and spend 1 day reviewing and resolving SAP tickets with regional representatives. The offer was welcomed and it was agreed to hold a conference call between all parties in advance of a face-to-face meeting.

16. Improving search results
The meeting considered the possibilities for reducing the amount of valid responses to address and timetable searches in each region. Both EM and SW regions expressed concern that the lists were now very long and could result in user dissatisfaction. Various ideas were discussed. For timetable searches it would be possible to limit the responses to each regions data but this would exclude rail and coach and some cross boundary services. No further suggestions were offered – MDV agreed to investigate what was possible and the regions agreed to further discussion to determine exactly what was required.

17. Identifying school and college services
Originally raised by SW region but not deemed to be high priority – no discussion.

18. User selection of slow/avg/fast interchange times
FW noted that the interchange time defaults to zero and it is the buffer time that can be adjusted. No further discussion.

19. Journey planner to retain selected locations for return journeys
FW will forward a proposal and quote for this development.

20. Tighter map zoom levels for stops at bus stations
FW stated that this work can be done as a stand alone development which would incur a charge of 2 days development time and 3 days for map processing and configuration. However if the traveline regions purchased a licence to use the smart phone app demonstrated earlier then MDV would be able to include this development as a feature of the app and there would only be a minimal charge to traveline. The regions agreed to review this offer outside the meeting.