MARI is an online portal that allows the generation of linear maps and stop-specific timetables direct to PDF for Bus Stop Displays/Panels. Inserting fillers, QR codes, promotions, route maps or vicinity maps etc. can be accommodated automatically.

The system is web based and is accessible by all major browsers. The system is password protected and runs securely on HTTPS. The interface houses a number of pre-built templates, with the ability for further templates to be created if needed. Multi-page templates can also be created. These templates can be selected and the output PDF files are ready to be printed as hard copy posters for display to the public and can match customers brand requirements and panels sizes.

The system uses data feeds with TransXchange and Naptan data for the following information and feeds from customer for the following information:

o location of all bus stops and localities (Naptan); users can decide whether services are included on the tabular information

o services (TransXchange); users can decide which services are included

o continuation services and destination supplied by customer

The system interface will allow users to edit stop names, service linear names, service destinations, add custom notes against a service or individual journey, either on a panel basis on across all panels within the service. We understand the importance of delivering an intuitive, easy-to-use interface that will enable new users to quickly grasp the system, and works with minimal processing times.

The Panel Edit screens within the system enable us to modify panels prior to print if core data from Travelline is incorrect.

The panel notes section will clearly display logical codes regarding service variations, whilst also showing destinations serviced by each route and the deviation on certain journeys. If required, it is also possible to specify or change directions and destinations shown if this is unclear.

Panels are designed with a fixed font size, this will ensure clear and ease of reading.

BUS INFORMATION ELEMENTS

The system directly takes data feeds from TNDS (TransXchange) and www.travelinedata.org.uk (Naptan) for the following information:

- o location of all bus stops and localities (Naptan); users can decide whether services are included on the tabular information

- o services (TransXchange); users can decide which services are included.

The system interface has a number individual editing options along with many bulk editing options to make editing simpler, these bulk editing options include:
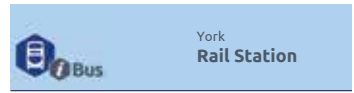
- o Adding a note or notes against the entire journey of a service to apply a note to all panels along the route.

- o Disable a single journey within a service to remove that journey from all panels along the route.

- o Disable an entire service to remove all journeys from all panels along the route.

- o Disabling Linear Creation for a service to stop the Linear appearing on all panels along the route.

- o Set the date commencement date for generated panels.

The system interface will also allow users to edit stop names, service linear names, service destinations, add custom notes on a per panel basis. This means that each panel is fully editable prior to being produced.

After data is updated, if a change is still relevant the edits will be kept so they do not need to keep being made after data imports.

We understand the importance of delivering an intuitive, easy-to-use interface that will enable new users to quickly grasp the system, and works with minimal processing times. This is why our system uses a consistent interface throughout the service.

Part of the final steps of project will be training of users to fully use the system which is included within the project costs.

York — Rail Station

Park and Ride

Service	Destination
59	York City Centre Circular

Monday to Friday

07:23	then about every 9 minutes until	20:08	21:07
07:34		20:23	21:22
07:46		20:37	21:37
07:58		20:42	22:02
08:13		20:52	22:42
08:25		21:02	23:02

Saturday

07:21	then about every 8 minutes until
07:36	
07:51	
08:06	
08:21	

Sunday

18:03	19:03	09:54	then about every 7 minutes until	16:12	17:12
18:13	19:13	10:03		16:22	17:21
18:23	19:21	10:13		16:32	17:31
18:33	19:36	10:23		16:42	17:41
18:43	19:51	10:33		16:52	17:53
18:53	20:08	10:43		17:03	18:03

More Frequent Services

Monday to Friday

06:09 06:33 07:23 07:50 08:14 08:40 09:00	then about every 6 minutes until	18:06 19:15 19:50 20:23 21:52 23:22
06:27 07:13 07:35 08:00 08:26 08:50		19:00 19:31 19:52 20:52 22:22
		19:15 19:43 20:20 21:22 22:52

Saturday

| 07:05 07:23 08:02 08:30 08:52 09:12 09:27 | then about every 7 minutes until | 18:57 19:12 19:42 20:12 20:47 21:52 22:52 |
| 07:31 08:01 08:31 08:51 09:11 09:26 09:44 | | 19:08 19:30 20:00 20:43 21:22 22:22 23:22 |

Sunday

07:13 08:45 09:45 10:25 10:50 11:10 11:30	then about every 10 minutes until	16:44 17:34 17:53 19:23 20:52 22:22
08:12 09:20 10:05 10:40 11:05 11:20 11:50		17:09 17:39 18:21 19:52 21:22 22:52
		17:16 17:51 18:52 20:22 21:52 23:22

Other Services

Monday to Friday

Time	Service	Destination	Notes	Time	Service	Destination	Notes	Time	Service	Destination	Notes	Time	Service	Destination	Notes
06:33	5A	Acomb		11:01	5	Acomb		15:01	5	Acomb		16:45	5	Acomb	
06:49	5	Acomb		11:06	5	Acomb		15:06	5	Acomb		16:59	5A	Acomb	
07:02	5A	Acomb		11:16	5A	Acomb		15:55	5A	Acomb		17:02	5A	Acomb	
07:17	5	Acomb		11:21	5A	Acomb		16:01	5A	Acomb		17:22	5	Acomb	
07:37	5A	Acomb		11:36	5	Acomb		16:11	5	Acomb		17:42	5A	Acomb	
07:38	5	Acomb		11:49	5A	Acomb		16:16	5	Acomb		18:06	5	Acomb	
08:32	5A	Acomb		11:51	5A	Acomb		16:27	5A	Acomb		18:24	5A	Acomb	
08:50	5	Acomb		12:06	5	Acomb		16:32	5A	Acomb		18:34	5	Acomb	
09:04	5A	Acomb		12:11	5	Acomb		16:46	5	Acomb		18:52	5	Acomb	
09:24	5	Acomb		12:24	5A	Acomb		15:05	5A	Acomb		19:11	5A	Acomb	
09:41	5A	Acomb		12:26	5A	Acomb		15:08	5A	Acomb		19:29	5	Acomb	
09:58	5	Acomb		12:36	5	Acomb		15:25	5	Acomb		19:43	5	Acomb	
09:59	5	Acomb		12:41	5	Acomb		15:42	5A	Acomb		20:32	5	Acomb	
10:14	5A	Acomb		12:54	5A	Acomb		15:44	5A	Acomb		21:32	5	Acomb	
10:17	5A	Acomb		12:56	5A	Acomb		15:59	5	Acomb		22:32	5	Acomb	
10:34	5	Acomb		13:11	5	Acomb		16:00	5	Acomb		23:17	5	Acomb	
10:46	5A	Acomb		13:16	5	Acomb		16:19	5A	Acomb					
10:51	5A	Acomb		13:29	5A	Acomb		16:20	5A	Acomb					
				13:31	5A	Acomb		16:29	5	Acomb					

Saturday

Time	Service	Destination	Notes	Time	Service	Destination	Notes	Time	Service	Destination	Notes	Time	Service	Destination	Notes
07:20	5A	Acomb		11:25	5A	Acomb		14:30	5A	Acomb		18:08	5A	Acomb	
07:52	5A	Acomb		11:40	5	Acomb		14:45	5	Acomb		18:32	5	Acomb	
08:22	5	Acomb		11:55	5A	Acomb		15:00	5A	Acomb		18:52	5	Acomb	
08:52	5	Acomb		12:10	5	Acomb		15:20	5A	Acomb		19:26	5A	Acomb	
09:25	5	Acomb		12:25	5A	Acomb		15:35	5A	Acomb		19:43	5	Acomb	
09:45	5A	Acomb		12:40	5	Acomb		15:52	5	Acomb		20:32	5	Acomb	
10:00	5	Acomb		12:55	5A	Acomb		16:18	5A	Acomb		21:32	5	Acomb	
10:15	5A	Acomb		13:15	5	Acomb		16:28	5	Acomb		22:32	5	Acomb	
10:37	5	Acomb		13:30	5A	Acomb		16:54	5A	Acomb		23:17	5	Acomb	
10:50	5A	Acomb		13:45	5	Acomb		17:04	5	Acomb					
11:10	5	Acomb		14:00	5A	Acomb		17:29	5A	Acomb					
				14:15	5	Acomb		17:50	5	Acomb					

Sunday

Time	Service	Destination	Notes	Time	Service	Destination	Notes	Time	Service	Destination	Notes	Time	Service	Destination	Notes
08:20	5A	Acomb		12:21	5	Acomb		15:21	5	Acomb		19:22	5	Acomb	
09:10	5A	Acomb		12:51	5A	Acomb		15:51	5A	Acomb		20:22	5	Acomb	
09:50	5A	Acomb		13:16	5	Acomb		16:15	5	Acomb		21:22	5	Acomb	
10:10	5A	Acomb		13:21	5A	Acomb		16:21	5A	Acomb		22:22	5	Acomb	
10:51	5A	Acomb		13:51	5A	Acomb		16:49	5A	Acomb		23:17	5	Acomb	
11:21	5	Acomb		16:16	5	Acomb		17:14	5	Acomb					
11:51	5A	Acomb		16:21	5	Acomb		17:38	5	Acomb					
12:16	5	Acomb		16:51	5A	Acomb		18:22	5	Acomb					
				16:16	5	Acomb		18:52	5	Acomb					

Notes

| SH | School holidays only |

Unless in bold, times shown on this timetable are approximate. Please arrive a few minutes early to be sure of catching your bus.

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your next bus txt 32900133 to 64422

Texts to yournextbus cost 10p plus your standard network charge.

Information correct as of 28th April 2019.

Different services may operate on public holidays. Please check with your bus operator for details.

To report damage or errors at this stop please email ibus@york.gov.uk

Live bus information on your smartphone

Travel York

CITY OF YORK COUNCIL

01904 551400   www.itravelyork.info/buses

QR: Use your app to take a photo.

NFC: Hold your phone over the logo.

REPORTING

The interface will allow users to run a comparison within services highlighting any changes to those services (i.e. it has been changed/removed).

CHANGE MANAGEMENT

Once the user runs the comparison reporting, they will be given the option to download a report (spreadsheet) with all the details.

HELP

A full documentation (PDF) will be provided covering all the functionalities/features/tools.

SETUP AND TRAINING

Once UAT has been passed and approved, Pindar Creative will set up the LIVE version of the interface, and will provide training on how to use every feature.

Training can be carried out either on site or via remote meeting.

FINAL ACCEPTANCE TESTING

- o UAT Environment Validation - Validation of connectivity and expected results in the test environment for each end user participating in testing.
- o Test Case Execution - Completion of all test scripts by test team.
- o Defect Tracking - Defects will be entered and tracked via spreadsheet by the Business Analyst and/or Project Manager. Each entry will include detailed information about each defect.
- o UAT Touch Point - Regularly scheduled meeting to evaluate UAT progress and outstanding defects.
- o UAT Sign-Off - Formal sign-off indicating the system satisfies the needs of the business as specified in the functional requirements and provides confidence in its use.

SUPPORT AND MAINTENANCE

Pindar Creative offers technical support to customers through email and telephone. We operate this facility during standard business hours (09:00 to 17:30, Monday to Friday). We will cover issues with data issues, hosting problems, code errors and bug fixes.

Functionality enhancements and upgrades are not covered by our technical support, unless specifically requested, and will instead be quoted on an individual basis. For clarification: - we regret that we cannot formally offer technical support on modifications to the system that were not made by us.

How to Request Support

1. via helpdesk at http://helpdesk.pindarcreative.co.uk.
2. via the support helpline on 01296 390100 and ask for web support team.

SERVICE LEVELS

System performance – we can ensure that the mapping functionality will perform sufficiently quickly for it to be used without having to wait for screen refreshes, etc.

Response times for issues - any issue will be treated with a different priority based on:

- o High - immediately
- o Normal - within 7 hours
- o Low - within 24 hours

Maintenance will be carried out once a month outside of office hours, usually between 7am – 9am.

SECURITY

Pindar Creative will implement, maintain and comply with a written information security program at all times ("Information Security Program"), which will include policies, procedures and technical and physical controls, as well as the security measures established herein:

- o To ensure the security, availability, integrity and/or confidentiality of Supplier Systems.
- o Identify and protect against potential threats or hazards to Supplier Systems
- o To protect against unauthorized access to or use of, alteration of and/or destruction of Supplier Systems
- o To ensure that Customer is notified as required herein in the event of an Information Security Incident

On-boarding and Off-boarding

We offer full on-boarding sessions with training on the platform, as required. We also provide extensive service documentation, from quick start for 'users' through to technical documentation for administrators, to suit users of all levels.

Documentation formats

PDF

End-of-contract data extraction

We have a full off-boarding process for the purposes of handing over data and other assets at the end of a contract. Pindar Creative provides data export as a flat file for customers to access.

End-of-contract process

We have a full off-boarding process for the purposes of handing over data and other assets at the end of a contract, as well as closing off the contract formally and ensuring that all contractual requirements have been met in relation to the closure of work. This is managed by the terms negotiated on the T&C's depending on each agreement.

Data importing and exporting

User can import TransXChange and NaPTAN data to populate the panels.

Users can export data in high-resolution PDF format for printing.