<u>Freedom of Information – Response – 26719</u>

Real Time Passenger Information (RTPI) system
1, Who is the supplier of your Real Time Passenger Information (RTPI) system?
Idox Software Ltd

2, Brighton and Hove City Council have stated
*"<u>**Ongoing Display Issues**</u>*
Over the last 3 months there have been ongoing display issues - dimming, text unreadable in normal daylight, blank screens and signs displaying information in timetable time not real time times."

"It must be noted that these issues are not isolated to BHCC. It is our understanding that Councils in other parts of the UK are also experiencing the same/similar issues with their RTPI signs."

Have you experienced any similar issues?
We have experienced some of the issues stated above but not all, although these have not been restricted to the last 3 months.

If you had similar issues, have they been resolved?
Some of the issues have been resolved but some remain outstanding.

If not resolved, please provide a point of contact e.g. email address (council)
passenger.transport@suffolk.gov.uk