

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.

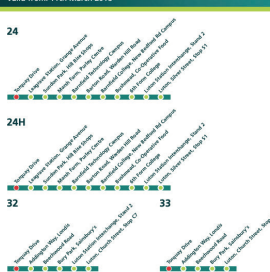
The panel notes section will clearly display logical codes regarding service variations, whilst also showing destinations serviced by each route and the deviation on certain journeys. If required, it is also possible to specify or change directions and destinations shown if this is unclear.

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

24|24H|32|33

Torquay Drive

Valid from: 11th March 2018



Monday-Friday

Time	Service	Destination	Notes
0553	24	Luton	
0613	24	Luton	
0633	24	Luton	
0653	24	Luton	
0713	24	Luton	
0733	24	Luton	
0753	24	Luton	
0813	24	Luton	
0833	24	Luton	
0853	24	Luton	
0913	24	Luton	
0933	24	Luton	
0953	24	Luton	
1013	24	Luton	
1033	24	Luton	
1053	24	Luton	
1113	24	Luton	
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1753	24	Luton	
1813	24	Luton	
1833	24	Luton	
1853	24	Luton	
1913	24	Luton	
1933	24	Luton	
1953	24	Luton	
2013	24	Luton	
2033	24	Luton	
2053	24	Luton	
2113	24	Luton	
2133	24	Luton	
2153	24	Luton	
2213	24	Luton	
2233	24	Luton	
2253	24	Luton	
2313	24	Luton	
2333	24	Luton	
2353	24	Luton	
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2833	24	Luton	
2853	24	Luton	
2913	24	Luton	
2933	24	Luton	
2953	24	Luton	
3013	24	Luton	
3033	24	Luton	
3053	24	Luton	
3113	24	Luton	
3133	24	Luton	
3153	24	Luton	
3213	24	Luton	
3233	24	Luton	
3253	24	Luton	
3313	24	Luton	
3333	24	Luton	
3353	24	Luton	
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3953	24	Luton	
4013	24	Luton	
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4053	24	Luton	
4113	24	Luton	
4133	24	Luton	
4153	24	Luton	
4213	24	Luton	
4233	24	Luton	
4253	24	Luton	
4313	24	Luton	
4333	24	Luton	
4353	24	Luton	
4413	24	Luton	
4433	24	Luton	
4453	24	Luton	
4513	24	Luton	
4533	24	Luton	
4553	24	Luton	
4613	24	Luton	
4633	24	Luton	
4653	24	Luton	
4713	24	Luton	
4733	24	Luton	
4753	24	Luton	
4813	24	Luton	
4833	24	Luton	
4853	24	Luton	
4913	24	Luton	
4933	24	Luton	
4953	24	Luton	
5013	24	Luton	
5033	24	Luton	
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5113	24	Luton	
5133	24	Luton	
5153	24	Luton	
5213	24	Luton	
5233	24	Luton	
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5353	24	Luton	
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5433	24	Luton	
5453	24	Luton	
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5533	24	Luton	
5553	24	Luton	
5613	24	Luton	
5633	24	Luton	
5653	24	Luton	
5713	24	Luton	
5733	24	Luton	
5753	24	Luton	
5813	24	Luton	
5833	24	Luton	
5853	24	Luton	
5913	24	Luton	
5933	24	Luton	
5953	24	Luton	
6013	24	Luton	
6033	24	Luton	
6053	24	Luton	
6113	24	Luton	
6133	24	Luton	
6153	24	Luton	
6213	24	Luton	
6233	24	Luton	
6253	24	Luton	
6313	24	Luton	
6333	24	Luton	
6353	24	Luton	
6413	24	Luton	
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6453	24	Luton	
6513	24	Luton	
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6633	24	Luton	
6653	24	Luton	
6713	24	Luton	
6733	24	Luton	
6753	24	Luton	
6813	24	Luton	
6833	24	Luton	
6853	24	Luton	
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7013	24	Luton	
7033	24	Luton	
7053	24	Luton	
7113	24	Luton	
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7653	24	Luton	
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7753	24	Luton	
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7853	24	Luton	
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7953	24	Luton	
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8753	24	Luton	
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9013	24	Luton	
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9053	24	Luton	
9113	24	Luton	
9133	24	Luton	
9153	24	Luton	
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9433	24	Luton	
9453	24	Luton	
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9553	24	Luton	
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9633	24	Luton	
9653	24	Luton	
9713	24	Luton	
9733	24	Luton	
9753	24	Luton	
9813	24	Luton	
9833	24	Luton	
9853	24	Luton	
9913	24	Luton	
9933	24	Luton	
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10053	24	Luton	
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10033	24	Luton	
10053	24	Luton	

Saturday

Time	Service	Destination	Notes
0554	32	Luton	
0614	32	Luton	
0634	32	Luton	
0654	32	Luton	
0714	32	Luton	
0734	32	Luton	
0754	32	Luton	
0814	32	Luton	
0834	32	Luton	
0854	32	Luton	
0914	32	Luton	
0934	32	Luton	
0954	32	Luton	
1014	32	Luton	
1034	32	Luton	
1054	32	Luton	
1114	32	Luton	
1134	32	Luton	
1154	32	Luton	
1214	32	Luton	
1234	32	Luton	
1254	32	Luton	
1314	32	Luton	
1334	32	Luton	
1354	32	Luton	
1414	32	Luton	
1434	32	Luton	
1454	32	Luton	
1514	32	Luton	
1534	32	Luton	
1554	32	Luton	
1614	32	Luton	
1634	32	Luton	
1654	32	Luton	
1714	32	Luton	
1734	32	Luton	
1754	32	Luton	
1814	32	Luton	
1834	32	Luton	
1854	32	Luton	
1914	32	Luton	
1934	32	Luton	
1954	32	Luton	
2014	32	Luton	
2034	32	Luton	
2054	32	Luton	
2114	32	Luton	
2134	32	Luton	
2154	32	Luton	
2214	32	Luton	
2234	32	Luton	
2254	32	Luton	
2314	32	Luton	
2334	32	Luton	
2354	32	Luton	
2414	32	Luton	
2434	32	Luton	
2454	32	Luton	
2514	32	Luton	
2534	32	Luton	
2554	32	Luton	
2614	32	Luton	
2634	32	Luton	
2654	32	Luton	
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2814	32	Luton	
2834	32	Luton	
2854	32	L	

BUS INFORMATION ELEMENTS

The system directly takes data feeds from TND5 (TransXChange) and www.travelinedata.org.uk (Naptan) for the following information:

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

- Adding a note or notes against the entire journey of a service to apply a note to all panels along the route.
- Disable a single journey within a service to remove that journey from all panels along the route.
- Disable an entire service to remove all journeys from all panels along the route.
- Disabling Linear Creation for a service to stop the Linear appearing on all panels along the route.
- 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	From	To	Frequency	Notes
10	York City Centre	Claydon	10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00, 24:00	10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00, 24:00

More Frequent Services

Service	From	To	Frequency	Notes
10	York City Centre	Claydon	10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00, 24:00	10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00, 24:00

Other Services

Service	From	To	Frequency	Notes
10	York City Centre	Claydon	10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00, 24:00	10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00, 24:00

your next bus txt 32900133 to 64422




01904 551400 www.travelyork.info/buses

Live bus information on your smartphone







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.