



West
Yorkshire
Combined
Authority

Tracy
Brabin
Mayor of
West Yorkshire

Our Reference: 2624

09/01/2026

Freedom of Information Act 2000 Enquiry: Real Time Passenger Information System

Thank you for contacting the West Yorkshire Combined Authority ('the Combined Authority') with your request for information, received on 29/12/2025. Your request was:

"Real Time Passenger Information (RTPI) system

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

2, Brighton and Hove City Council have stated

"Ongoing Display Issues

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?

If you had similar issues, have they been resolved?

If not resolved please provide a point of contact e.g. email address (council)"

This request was handled under the Freedom of Information Act 2000, and I can confirm that the Combined Authority holds the information covered by your request. Please see below responses to your request.

1. The back office for the real-time system is supplied by Vix Technology. The displays we have fitted on-street across the West Yorkshire region were supplied/supported by R2p & Vix Technology.



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2. We have not seen similar issues in the Combined Authority region to the issues raised by Brighton Council. Sometimes we do not see predictions on the displays, but this is due to either data mis-match issues (operators) or faulty ticket machines (operators). We have process in place to respond to display faults/issues that have either been raised internally or externally by members of the public, through our customer service portal. Display faults are generally fixed within a 2-day window, if the fault is within the supplier's control. Most display faults in the Combined Authority region are down to shelter power issues, which is the responsibility of the Combined Authority.

If you believe that your request for information has not been handled properly, you can ask for an internal review of our decision. Internal review requests should be submitted within two months of the date of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk

For your information, there is no charge for making an appeal.

Yours sincerely,

Information Governance Officer

freedom.info@westyorks-ca.gov.uk