

Developer Engagement Day – Nov 2013

Developer Requests – Feedback Report

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National Rail Enquiries

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Developer Requests – Feedback Report

Developer Request	Official Response	Further Action(s)
<p>1. Can we provide key or token based access to the XMLs rather than white-listing an IP address?</p>	<p>We don't currently offer this. There would be a cost for us to make the technical changes, so if a developer wanted the service to be created in this way, please explain why and give business case.</p>	<p>Developers: can request this service by contacting nrelicensing@atoc.org</p>
<p>2. The fee for adding push notifications is too high for a sole developer.</p> <p>Can we arrange a different financial model whereby we offset the cost against licence charges?</p>	<p>Developers need to suggest any alternative financial models for consideration by NRE.</p>	<p>Developers: can request this service by contacting nrelicensing@atoc.org</p>
<p>3. Can NRE share platform horizon data so that developers can apply the same rules to platform numbers showing on their applications as TOCs stipulate?</p>	<p>This is not relevant as the data doesn't exist as a separate feed or in a format that could be supported as a separate feed.</p>	<p>Closed No more work to be carried out at this time.</p>
<p>4. Can NRE give app developers' access to the Darwin Webservice for free on the grounds that passenger numbers would be boosted by public use of the app?</p>	<p>No. The Darwin Webservice is an application which provides a service. It is not raw data. Darwin takes in data from multiple different sources.</p> <p>The data is aggregated and heuristics are applied to create the most accurate information available.</p> <p>Darwin has an OPEX, it isn't free, so those charges are passed on to developers who are users of the service.</p>	<p>NRE Reserve the right to decline this request.</p>
<p>5. Can we provide a free feed of just the platform numbers for developers to use in apps?</p>	<p>There is no existing feed of 'just' platform numbers. One would have to be developed and would come at a cost. NRE aren't prepared to absorb it.</p> <p>NRE also have concern over a developer combining platform data and live departures information from different sources.</p>	<p>NRE Reserve the right to decline this request.</p>

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6. Is there an opportunity to discuss a different financial model for licensing the Darwin Webservice?	NRE aren't prepared to discuss alternative financial models at this stage.	NRE Reserve the right to decline this request.
7. Is there anything that is in The Manual that would be useful to developers and can 3 rd parties licence the feed?	The content of the Manual is the property of the Fare Retails Group, however is now hosted on National Rail Enquiries Internal Knowledgebase. There is currently no feed or stream of information, rather it is now displayed within the pages of the NRE website.	Developers: Should you wish for NRE to create an XML feed from the 'Fares & Retail' information on the NRE website, a request should be made to nrelicensing@atoc.org
8. Are XML feeds free to app developers who don't subscribe to the LDB or RTJP Webservice	All 'Knowledgebase' XML feeds are free to licence by developers for use across all digital platforms.	Developers: can request this service by contacting nrelicensing@atoc.org
9. Can we licence the cycling app?	This is not available at the moment. The Cycling Webservice uses the Online Journey Planner, so developers would have to pay to licence the RTJP Webservice in order to use the Cycling Webservice should we make it available.	Developers: Can request that NRE consider making the service available through licence by contacting nrelicensing@atoc.org
10. Could we do a 'pence per mile' approximation on the season ticket calculator?	This is not something we have in scope. The information is freely available in the public domain should a developer wish to create a service like this.	NRE Reserve the right to decline this request.
11. If all the stations in the UK were mapped out by someone independently, would NRE be interested in the maps	Possibly.	Developers: To contact NRE with any proposals of this nature.
12. Passenger Loading Data – have we thought of, or can we deliver a service that accounts for passenger loading data?	We are considering possibilities for collecting this sort of data. As yet we have no plans or projects in place to deliver a service of this nature. We will announce it if this changes.	NRE To feedback if this changes.
13. Do NRE have Train Consist data? Can we create a service which shows train consist data? Would we be interested if someone could deliver accurate train consist data to NRE?	We don't currently have useable and accurate train consist data. If we did we may be interested in creating a service with the data. We may be interested if someone presented train consist data to us on the proviso that it can be validated for accuracy and is maintainable.	Developers: To contact NRE with any proposals of this nature.

Developer Request	Response Given	Action(s)
<p>14. Anecdote Software have experienced some issues with the LDB timing out. Can we improve reliability issues with LDB?</p>	<p>No feedback / further analysis has been received from developers as yet.</p>	<p>NRE continue to await feedback from Nathan Brown regarding time-out analytics built into the app. NRE to investigate upon receipt of data from NB.</p>
<p>15. Is it possible to add a 'health check' service that informs of issues / problems with any particular feed? Is there a way to get an earlier notification if the Trust or TD feeds go down again?</p>	<p>NRE received useful feedback from Peter Hicks. NRE discussed the implementation of ideas with suppliers. It was recommended that sufficient technical and process safeguards are in place to manage potential data feed failures.</p>	<p>Closed No more work to be carried out at this time.</p>
<p>16. Can NRE be more transparent about new releases / updates and new services available for use by developers? Can we publish this information anywhere?</p>	<p>We will be publishing a dossier of all available services on the Developers Forum. Service Updates / new releases are communicated by e-mail to all 3rd party clients</p>	<p>NRE An information pack about NRE services is being compiled and will be published on the developers forum in the coming weeks</p>
<p>17. Can we offer alerting as a licensable service for 3rd parties</p>	<p>Yes, this service is available for licence by 3rd parties. There are associated costs.</p>	<p>Developers: can request this service and the associated costs by contacting nrelicensing@atoc.org</p>
<p>18. Lots of people are requesting freight train information. Can we create a feed with that information?</p>	<p>NRE to liaise with freight companies in advance of making information available. Freight companies yet to come back with response.</p>	<p>NRE To continue efforts to contact freight companies and ask if they are happy for their data to go into the public domain / ask if they are interested in any of our services.</p>