

### EBSR Help Sheet WHAT ARE PENDING NAPTANS AND WHY ARE THEY A PROBLEM?

#### 1 Background

With the introduction of EBSR, and the use of stop information from the NaPTAN system for other purposes such as Google Maps and SMS-based information systems, there is an increased focus on the quality of NaPTAN records. The EBSR system, for example, is entirely based upon the use of NaPTANS to describe stops served and these records can also be used to form the basis of route descriptions, the drawing of route maps etc. Because NaPTANS are so vital to EBSR, part of the implementation process in any area is a thorough review of existing NaPTANS. This is carried out jointly by operators and local authorities to ensure that the quality of exiting records is good enough to meet the requirements of the EBSR system and process. In doing this problems with NaPTANS will be “flagged”, and one common problem that has arisen concerns PENDING NaPTANS

The EBSR process requires that all NaPTAN records remain in the system for future reference so that it is still possible to identify the precise NaPTANS used in a registration at some point in the future, despite the possibility of the stops used in the original registration no longer being in use.

However, PENDING NaPTANS are a significant issue for EBSR and other applications, because it places such records in an unknown status in which the operator cannot be sure of its availability for use in a registration and other users of the data don't know if the stop is valid or not.

#### 2 How Are PEN Records Created?

They are usually created in one of two ways:-

1. The most common cause of PEN records is where a NaPTAN record currently in the national database is excluded from a subsequent upload to Thales. This record can have been omitted deliberately because the stop is no longer in use, or accidentally simply because somebody forgot to include it in the upload to Thales. Because it is missing from an upload, Thales will not know the true status of the stop and will therefore mark that record as PEN. The status of such stops needs to be corrected by the owning authority and steps taken to ensure that it will be included in all future data uploads. If the stop is no longer in use, it should be marked as DEL but left in the data in that state. If it was lost accidentally, then it needs to be reinstated in the data
2. There are a number of cases where an existing valid NaPTAN record can fail validation because of an amendment that has been made to that record, or because of other changes made to the local data. There are a small number of specific errors that will cause this problem. Some examples of the possible causes include:-

- Linking the point to an invalid NPTG locality,
- Changing the status of an NPTG locality without also changing the status of the NaPTANs linked to it,
- Using an invalid SMS code for a stop,
- Using a negative value for an OSGR easting or northing,
- Using an invalid stop type code

In the situation where the record has errors arising from one or other causes, the NaPTAN record will be marked PEN until corrected in a subsequent upload.

### 3 How Can We Find PENding Records?

The first clue to the existence of PENding records comes in the email that Thales sends back to local authorities after they have processed a NaPTAN upload. That email includes a count of NaPTAN records for the area and will state the number of PEN records in the data. A separate report is also included that lists the NaPTAN numbers of the stops concerned. The list of NaPTAN stops for the authority can also be used as this lists the stop status in the ***RecordStatus*** field.

### 4 What Action is Needed?

Having identified the individual stops that have PEN status, data managers need to establish why the record is showing up as PENding and make the necessary corrections to the data. If the problem is new and is the result of validation error, the details will be included in the accompanying error report along with the reason why it has failed. If it is an old record you may need to do a bit of "digging" to find the cause, or refer back to old error reports if they still exist.

If the PEN status is the result of the stop being omitted from an upload, there will be no report provided. The only way to find this record will be through checking the list of NaPTANs for the area. Once found, that record needs to be reinstated in the data and a new upload containing that record submitted to Thales.

### 5 How Do I Get Further Help and Advice?

More information about managing pending records can be found at <http://tinyurl.com/d5bjhb>.

You can also seek help from Thales ([JourneyWeb.Help@thalesgroup.com](mailto:JourneyWeb.Help@thalesgroup.com)) or from Transport Direct ([ebsr@dft.gsi.gov.uk](mailto:ebsr@dft.gsi.gov.uk)) in the normal way and they will do their best to help.