



itsoneews

www.itso.org.uk

**Special
edition**

National Concessionary Bus Travel in England - **UPDATE**

Everyone should be aware that subject to a Minister's decision following DfT's consultation and current procurement exercises, the national concession will be smart and will be ITSO. In supporting this outcome there are a number of activities happening which this newsletter intends to update readers about.

**The Art of Smart conference
18 July 2007, Blackfriars,
London**

This one day conference provides the opportunity to learn about the latest position with this important national initiative and discuss how smartcards will help in managing concessionary travel schemes and how the ITSO

specification provides inter-operability and the ability to choose from a range of suppliers.

The conference will be of great interest and benefit to:

- staff within local authorities and Passenger Transport Executives with responsibility for Concessionary Travel;
- Transport planners and public transport co-ordinators;
- Bus operators.

A further three regional events will be held in late September/early October.

The focus of these conferences will be how to make ENCTS smartcard smart and how ITSO facilitates smartcard schemes.

For further information visit: www.kc-jones.co.uk/metro07

or contact event enquiry line 01322 224507

NON SMART TRAVEL CONCESSION AUTHORITIES

This refers to TCAs who will be issuing smart passes but will not have enabled the transport in their areas to be smart and who will not have back office systems to handle the smart transaction data. There are an estimated 256 of these TCAs.

Any organisation issuing ITSO based smart passes needs to be an ITSO member, have an ITSO operating license, register products, own an OID etc.

However the Concessionary team at DfT charged with implementing the national



2004-2005
Better Local Public Transport



concession - wish to ensure that these non smart TCAs are not penalised for implementing smart concessionary pass solutions and are not discouraged from subsequently using the smart element either by administrative or financial barriers. This also includes a desire that "non-smart" Travel Concession Authorities should not need to have a knowledge of smart cards or be involved in ITSO, to be able to issue smart passes. With this in mind the DfT have been working with ITSO to develop a mechanism for a company to support those non-smart authorities and for that company to link in turn to ITSO.

So to achieve this and in light of the tight timescale for the introduction of the national concession ITSO has been looking at setting up a separate legal entity to promote certain services & facilities for the DfT and the non-smart Travel Concession Authorities. These services include;

1. **Membership of ITSO** . A single membership of ITSO to represent all the non smart authorities who will be required to join this representative body. There is precedence for this within the ITSO Membership Structure - Transport Scotland representing the Scottish Concessionary scheme would be an example.
2. **Licensed Operator** . To be the ITSO Licensed Operator and thus facilitate the operation of ITSO concessionary pass issuing by registering shells, products etc on behalf of the authorities.

3. **User support/training** . One stop shop for support issues for the "non smart" Travel Concession Authorities.
4. **ISAM provision**. Procurement of ISAMs for pass issuing and other services.
5. **ITSO Asset Management (AMS) service** Contracting Authority for the required AMS to service pass issuance and other ITSO based activities.
6. **A Concessionary Transaction Collection (CTC) and a Concessionary Transaction Depository (CTD) service** . When a non smart TCA issues a pass and when this pass is used in a smart area transactions will be created. This service will act as the back office for the non smart authorities and will collect and store these transactions which will be held in the form of shell and product accounts.
7. **Hot list processing** . To agree a process and then administer hot listing of cards (passes) and the products contained therein on behalf of the non smart authorities.
8. **Customer Help desk** . Possible provision of a second line help desk to support Authority help desks in end user support and certainly for the Authorities themselves relating to ITSO queries.
9. **Testing service** . The current DfT proposals for the Framework agreement with suppliers includes Batch sampling of card production. This is likely to be done in conjunction with the ITSO certification process.

To achieve these services ITSO is likely to create a new company - ITSO Services Ltd (name to be confirmed after appropriate checks). It is important to say at this point that the ITSO directors have stipulated that these activities must not have any adverse impact on the current ITSO membership whether financial or otherwise.

In the meantime however, an ITT has been issued by ITSO for the ITSO compliant services which are described in items 5,6 & 7 above. The relevant notice and instructions can be found at:

www.ted.europa.eu
Ref. no.2007/S 128 - 157086

There is a final date for dispatch of the ITT of July 20th with a closing date for return of tenders of 18th August.

ENCTS is the opportunity for ITSO to build upon its success and to continue its efforts to be universally recognised as the ticketing and smartcard system standard for the Transport Industry in the UK. The ITSO Board and its executive team are 200% totally committed to making this happen and proving the vision we saw some 5 years ago! A vision which we have all worked hard to achieving .