

itsonews

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The North West Goes Smart

ITSO is all about interoperability – between operators, Local Authorities and freedom for the customers. Developments in the North West give a clear indication of how this will happen.



Jeremy Meal, centre (MVA) trying out the ticketing machine along with Duncan Allan, right (Lancashire United) on board a Clitheroe bus, about to undertake its first journey.

Smart new way to access services in Bolton

A 'smart' new way to access public services in Bolton has been introduced on a pilot basis in the north of the Borough. The Bolton '123 Card' enables people to use some of the borough's libraries, leisure centres and to travel on the 225 bus route between Bolton and Blackburn with just the one card. The card can also be used at similar facilities in Blackburn and Darwen. Up to three thousand volunteers are being recruited in the north of Bolton and south of Blackburn to trial the card. Introduced last November the card was officially launched on Feb 9th.

Bolton, along with Blackburn with Darwen Council, is at the forefront of the drive by local authorities to introduce Smart Cards in their areas. Their pilot is the first in the country to offer an interoperable card across a local authority / regional transport authority boundary with a transport provider. Put rather more technically it is the first scheme to put an ITSO shell (application) onto a card alongside Local Authority applications.

The smart card being used on Route 225 enables bus users to place a sum of money on to the card to be used to pay for bus fares. The card also electronically identifies if

the customer is entitled to any travel concession and the ticket machine on the bus offers the correct ticket type, again improving the speed at which customers can board buses and speeding up the journey. A press release from Bolton gives the Local Authority perspective – Councillor Martyn Cox, Bolton Council's Executive Member for e-Government said: "Many of us fill in multiple application forms for a variety of different things and then end up with a wallet or purse full of cards. The Bolton 123 'smart' Card is definitely a 21st century answer to this problem and should make accessing certain Council services much easier. In time we hope that this scheme will roll out to other parts of the Borough and incorporate other services. But for now we want to test that the systems work and we hope to get more people from north Bolton to enrol on the pilot."

From the ITSO perspective this is a significant step forward and is the first scheme to use ITSO in the public environment.

But Bolton is not the only area in the North West to be claiming a first. See page 2 for an extract of another press release – this time from Cheshire County Council. Both Cheshire and Bolton schemes overlap with the Manchester area see page 4. Bolton is also part of the NowCard scheme.

Nowcard in Lancashire and Cumbria

Nowcard have issued some 210,000 cards for concessionary travel to eligible residents in Lancashire and Cumbria covering some 22 Local Authorities. These cards are not yet ITSO activated but following the pilot in Bolton they will have their ITSO shell added 'on the move' – literally as the plan is to do this using the ticketing equipment on the bus.

Welcome to the second edition of the ITSO Newsletter brought to you from ITSO.

This is a regular item to keep all ITSO members and associates updated with key issues. For future issues, any suggestions for topics, news items or features etc., are more than welcome.

Contact **Claudette Stephenson** at relations@itso.org.uk or telephone the ITSO office 0121 233 2598

www.itso.org.uk

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Meet the team

Martyn Roper, Head of Operations



Martyn was born in Lincolnshire and was educated at Skegness Grammar School and then at London University where he gained an Honours degree (BSc) in Electrical & Electronic Engineering. He has over 28 years working experience ranging from an Electronics Design Engineer to Engineering Manager working for various Organisations varying from Multi-national public Companies to small independent Organisations. He has gained further experience in Sales, Sales Support & Customer Support. Martyn has been married for over 28 years and has 3 Adult children, his hobbies include: Caravanning, Fishing, Ten-Pin Bowling and the occasional game of Golf.

He joined ITSO in April 2003 as the Operations Manager and has taken specific responsibility in the running of the operations to support the General Administration, Certification & Testing, ISMS and additionally is fulfilling the role as Registrar (designate).

Martyn initially took the responsibility in producing the documentation for all applications made to ITSO for all aspects of the business including Membership, Supplier Registration, licencing of Shells/Products, Certification & Testing etc. Now that ITSO has moved into a more operational phase, then all applications are registered and processed under Martyn's supervision.

He was instrumental in the design and development of the ITSO web site www.itso.org.uk

Under his role as Registrar his responsibilities have been further extended to be the major ITSO interface for the ISMS.

Cheshire County Council Lead the Way with ITSO

Cheshire County Council has become the first authority to receive Smartcard certification from ITSO following testing at Integri. The "Cheshire Travelcard" test samples were produced from pre-approved Mifare 4k cards, supplied by Magnadata, and were loaded with the ITSO shell and IPE2 by Cheshire on equipment supplied by ESP Systex.

There are a large number of Local Authorities using Smartcards for concessionary Travel in the UK but Cheshire County Council's scheme is so far the only multi-operator TravelCard offering passengers the choice of stored value cards or period passes.

"We are pleased to be working with partners who have demonstrated commitment to ITSO" said Helen Mitchell, TravelCard Development officer. The suppliers and partners we have chosen have the enthusiasm and ability to ensure that the system we are installing on buses and in our back offices, is successful from the outset.

Although Cheshire County Council is the first to receive their certification, this could speed-up the move to an ITSO system for other Authorities, who use the same suppliers, and take the same route to launch their schemes.

"Magnadata have always supported ITSO", said John Wise, Divisional Manager of Magnadata, "and were one of the first to get Mifare 1k and Mifare 4k approved in the autumn of 2004. Following the launch of these schemes by the early adopters, we plan to submit the Mifare Ultralight for ITSO approval and introduce it for short term use ticketing applications, such as Tourists, 3 day Travel cards or Park and Ride."

"This is an important step forward for ITSO" said Peter Stoddart, Head of Marketing for ITSO, "and is an exciting addition to all that is happening in smartcards in the North West. Cheshire County Council has always been a front runner and I am delighted that they have achieved this milestone."

Congratulations are in order!

The Chairman of ITSO is awarded an OBE in the New Year's Honours list for his remarkable services to public transport.

In addition to the recognition of the achievements by his team at Merseytravel involving the Merseytram, seeing the Mersey Tunnels Bill through Parliament, and the takeover of Merseyrail Electrics, Neil has to be greatly thanked for his support and drive as the Chairman of ITSO Limited.

Peter Stoddart, ex ITSO General Manager said, "Having worked with Neil and ITSO Ltd from the day it was born there is no doubt that without Neil's vision and his political perseverance ITSO would not have achieved what it has done."

ITSO wishes to thank Neil for his continued support and once again congratulations on receiving this honour – well done!



Documents for consultation

Over the past few months there have been a number of ISAD's and Technical Notes added to the ITSO website for members' consultation.

Members, you are reminded to keep abreast of what information is available to you and also make note of the relevant timescales for responses.

Please visit the ITSO website frequently!



A Card for all seasons

ITSO as a specification is unique in terms of interoperability and has often been described as the Martini specification

Any Ticket – Any card – Any point of service

It is the range of cards which is impressive, ranging from small memory low cost, through some of the ones we have known for some years such as Mifare and Calypso, to the top end microprocessor cards. This gives scheme designers a wider choice of cards to suit their application which may even include a number of types within one scheme. For example – a Campus may choose to use a Mifare 4K or even higher for it's students to cater for the core applications such as transport, cashless environment, library, leisure and access. But for the outside visitor who comes to a 2 day course perhaps a low cost card will identify them and give the free lunch.

The same type of example could apply in, say, a Local Authority. Residents get a more powerful card with multiple services on it, tourists have a simpler cards. For the one off concert in the park, then residents could have their ticket added to their card whilst 'in-comers' would be given a low cost card for the one off event.

But is it as simple as saying that the higher the value in applications then the more expensive the card should be? Perhaps not – for example take the season ticket. Tradition says this should be a microprocessor card because of it's value. But why not a low cost card in a low cost plastic wallet? Obviously the debate has to be wider than cost – security, back office facilities, marketing image etc come into it. But perhaps this illustrates the opportunities the ITSO specification brings.

Developers have been delayed a little in implementing the full range of cards but with the availability of the Innovision card from last November then the full set is on the market.

Stoddy returns...

No, it's not a rumour, it's not even hearsay, the ex General Manager of ITSO, Peter Stoddart (more commonly known as Stoddy) returns.

Peter is back with us heading up the Marketing function to initially spread the word that 'ITSO is here' by improving the image, spread and quality and increasing the awareness of ITSO to the world.

More specifically, Peter will be concentrating on supporting meeting groups such as Suppliers/I2F, AILO and also driving the marketing force in both the bus and train sectors.

Welcome back Peter.

Certification and Testing Service

Introduction

The ITSO Certification and Testing Service is provided by Integri Professional Services NV in Belgium. The Service commenced in earnest in June 2004 and since then numerous items have now been tested by the Integri Test Laboratory.

There were a number of Suppliers that were part of the I2F Group and in recognition of the work that those Suppliers carried out in the development stage of the ITSO Specification they were offered the opportunity to join the Guinea Pig Scheme. This scheme was created to encourage those Suppliers to have their equipment, software etc. tested in a "phased approach" that would provide them initially with an Interim ITSO Certificate and would culminate into a Full Certificate. The Guinea Pig Scheme was taken up by a total of 7 Suppliers. This Scheme has now ended and to date a total of 3 Interim Certificates and 4 Full Certificates have been awarded to participants within this Scheme. The final date for the issuing of Interim Certificates has been set to 30 June 2005.

The Certification and Testing Service has also been used by other Suppliers over the past few months, and in addition to the testing that is taking place 2 further Full Certificates have been awarded.

Additionally, ITSO has introduced the concept of Media Approval, the details of which are included in the Manual Page of the member section of the ITSO Website. To date media from six different suppliers have been approved by ITSO.

Bookings have already been allocated for various Suppliers and cover the majority of products from Media through to HOPS.

The availability of the Certification and Testing Service up to the end of the year is:

Month	Availability
February 2005	1 week
March 2005	1 week
April 2005	Unavailable
May 2005	Unavailable
June 2005	Unavailable
July 2005	Unavailable
August 2005	Unavailable
September 2005	1 week
October 2005	3 weeks
November 2005	3 weeks
December 2005	3 weeks

For any Suppliers who anticipate that they will require the use of this Service, then please make your booking by e-mail to operations@itso.org.uk. Please remember that bookings will be taken on a first come first served basis, so you would be advised to book early to avoid disappointment.

New Members

Companies who have recently become members of ITSO:

- Confederation of Passenger Transport (CPT)
- Accrington Technologies Limited (ATL)



ITSO Forums

Located on the ITSO website www.itso.org.uk is your opportunity to 'have your say'. ITSO welcomes your views and opinions and generally any topics you wish to discuss.

There are 3 Forums on the following pages:

- Home Page
- Members Area (secure)
- Suppliers / I2F (secure)

Whatever questions, comments or points for discussion you may wish to raise, detail them here and a member of the ITSO team will answer your questions.

It's easy to use, just follow the instructions starting with 'Start a discussion', then enter your details.



Certificates on Site

Companies who have successfully had their equipment certified have their certificates posted onto the website as per the list below:

Media	
CMD 1 - Mifare® standard 1K	ACT
CMD 2 - Generic micro-processor	SCS
	ECEBS
	ACT
CMD 3 - Mifare® standard 4K	Cheshire
	ECEBS
POST (all partial certificates)	
Personalisation POST	ESP Systex
	Burall InfoSmart
ECSM	CJS Technology

To see details of certificates visit the 'Certificates' page from the ITSO website.

GMPTE

At the end of 2005 GMPTE will start to issue some 650,000 cards for their flat fare concessionary travel scheme which encompasses the elderly, children and the disabled. The scheme allows the cards to be used interoperably over 10 counties on bus, rail and tram – although initially it will be in the form of a flash pass for the latter two modes.

There are two particularly interesting aspects of this scheme;

- The whole scheme is to be implemented and managed in the form of a service contract by PCL
- One of the known advantages of smartcards is the ability to generate travel history for both marketing and settlement purposes. To enable the latter the GMPTE scheme will use calculations based on the customer's 'own' history.

Frequently Asked Questions

No matter how complex the question, a FAQ will be featured in each edition of the newsletter.

If there are any issues you would like covered in the newsletter or equally on the ITSO website contact **Claudette Stephenson** at relations@itso.org.uk For more technical support relating to the Specification contact support@itso.org.uk

FAQ: How secure is the Smartcard?

Answer: The Security Management Service is provided by the Royal Bank of Scotland which generates and distributes the security keys and keyfiles associated with smart media and individual products. A smart card is much more difficult to copy or duplicate as opposed to the magnetic stripe cards such as credit and debit cards. The chip embedded inside the card contains complex encryption and data security modules of the highest quality and levels thus making the card extremely secure.