

Moving over to the new security system

WORK continues on moving over to a new and upgraded version of the ITSO security system (ISMS version 1.5).

The implementation programme has been developed taking into account the needs of ITSO's licensed members and is designed to minimise both disruption to ISMS availability and negative impact on members' operations.

The ITSO Board, which met on 30 March, approved the approach and expressed satisfaction with the way things are progressing. Three strands of work are currently underway:

- ◆ The build and installation of the upgraded version 1.5 has been successfully completed in the new data centre.
- ◆ The new ISMS is being run in parallel with existing version 1.1 as a 'live' test by the developer (Ecebs) and HOPS providers to ensure no disruption to the existing system. All of the HOPS providers have successfully connected and are undertaking their own testing. No significant problems or issues have arisen during this process.
- ◆ Once HOPS providers have successfully tested the new version, all existing data will be migrated over to

version 1.5 for all future ISAM processing. We fully expect that HOPS providers will then return to having unrestricted access to the ISMS.

The current implementation will remain available as a back-up of last resort in case of any problems with the new system, however there are no expectations or indications that this will be required. We fully expect to be able to decommission the old environment during June.

Benefits

For ITSO members, the new system when up and running will deliver:

- ◆ Improved reliability – Our performance target is that the system will be available 98 per cent of the time.
- ◆ Improved performance – The hardware upgrade will mean faster and better processing times in a much more stable environment.
- ◆ More straightforward access for HOPS providers via a standard https interface rather than a virtual private network (VPN).
- ◆ First-line support from ITSO – the new contractual arrangements and configuration mean that ITSO will be able to 'see' at all times (from its new offices in

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Milton Keynes) what is happening with the ISMS and provide much quicker real-time intervention and support to manage any incidents which arise.

- ◆ Improved governance, with clear definition of roles and responsibilities – ownership of issues will be better defined due to clearer roles and responsibilities of suppliers.
- ◆ Greater certainty through HOPS providers being able to meet their obligations to fit in with the timing of scheme launches.

ITSO will continue to update members on progress with key stages of this project. If you have any questions or would like any further information about ISMS v1.5, please speak to Lindsay Robertson (07887 733448), email lindsay.robertson@itso.org.uk.



CEO update

MARCH has seen some great strides on many fronts and April will bring major improvements in our services to you.

We can really see light at the end of the tunnel for the migration to the new security system.

A very important aspect for me is that, once this is up and running, the ITSO team will be very much in control because, for the first time, we will be able to constantly monitor what is happening and manage any problems much more quickly and efficiently.

Many schemes which will see ITSO in action are now coming to fruition. We celebrate the achievements and plans of Stagecoach and Transport for Greater Manchester in this edition.

We also continue to build a strong team to deliver the ITSO of the future for our members and I am delighted that Caroline Carruthers, our new Chief Technical Officer, will be with us from the beginning of June.

I have no doubt I will be speaking to many of you in the coming month but please feel free to contact myself or team members to discuss any issues or share any news you may have.

Update on the new ITSO testing suite

BUILDING work is now completed in the new testing and interoperability suite at ITSO's Milton Keynes headquarters.

The aim is to go live this month, with testing being run in parallel in both MK and the existing Clear2Pay (Integri) facility in Belgium until Summer 2011.

This is to ensure that the Milton Keynes facility is fit for purpose when it takes on the full testing role and that the current demand for certification can be met.

As you will see elsewhere in this newsletter, our new Chief Technical Officer will shortly be in place and is currently leading the appointment process for the permanent ITSO testing staff to

run the facility. We will continue to update you on progress in future newsletters.

Should you have any questions or issues regarding testing and certification please do not hesitate to get in touch with Lindsay Robertson on 07887 733448 or email him at lindsay.robertson@itso.org.uk.

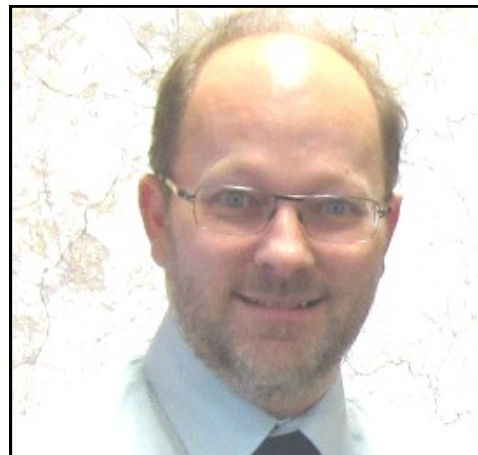
Colin's on a winner when it comes to wine following survey



WE asked you how you normally like to read your ITSONews. Thank you to those who took the time to reply.

From the small number of responses we received it would appear that reading it on screen or printing out to read are favoured, whether that be at the office or on the move. For the time being, therefore, we will continue to send an email with the weblink to the latest newsletter page.

Colin Kennington, Principal Transport Officer for Cheshire Integrated Transport Service (pictured right), is the lucky winner of two bottles of New Zealand wine courtesy of ITSO CEO Michael Leach.



ITSO Board approves of ISMS migration process

THE ITSO Board met on 30 March where the main business discussed was the security system (ISMS) update.

The Board signified approval of the

procedures in place to migrate to the new version 1.5 of the system. The Board thanked ITSO Director of Member Services Lindsay Robertson for his extremely hard work in rolling out this project.

The next Board meeting is on Wednesday, 20 April. If you have anything you wish to be raised at this meeting, you should notify your sector director by 13 April. Members should click [here](#) for contact details.



• European trial: John Verity

Scandinavian delegation on fact-finding mission

ON 24 March, ITSO played host to an eight-strong delegation from Scandinavia.

The team, which included representatives from the Swedish, Finnish and Norwegian transport sectors and a representative from the UITP (international association of public transport), were on a fact-finding mission looking at possibilities for smart ticketing and interoperability across

Scandinavia. They were also visiting Transport for London and Rail Settlement Plan.

ITSO CEO Michael Leach and John Verity, ITSO's Chief Advisor on Standards who is also co-ordinator for the EU-IFM Project, gave delegates an overview of ITSO past, present and the vision for the future in the UK, and work concerning broader schemes for transport interoperability in Europe.

Delegates in turn complimented ITSO on its progress in creating interoperability across the UK.

John Verity said: "The team were very interested to hear of our [successful trial](#) proving ITSO interoperable capability between French and German systems (EU IFM project).

"This paves the way for wider cooperation between national schemes."

Stagecoach: leading the way on bus and rail

Martin Griffiths, Finance Director for Stagecoach Group, gives an overview on present and future smart ticketing schemes for bus and rail.

STAGECOACH Group is leading the way in launching ITSO-compliant smartcard technology on its buses and trains across the UK.

Last year the Perth-based transport group became the first operator in the UK to pioneer the Government's preferred smartcard technology on both bus and rail services. This achievement was the result of several years of hard work to make smarter travel a reality for millions of passengers.

The company was the first in the UK to launch a smartcard on rail services in 2008 and became the first UK bus operator to launch its own smartcard across two operating companies in 2010.

Stagecoach was also the first major UK bus company to complete the installation of ITSO-enabled smartcard machines on its entire UK bus fleet outside London, enabling the on-going rollout of both concessionary travel and commercial smartcard schemes on its buses across the country.

Trains

Currently more than 53 million smartcard transactions are made every year on Stagecoach vehicles.

November 2008 saw the company launch a smartcard pilot with the introduction of the StagecoachSmart travel card on its South West Trains franchise. Having successfully completed the trial, South West Trains now has live ITSO smart ticketing at around 100 stations on the following routes:

- Staines to Wokingham/Windsor & Eton Riverside
- Basingstoke to Weymouth including Lymington branch
- Isle of Wight
- Woking to Havant
- Woking to Basingstoke
- Woking to Alton
- Basingstoke to Honiton (due this month)

South West Trains passengers can buy ITSO smart season tickets either online, via the call centre or at ticket machines with singles and returns also available at these machines.



Picture courtesy of Brian Morrison

• South West Trains passengers can buy season tickets and single fares

Stagecoach has also recently introduced ITSO smart ticketing on its East Midlands Trains franchise between Derby and St Pancras, with plans to roll it out progressively across the network during 2011.

At its UK Bus division, Stagecoach is leading the way in meeting the smartcard objectives of the Department for Transport, Scottish Government and Welsh Assembly.

In summer 2010, Stagecoach launched its StagecoachSmart travel card in Cambridgeshire, becoming the first UK bus operator to launch smarter travel across an entire operating area.

This card allows bus passengers the chance to store their tickets electronically. It also provides the opportunity for customers to pay for their travel using a hassle-free automatic monthly payment.

StagecoachSmart travel cards use a system provided by Vix ERG to offer multi-modal ticketing on bus and rail services using ITSO-compliant technology.

Following a successful launch in Cambridgeshire, Stagecoach then rolled out its StagecoachSmart scheme to its buses in Oxfordshire.

This means that the company is now ready to accept the new multi-operator smartcard ticket which will be introduced in Oxford this year, providing integrated travel for thousands of passengers.

Stagecoach has introduced the smartcard system for concessionary passengers on all of its buses in Scotland and Wales. The system is also in place

for concessionary passengers using Stagecoach buses in Cambridgeshire, Oxfordshire, Northamptonshire, East Kent & East Sussex, Bedfordshire, the North West and Manchester.

Stagecoach Group Finance Director Martin Griffiths said: "Value for money and convenience are crucial to getting more people to switch from the car on to public transport. Our investment in smartcard technology means we are leading the way in the UK in making it easier for people to travel and make integrated journeys using both bus and rail services."

The Group will continue to roll out its commercial and concessionary smartcard schemes over the coming months and years until both schemes are live across all 18 of its bus operating companies.

Innovative

Stagecoach is also committed to trialling new, innovative technology across its businesses. In Liverpool, the company became the first in Europe to accept contactless bank card payments on board its buses.

Passengers can 'tap and go' by using their bank debit or credit cards to pay for their ticket through the use of contactless technology in a project involving Stagecoach, Mastercard and RBS WorldPay.

By embracing new technology, providing high quality services and offering good value travel, Stagecoach aims to attract even more people on to greener, smarter travel.

Tram network will more than double in size

AS OF 1 April 2011, Greater Manchester Passenger Transport Executive changed its name to Transport for Greater Manchester. The organisation has also taken on new responsibilities for the road network in Greater Manchester as part of this change.

Greater Manchester has let the contract for an expansion of the Metrolink tram network, which will see it almost treble in size.

The Metrolink expansion project will more than double the existing number of stops – from 38 to nearly 100 – and it is planned that a smart ticketing system will be introduced. To put this into context, the London Underground has 260 stops.

The new ticketing system will use both ITSO-compliant smartcards and contactless bank cards.



Flexible

Passengers will be able to load ITSO-compliant smartcards online, at ticket vending machines or Travelshops, or use contactless bank cards to pay as they go. The scheme will also include concessionary and season tickets.

Metrolink passenger journeys are expected to treble from the current 20 million a year to 60 million a year.

Dave Busby, Transport for Greater Manchester's Integrated Systems Manager, said: "The focus is to provide customers with a flexible, comprehensive, user-friendly service which offers an effective alternative to the car by breaking down the barriers to entry.

"By offering the use of both ITSO cards and contactless bank cards to effectively hold the ticket products, we hope to encourage more use of the system and reduce our costs of sale."

In another initiative, next month will see

• Journeys are set to triple to 60 million a year on ITSO-smart Manchester trams

the final stage of the rollout of the 'igo' young person's travel pass for 11 to 16 year olds, when it will become compulsory. This pass proves the holder's eligibility to pay half the adult fare on bus services in Greater Manchester.

There is a £5 charge for the pass, but there is an additional reduction of £1 on the SystemOne weekly season ticket and applicants also get various money-saving vouchers and discounts on food and entertainment.

Like the Transport for London (TfL) and other systems, passes can also be used to control unruly behaviour on public transport through confiscation, and drivers no longer face on-board challenges from young people about their age.

The next challenge for Greater Manchester is looking at smart ticketing for all bus and rail services. Greater Manchester's transport network covers 496 square miles. With some 2,500 buses

run by three main operators and up to 40 smaller, commercial operators, that is quite a challenge.

A small pilot scheme has already been held in Bolton through the sQuid card, which can be used as a concessionary card and topped up online for pay-as-you-go fares. It can also be used as a citizen card to access libraries and local amenities.

Said Dave: "The sQuid scheme has established that we can get the technology to work. However, we are now looking at a much bigger picture, joining up tram, bus and rail.

"Rail will be key to all of this and the franchises for trains running in our region are coming up for renewal over the next few years.

"We will be working very closely with the Department for Transport (DfT) to find something that works for our residents."

Cheshire team are now offering their smartcard expertise for new schemes

WARRINGTON Borough Transport in Cheshire successfully launched an ITSO smart scheme in February 2011.

This brings the total number of ITSO smart buses in the Cheshire scheme up to 500. As well as accepting national concessionary passes electronically, all Network Warrington services are accepting the Cheshire Travelcard – the multi-operator Cheshire stored value smartcard.

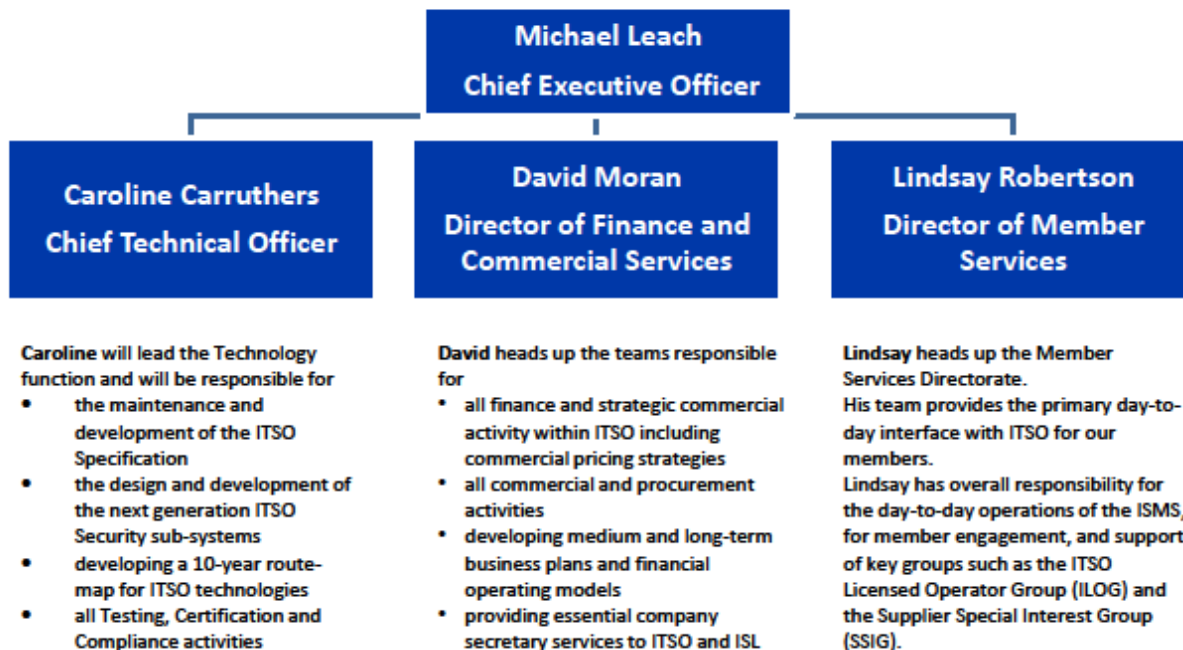
The driving force behind all the smart ticketing in Cheshire is Cheshire's Integrated Transport Service, based in Ellesmere

Port. This local authority team is responsible for delivering smart concessionary travel in the four 'Cheshire' Authorities.

Their achievements include managing passholder data, producing smartcards (concessionary and commercial) in-house, and getting operators ITSO smart.

The team are now offering their expertise to help other local authorities and operators go smart. If you would like some assistance with delivering concessionary passes or getting buses ITSO smart, contact Colin Kennington on 01244 973723 colin.kennington@cheshirewestandchester.gov.uk.

ITSO: Key roles and responsibilities



New Chief Technical Officer and Service Analyst appointed

WE are delighted to announce that Caroline Carruthers has accepted the Chief Technical Officer position and will start with us on 6 June.

Caroline will be leading the technology function on developing the next generation of the ITSO Specification and related security sub-system.

She is also recruiting and will be managing a team to run the new testing, interoperability and demonstration suite in Milton Keynes.

Caroline comes to us from RM Education where she has been focusing on providing the technical capability

behind the delivery of the national GCSE and A Level exams.

- **Joseph Nelson** joined ITSO's Member Services Directorate on 21 March as a Service Analyst and is responsible for providing registration and other ISMS-related services for specified clients, managing incidents and service levels.

He joined ITSO after working at Warwick University as an IT Service Analyst for more than two years where his main responsibilities were ensuring the restoration of services to both staff and students.

Prior to Warwick University, Joseph

worked as a Technical Support Analyst with Fujitsu-Siemens.

Joseph is very active in church. He also enjoys watching football and - just for the record - is a Chelsea fan.

Joseph replaces Keely Mayo who left ITSO to travel and undertake volunteering work. We wish Keely well and are happy to pass on any messages from well-wishers.

He can be contacted on 07912 731824 email joseph.nelson@itso.org.uk.

- See organization chart above outlining main duties of some of the senior team. More to follow next month.

Pulling his weight ... and just a bit more

ITSO's finance guru David Moran is going on the pull in May and, strangely, his wife Lindsey is going with him.

But it's all for a good cause and the pulling in question is either a 68-tonne Airbus 320 or an 180-tonne Boeing 747 plane. After the couple have run a half marathon in New York's Central Park, obviously...

David, who is ITSO's Director of Finance and Commercial Services, is helping raise funds for UK children who suffer from neuroblastoma. Treatment and research is very limited in the UK and children are having to travel to America to boost their survival chances.

The Morans are joining a 90-strong

team of mainly Metropolitan and Essex Police workers who are heading to New York for the second year where they will run with, and compete against, the city's finest - the NYPD. The jet pull will take place at JFK airport and involves teams of around 12 competing against each other to pull the plane 25 feet in the quickest time.

Said David: "When a friend in the Met told us about the brave children fighting this cancer, and the importance of raising funds through the charity to help a little boy with his treatment, we thought it was fantastic to have the opportunity to be involved."

If you are interested in finding out more see www.justgiving.com/dmoran.



Getting up to speed with ITSO

WELCOME to the second snippet from our ITSO Dictionary which is aimed at translating ITSO-speak into English. You can find the full ITSO Dictionary on the ITSO [website](#) in the About ITSO section

CPICC Concessionary Pass Issuing Cost Centre	The electronic cost centre number which applies to the Travel Concession Authority which has issued a national concessionary pass for an elderly or disabled person. This number is used to centrally process and re-charge the costs of concessionary travel back to the appropriate authority.
IoP ITSO on Prestige	A scheme to ensure that Transport for London's travel systems will eventually be able to read ITSO-compliant smart devices. The scheme is under development and expected to go live by June 2013. IoP is important for travel operators wanting to implement smart ticketing, and whose passengers spend part of their journeys on the London transport network.
ISL ITSO Services Limited	ITSO Services Ltd provides computer back office processing services for local authorities in relation to the English national concessionary travel scheme, where those authorities do not have their own smartcard systems. It also offers advice and support to help those authorities go 'smart'.
ITSO Specification	The ITSO Specification is a highly secure technical electronic platform on which smart ticketing schemes can be built. It defines how different smart ticketing systems should 'talk' to each other. The ITSO specification is unique in that it covers all components of transport smartcard schemes - media, point of service and back office systems. Copyright of the specification belongs to the Crown. ITSO Ltd is a membership body consisting of transport scheme operators and the governments of England, Scotland and Wales. ITSO Ltd is the guardian of the specification.
NFC Near Field Communications	A short range high-frequency wireless communications technology which can be used for ticketing or other payments, currently mainly used in mobile phones. The mobile phone can be used to buy electronic tickets online. A transmitter and microprocessor in the mobile phone enable the electronic ticket that has been bought to 'pay' at a ticketing barrier or machine when 'read' by the ticketing
POST Point of Service Terminal	A ticketing machine where a smartcard can be used to either load or process tickets either on bus/train or in the station.
STR Stored Travel Rights	Electronic cash or e-money. Money is paid and the smartcard containing STR is topped up giving the user the ability to pay for journeys as they are taken.
SV Stored Value	Where a passenger can pre-purchase tickets for services using an electronic smartcard then use them to pay as they go.

Contribute to your newsletter

If you know of someone who would like to receive this newsletter, or no longer wish to receive it yourself, please contact Sheila MacDonald directly.

If you wish to contribute to ITSONews please contact Sheila MacDonald, Communications Advisor, on 07880 683023 email sheila.macdonald@itso.org.uk.