

DfT Fund news is good for ITSO schemes



SEVERAL ITSO-compliant schemes featured in the recent good news announced by the Department for Transport on successful bids for the first tranche of the Local Sustainable Transport Fund (LSTF).

Other projects have been invited to re-submit bids through the next round, which also includes larger bids, with an announcement due next summer.

This first allocation of funds totalled £155 million for 39 projects involving 37 local authorities. Successful bids which involved ITSO schemes included:

- Bristol in partnership with Bath and North East Somerset, North Somerset and South Gloucestershire: £5 million for West of England Key Commuter Routes including roll out of a shared ITSO-compliant HOPS and smart ticketing scheme.
- Cumbria: £4.89 million for a variety of projects including the GoNoWLakes card for the Lake District which will include pay-as-you-go travel, groupsave discounts and season tickets for three, seven or 14 days in the year. The aim is to develop the ITSO technology to include car park

payments and train tickets, as well as reward points, visitor attraction entries and special combined travel and entry packages.

- Leicester: £4.4 million includes funds to promote the county's ITSO-compliant smart ticketing initiatives.
- Nottingham: £4.9 million to deliver an ITSO-compliant integrated multi-operator smartcard plan.
- Oxfordshire £5 million: Including further development of the integrated and interoperable ITSO ticket scheme to be launched later this month.
- Reading: £4.9 million includes plans to make the existing ITSO-compliant system truly interoperable across transport services, as well as realising the cards' full potential to offer discounts, rewards (e.g. free sport and culture sessions) and incentives if price or value is a barrier to public transport use. Reading's bid says they also intend to extend the system to other transport uses to enable integration with parking charges (e.g. residents' permits and pay and display proposed in the area) and cycle

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hire in order to increase travel choices.

- SWSAL (South West Smart Applications Limited): £3 million. The bid to the Department for Transport was led by Plymouth City Council and the aim is to roll out ITSO-compliant smart ticketing throughout the South West of England.
- York: Sustainable Transport York £4.6 million including a plan by the principle bus operator, First, to invest £500,000 in ITSO-compliant ticketing equipment by 2012.

•If your scheme isn't featured here or you want to tell other members more about it, please contact Sheila MacDonald, Communications Advisor, on 01908 255487, email sheila.macdonald@itso.org.uk.

Fees and pricing

MEMBERS should have received invoices for fees, and requests for projected and actual annual turnover figures.

If you have any queries concerning these please contact Kim Clarke of Member Services on 01908 255485 email kim.clarke@itso.org.uk.

Upgraded ISMS is performing well

THE upgraded ISMS is performing very much as expected. Between it being brought into production in mid May and the end of June it has processed over 1.3 million messages.

By comparison, the average month before the upgrade would have seen

around 300,000 messages processed. Last month 53,607 ISAMs were connected, compared to 23,184 in June last year.

All queries concerning the ISMS should be directed to the ISMS Service Desk Hotline on 01908 255477 or email

Testing moves in-house

AS planned, testing and certification is now being carried out by the in-house team at our Milton Keynes premises.

Building on the work carried out by Clear2Pay in Belgium over the years, the ITSO team will be using all the same test tools as before to test and certify everything within the ITSO environment, for example HOPS, CMDs, ETMs and interoperability.

Work started with our first two suppliers this week and we already have several more suppliers lined up to test in Milton Keynes.

Any queries concerning our testing and certification services should be directed to Testing Services Senior Analyst Ashfaq Hamid on 01908 255467 email ashfaq.hamid@itso.org.uk.

Welcome from the CEO

WELCOME to the July edition of ITSONews, which is full of very exciting ITSO developments across Great Britain.

For ITSO Ltd, our highlight was undoubtedly bringing Testing Services in-house for the first time, a move that will enable us to get much closer to the ITSO Supplier community and, in turn, understand the Operating community challenges more effectively.

I'm sure you will agree that this is a significant step forward for us as an organisation.

I invite you all to visit us in Milton Keynes and to discuss how we will be using this latest change to provide improved services and standards for all of our members.

As always, we need to hear of your issues and successes so please continue to keep in touch with your plans or challenges.



Regards, Michael

Maggie joins technical team

MAGGIE Kenny joined ITSO on 21 June as a Technical Tester.

She will be working with Ashfaq Hamid on a variety of testing, certification and interoperability projects now that this function has transferred over from the Integri/Clear2Pay suite in Belgium.

Maggie started her career in IT just over 12 years ago in software development and support. She moved into testing five years ago and has worked for companies such as Microsoft Ireland, Barclays Capital, Clifford Chance and Norton Rose.

Originally from Dublin, Maggie moved to London four years ago. Her hobbies are art and design, reading and music.

Maggie can be contacted on 01908 255463, email maggie.kenny@itso.org.uk

From the Chair

There was an important first at the end of last month.

When I took over as Chairman I thought it unusual that the monthly Board meetings should take place in London when the company has very suitable offices in Milton Keynes.

Fellow directors thought the same way and so we agreed that we would alternate Board meeting between London and Milton Keynes on a trial basis.

The very first meeting of the ITSO Ltd Board to be

held on ITSO soil in Milton Keynes took place on 29 June. I think that everyone present thought it was a great success.

There were opportunities for ITSO Board Directors to meet people whom they have not seen before and to get to know better Luminar House and the work going on in it.

The main business of the Board this time around was to discuss and agree the 2011-12 business plan. It's been a long time in preparation and virtually everyone in the company has had a hand in it. But all the hard work paid off



because the Board agreed to the plan and it is now being put into effect by Michael and his leadership team. So now comes the real task of delivering the plan. There are some

demanding targets and timescales in it, but having met quite a few of you now, I can see that you are definitely up for the challenge.

I have asked Michael to make the core of the Business Plan available to our members and I know that you will all give your support to him and his leadership team to ensure the critical activities are achieved to time and to budget, and that the vision of nationwide, multi-operator, multi-supplier and multi-modal interoperable smart ticketing can be realised.

STR pilot in Wales will use online top-ups

THE Welsh government is implementing a pilot scheme on bus using the ITSO Stored Travel Rights (STR) e-purse or 'stored value'.

This will build on the configurable platform of smart ticketing in Wales and extend the concept for STR beyond simple on-bus or retail cash top-ups. It will include a live trial of auto top-up by a method in the specification which avoids using action-lists to activate top-ups on cards.

Instead, the card is pre-authorised for automatic top-up and only hotlisted if the bank refuses the payment to the scheme. A customer deposit covers the risk of payment refusal.

An incremental approach to the pilot will allow wider lessons to be learned than just technical ones, including customer acceptability and perceptions of the e-purse scheme, the financial risk model and potential customer take-up levels. Information gathered will be fed back into any future scheme design for Wales beyond the pilot.

sQuid

The pilot will launch later this year and is being jointly developed by sQuid/ACT with MVA Consultancy project management input. It is coordinated and funded by the Welsh Government.

Initial participating operators are Arriva Plc in the Bangor area and Newport Transport Ltd in Newport. Negotiations are continuing with a number of other



• **Scott Pearson of Newport Transport** operators who may join at the outset or at a later stage of the pilot.

The bus ticketing equipment, supplied by Parkeon in each area, already supports ITSO-compliant smartcards and has been accepting concessionary passes for a number of years already.

"For the pilot scheme they will also support the electronic purse and provide on-bus top ups. However users will also be able to sign up on the sQuid portal in later phases of the pilot for the auto top-up facility.

Although just into the design/deploy

phase, the ITSO-compliant equipment has already passed tests run by MVA to prove that cards with ITSO STR TYP2 interoperated 'straight out of the box' between Arriva and Newport Transport for on-bus top-ups and usages using the 'configurability' of Parkeon's ETMs.

Passengers will find, having signed up for auto top-up online and been accepted, that once their cards reach a pre-determined low threshold level they will automatically be topped up by the agreed amount. Those not wishing to sign up will be able to top-up at retail shops or, where acceptable to the local operator, on bus.

Welsh Government Project Manager Viv Collins said: "This is another exciting step forward in making public transport in Wales as user-friendly as we can. The evidence so far from using smartcard technology on our buses is that passengers like it and now we wish to extend the smart facilities to other groups of passengers by providing a convenient means of cash payment."

Jeremy Meal of MVA said: "This will make public transport smarter, faster and more convenient by removing the time and hassle from top-ups at a travel shop or on-bus involving cash-handling. The incremental pilot approach will help us iron out any wrinkles in the deployment and better inform any final scheme based on users' feedback from both customers and operators."

Encourage

Scott Pearson, Managing Director of Newport Transport, said: "The continued introduction of smartcard technology in Wales is an important step to encouraging more people to consider using public transport.

"In 2010 we became the first bus operator in Wales to launch an ITSO compliant commercial smartcard and this product has led to more new customers using our services.

"This new top-up product gives bus users in Newport further flexibility and opportunity to use public transport and we believe that this is something that can be mirrored across the whole of Wales."

Chris Betts of Arriva said: "We have been keen to build on the smart ticketing platform we already have and are delighted that the Welsh Government is sponsoring this pilot to better inform the future direction of commercial ticketing and what customers want here in Wales."



Baker sees Stagecoach go Smart in Manchester



• Transport Minister Norman Baker (left) and Stagecoach Manchester Managing Director Chris Bowles at the launch

TRANSPORT Minister Norman Baker launched StagecoachSmart in Manchester on 30 June.

The commercial smartcard scheme uses ITSO technology and a system by Vix ERG which allows passengers to sign up to the company's new Megarider Xtra ticket which allows monthly payments to be debited from the customer's bank account on an agreed date each month, meaning they no longer have to renew their ticket manually.

The Megarider Xtra ticket is stored on their StagecoachSmart travel card and simply remains valid for travel until the payment is cancelled.

Mr Baker said at the launch: "Smart ticketing can lead to more efficient, seamless journeys for passengers. I want to see this being rolled out to all modes of public transport in England as quickly as possible and this announcement from Stagecoach is another positive step towards that."

More than 40,000 smartcard

transactions - for both commercial and concessionary travel - are already being made on Stagecoach Manchester's bus services each day.

Stagecoach Manchester Managing Director Chris Bowles added: "With around 98 million journeys made on our buses each year we know we have a responsibility to our customers to continue introducing new technology and new ideas to improve their travel experience. We believe the launch of StagecoachSmart will encourage even more people to try our greener, smarter bus services in Manchester."

Concessions

Stagecoach has already introduced StagecoachSmart travel cards at its bus companies in Cambridgeshire and Oxfordshire after becoming the first major UK bus operator to install smartcard-enabled technology on its entire 7,000 fleet of buses outside London

The company also uses smartcard technology to record English National

Concessionary Travel Scheme journeys on its services in Manchester, Lancashire, Cumbria, Tyne and Wear, Teesside, Oxfordshire, Cambridgeshire, Bedfordshire, Northamptonshire and East Kent and East Sussex.

Stagecoach also has concessionary travel smartcard schemes in place in both Scotland and Wales.

In 2008, Stagecoach Group launched the UK's first national rail smartcard pilot on its South West Trains franchise. South West Trains now has live ITSO smart ticketing at around 100 stations on the network.

Stagecoach has also recently introduced live 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.

Stagecoach Group Finance Director, Martin Griffiths, said: "We are proud to be at the forefront of delivering the Government's smartcard aspirations."

Click [here](#) for full press release.

Cambridge busway

PASSENGERS in Cambridgeshire will be able to use their ITSO-compliant smartcards on the new guided busway when it opens on 7 August.

The Busway route connects Huntingdon, St Ives, Somersham and



Cambridge and ties in with park and ride schemes with the aim being to reduce congestion in the city.

Both Stagecoach and Whippet already have ITSO-compliant multi operator commercial ticketing schemes in place and they will now be sharing the guided busway route.

Click [here](#) for full press release.

Thamesdown news

THAMESDOWN Transport has just specified Parkeon's Wayfarer200

platform to dual read concessionary passes and its own commercial smartcard scheme.

The company has brought forward the replacement of its current Wayfarer system to take advantage both of a regional grant and the BSOG ITSO incentive.

The order will roll out across the 90-vehicle fleet from September and will make the operator one of the first to utilise the West of England ITSO HOPS facility.

Click [here](#) for full article in Swindon Business News.

Buses are getting it together in Oxfordshire



A NEW interoperable smartcard ticketing scheme will go live across Oxford from 24 July.

The new Oxford SmartZone scheme will offer a range of joint ticketing deals on Oxford Bus Company, Stagecoach and Thames Travel routes within Oxford. This scheme uses the ITSO environment.

Passengers will be able to buy 1 week, 4 weeks, 13 weeks and annual passes for the Oxford SmartZone with travel costing from as little as 96p per day.

Each of the bus companies' own smartcards can accept Oxford SmartZone

products, which can be bought online via each company's own website, so passengers can store all their travel on one smartcard.

Passengers who already have an Oxford Bus Company Key Smartcard or a StagecoachSmart card will be able use their existing cards to store the new SmartZone products.

The bus companies have coordinated timetables on the city's busiest routes to cut congestion.

Transport Minister, Norman Baker, said: "I strongly welcome the introduction of this innovative new bus scheme for

passengers in Oxford. This is exactly the sort of operation that I want to encourage more of – Oxford is leading the way in providing better local transport services by using a partnership approach and making good use of smart ticketing technology.

"This new scheme will deliver greater flexibility and better services for passengers, reduce congestion and cut carbon, so it's a win-win for everyone. It also demonstrates that creative solutions for running better bus services can be found, even in this financial climate."

Click [here](#) for full press release.

Centro and National Express in £25m deal



• National Express chief executive Dean Finch (left) and Centro chairman Cllr Angus Adams

WEST MIDLANDS public transport authority Centro and National Express (NXWM) have signed a new agreement which will bring £25 million of improvements to the region's bus network.

The deal includes a commitment to building on the existing ITSO-compliant smartcard scheme for ENCTS passes with a view to commercial ticketing opportunities and more use of real time information.

National Express Chief Executive Dean Finch said: "National Express West Midlands is delighted to be renewing its partnership with Centro which will build on

major improvements to bus travel right across the West Midlands delivering new greener buses, an extension of the Smartcard system and the development of a smartphone app."

The agreement will see a joint Transforming Bus Travel taskforce press ahead with further reviews of local bus networks, building on the success achieved by recent reviews carried out by Centro and NXWM in East Birmingham and North Solihull, North Walsall and South Birmingham.

The new networks have involved modernising routes and improving timetables so they are more relevant to existing and potential passengers.

The taskforce will also drive forward other quality improvements, such as enhanced driver training, in order to maximise the potential for bus as an attractive journey option.

Cllr Jon Hunt, Centro's vice chairman and lead member for bus, said: "It's important for passengers to realise that Centro is working closely on their behalf with NXWM and other private bus companies to bring about improvements on all sides. I'm especially excited about the prospects for moving forward on smartcard ticketing."

Click [here](#) for full press release.

Contribute to your newsletter

If you wish to contribute to ITSOnews please contact Sheila MacDonald, Communications Advisor, on 01908 255487, email sheila.macdonald@itso.org.uk.