



View from the Chair

I TAKE great pleasure in introducing myself to you as the new Chair of the ITSO Board.

It is an exciting time to be joining, because ITSO Ltd is really taking off after spending years developing an appropriate specification which lays a firm foundation for the facilitation and implementation of smart ticketing throughout the country.

Our mission now is to create an IT environment which enables the delivery of modern, efficient smart ticketing systems that operators and passengers want to use because it is at a price that is commercially attractive and offers value to the taxpayer.

My role now is to use my public and private sector experience to work closely with the Board, ITSO CEO Michael Leach and his management team to deliver a high quality, reliable product that commercial operators want to pay for, that their customers like to use and to do all this in a way that meets Ministers' expectations and their national vision.

I look forward to meeting many of you as soon as I can. In the meantime, please feel free to contact me at mike.fuhr@itso.org.uk

• See Mike's biography on page 5

CEO update

WELCOME to this edition of ITSOnews.

The last month was a particularly eventful one for ITSO Ltd, beginning with the retirement of Jack Paine from his role as ITSO Board Chair, progressing through the final stages of the ISMS migration project through to go live on 18 May and culminating in the appointment of Mike Fuhr as the new ITSO Board Chair. Mike has written the first of what I hope will become regular contributions to ITSOnews and I am sure that you will welcome his expertise and approach.

As many of you will know, Jack played a key role in the continuing development of ITSO as Board Chair from June 2009 through to the end of April. He has decided that the time is right to focus on his personal activities and is looking forward to his retirement in Dorset. I am particularly grateful for his support and leadership and am sure you will join me in wishing him all the best for the future.

The migration to v1.5 of the ISMS is now complete and I am delighted with the improvements in performance and stability this upgrade has provided for this critical service. Whilst the successful completion of this project is a milestone to celebrate we remain committed to making sure every element of ITSO Ltd's services are able to meet the needs of our members. I'll say more about our immediate plans on this front a bit later.

In other news, I am delighted that the new Technical Directorate team is really starting to take shape. Our new Chief Technical Officer (CTO), Caroline Carruthers, started formally with us on 6 June and we've an introduction to the new members of her team later in ITSOnews.

The plan for the months ahead

As many of you will know we are now in the final stages of migrating our Testing and Certification services from Belgium back in house to our offices in Milton Keynes. Over the past few months we have been working alongside Clear2Pay (Integri) to make sure the transition is as seamless and hassle-free as possible. With Caroline's arrival, responsibility for Testing and Certification services now



transfers into the Technical Directorate. I would like to take this opportunity to thank Lindsay Robertson for leading the work to bring testing back in house and am sure you will all start to see the benefit from this change over the coming months.

Plans for the longer term

We are committed to demystifying ITSO and making sure it has a long-term future. 2011/12 will see us focus on two major activities in support of this aim, firstly focusing on the development of a 10-year route-map and secondly on undertaking the first business-orientated review of the ITSO specification.

Over the next few months, in partnership with the Department for Transport, we will be conducting workshops and closed-communication meetings with the ITSO Licensed Operating community to understand how best to take the ITSO Specification forward. We will then expand the workshops to include the full ITSO community and incorporate this into the first draft of the 10-year route-map and the potential development of v3 of the ITSO Specification.

We anticipate that this process will be

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CEO update

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as much about what should be removed from the Specification as what could be added, but wish to stress that no changes will be made without undertaking significant regression testing between earlier versions and the potential v3.

If you have any questions regarding this process please contact Markus Buhmann, Solutions Architect, on 01908 255466 email markus.buhmann@itso.org.uk

Upgraded ISMS is live and kicking

THE very welcome upgrade to version 1.5 of the ITSO security management system (ISMS) went live on 18 May.

Since then HOPS providers have been using the system extensively (in many cases 24x7) and, barring a few initial teething problems, it is now working well. We have seen a significant increase in both throughput and stability which have removed the need to ration access to the ISMS.

The improved capacity and stability now mean that HOPS providers can address their backlogs to ensure operators can launch new schemes or maintain existing schemes in an assured and timely manner.

In the first two weeks of operation v1.5 processed nearly 400,000 messages, a substantial increase on the 95,000 monthly average over the last six months.

We have also increased the ITSO Service

Management support hours for ISMS issues to 7am to 7pm Monday to Friday from the original 9am to 5pm levels. Members now also have the extra assurance of the ISMS being monitored in-house by the ITSO service management team which is able to see on a live basis the volume and type of messages being processed. This means they can rapidly address any issues if they arise.

The Service Management team forms part of the Member Services Directorate and can be contacted by phone or email to address any members' queries regarding the ISMS. Weekend support can also be made available by prior arrangement.

Our sincere thanks to Lindsay Robertson, Director of Member Services, and his team for their excellent work in bringing this project to completion.

All Member queries concerning the ISMS should now be directed to the ISMS Service Desk Hotline on 01908 255477 or email ismsdesk@itso.org.uk.

ISMS Messages Breakdown (18-31 May 2011)	
Incoming Messages	237,623
Outgoing Messages	157,915
Total	395,538

Board agrees to price rises in line with RPI of 4.8%

OVER the last five years ITSO has managed to absorb many inflationary related price increases. However, at the ITSO Board meeting on 25 May, the decision was taken that it was now necessary to increase some charges in line with the December Retail Price Index of 4.8%.

These increases will enable ITSO to move closer to actual cost recovery for core business-as-usual activities, and will help us provide an improved and more effective level of service to existing and new members.

The new charges are effective immediately for the financial year commencing 1 April 2011, with the exception of new ISAM purchases for which the new rates became effective from Friday 3 June.

We are pleased to advise that, as part of the migration to v1.5 of the ISMS, we have been able to negotiate the removal of the frame download charges from the ITSO Pricing Schedule with effect from 1 May 2011.

We are confident that some members may find the effects of the price increases are offset by the removal of frame download charging.

There is no change to the ITSO Licensed Operator Fees), or to the current charging for Testing and Certification Services.

Performance

Whilst we appreciate that any increase in costs are unwelcome in straitened financial times such as these, we are committed to improving our services to you.

A key demonstration of this can be found with the upgraded ISMS v1.5, which is registering a significant processing speed improvement over the previous version and has also enabled direct and real-time visibility of the ISMS performance to ITSO Ltd for the first time.

We have also expanded the hours of support around this critical system, as detailed above. Each HOPS provider has been advised of the process for using this support.

The Board has also initiated a

fundamental review of the ITSO Pricing Structure, including Testing and Certification, with recommendations from this to be presented to the wider membership at the Annual General Meeting in December for validation and approval in line with the ITSO Articles of Association. Any price changes arising from this review would be effective as of 1 April 2012.

We have sent letters to member organisations explaining the decision and its effects. We will also shortly be issuing individual invoices concerning membership fees for the financial year 2011/12. Other fees and charges will be reflected in individual invoices as and when products or services are required.

We will be updating our website with a full list of fees, charges, terms and conditions.

Please contact us if you wish to discuss any aspect of the new pricing structure and how it affects you.

In the first instance contact Kim Clarke of Member Services on 01908 255485, email kim.clarke@itso.org.uk.

Integration on the cards for Leicestershire



• Lined up and ready to go smart: Five bus operators in Leicestershire

FIRM plans are now in place for the first phase of Leicestershire 'going smart and integrated'.

Leicester City Council, which has led on the initiative, can now report that buses will be the first on line. However the councils in the county have exciting plans to make full use of their smartcard system on both the transport and citizen fronts over the next six years.

They are looking at gradually introducing commercial, multi-operator schemes and bringing rail, taxi and bike schemes on board. Work is already underway with the new City Centre Bike Park to trial smart ticketing for new bike park members. Membership will be confirmed on smartcards, allowing access to the bike park and its services.

The Council is also looking at using the smartcards for multiple applications in universities door access, libraries, small purchases in the union and term time travel passes), for council services such as libraries and leisure centres, and even as e-purses (electronic pay as you go) for use of things like the council scheme where you can have your bike serviced.

A wider retail network for the e-purse will also be explored to include local businesses such as cafes.

Leicestershire is one of nine major urban areas sharing Department for Transport (DfT) funding to support smart ticketing over the past two years.

The DfT approved the use of a clawback from the bus operators to allow the Councils to fund the purchase of ticketing machines.

Eighty per cent of the capital cost of the

Eighty per cent of the capital cost will be paid back over six years from the Bus Service Operators Grant

machines will be paid back to the scheme over six years from the Bus Service Operator Grant (BSOG) uplift that can be accessed by going smart.

This arrangement will secure the continuation of the project once the DfT funding ends.

ACT have been appointed to provide the back office IT processing system and expect it to go live this month (June).

Leicestershire is working with five bus operators: Arriva, Centrebuss, First, Kinch and Thurmaston, running around 500

buses in total with current passenger journey numbers of around 50 million a year.

All have plans in place to buy upgraded electronic ticketing machines. Arriva expects to be the first to go live by July and others will follow, with completion expected by the end of this year.

Leicestershire currently has a paper flexi ticket system which allows passengers to travel on any bus, for unlimited journeys for £4 a day. It is not widely used, however there is an intention to see if this can be expanded through going smart.

Market research undertaken as part of the smart ticketing scheme has shown that more than 20 per cent of bus customers regularly use more than one bus company to travel.

The eligible elderly, disabled and unemployed people in Leicestershire already have ITSO-compliant smartcard concessionary passes which were introduced as part of the national rollout.

Operators are looking to attract more passengers through a more efficient service which allows more accurate timetabling and shorter running times through decreased boarding times enabled by the use of smartcards.

Help us spread the news of your successes

WE want to make sure we keep existing and new members up to date with what is happening in the world of ITSO smart ticketing.

We aim to launch a news ticker-tape on our website home page featuring scheme launches and updates. And, of course, we want to regularly feature your success stories in this newsletter.

Communications Advisor Sheila MacDonald will be contacting you with a view to making sure we are abreast of all your news.

This month we celebrate good news stories from Stagecoach and the Go-Ahead group.

Flashing the key around

TO help celebrate the launch of 'the key' smartcard on 12 May, Go North East used flashmobs around its region.

The flashmobs broke into song on buses and at shopping centres, using Urban Cookie Collective's The Key: The Secret.

The key stores tickets for Go North East's Buzzfare or Get Around tickets. The operator provides the smartcard free to customers who can register online, by telephone, or at a travel centre.

Videos from the event can be viewed on [YouTube](#). Photographs can also be found on [Flickr](#). See more info in Go North



East's [press release](#).

Smart passenger numbers up

THE Go-Ahead group also released an interim management statement on 5 May which showed passenger numbers on bus services up by 7.2% and on rail by 5.8%.

The statement says: "This is a result of effective marketing, a continuing shift away from cars and onto buses and trains, and initiatives such as smartcard ticketing which we have begun to roll out across all our operations."

Go-Ahead's smartcard 'the key' is ITSO-compliant and the group is steadily

introducing it around the country on bus and rail.

More info can be found in the full interim [statement](#).

Stagecoach North East goes smart

CONCESSIONARY passengers on Stagecoach North East buses can now tap their [smartcards](#) rather than flash them, because new ITSO-compliant machines have been installed.

If you want to share your news contact Sheila on 01908 255487 or sheila.macdonald@itso.org.uk.

Going smart for taxi vouchers will save Cheshire cash

MOST readers will be familiar with Cheshire's ENCTS concessionary passes (which are ITSO smartcards).

Cheshire West and Chester Council also offer disabled residents and rural residents the option of trading in their ENCTS pass for taxi vouchers and an ID card where they are too disabled to use a bus or live in a very rural area not served by buses.

Innovative

In the past, simple paper taxi vouchers have been issued, giving potential for fraud and misuse. Under the old system it was easy to get vouchers and pass them onto somebody else to use.

This has all changed, thanks to further innovative work by Cheshire's smartcard team and their suppliers ACT (who have modified the cardholder management system/CMS) and ESP (who are printing the vouchers).

Taxi voucher customers' details are now

recorded in the CMS, making it easy to ensure that the customer only receives either an ENCTS pass or taxi vouchers. This data is then used to produce a Taxi User ID card.

Although used as a flash pass for now, these are actually ITSO smartcards ready

“The savings produced by the new scheme in just the first year are greater than the costs of setting it up”

- Colin Kennington

for further developments. For example, the taxi voucher money could be loaded onto the smartcards and deducted using readers in the taxis. These cards are produced in-house by the Cheshire team at Ellesmere Port.

Each customer also receives a set of taxi vouchers which are used to pay for

travel. There is no restriction on when and where they travel – each person gets £72 in vouchers for a year, but when they have used the vouchers up, they are gone.

Each of these vouchers is personalised to ensure they are used by the correct person and contains a barcode.

When the vouchers are redeemed by the taxi operators, the barcodes are scanned into the CMS to prevent them being used more than once, and to provide a complete record for operator redemption.

The operator returns them to the Cheshire team, who scan them into the CMS, so there is a complete record of all the vouchers issued to each individual and when they have been used.

Colin Kennington, Cheshire's Principal Transport Officer, said: "The savings produced by the new scheme in just the first year are greater than the costs of setting it up."

Board appoints new chairman Mike Fuhr

MIKE FUHR from the Department for Transport officially succeeded outgoing chairman Jack Paine at the ITSO Board meeting on 25 May.

Mike has over 30 years' experience of the government sector - especially the strategic handling of the public/private sector interface - and until recently was DfT's Director of Major Projects. He now works part-time for DfT on a number of commercial issues.

Mike was heavily involved in getting the

£16bn Crossrail scheme established as a going project and was a main board director of the Crossrail company, Cross London Rail Links Ltd.

Before that, Mike was Government Sponsor for the Channel Tunnel Rail Link (now High Speed 1) and was instrumental in the financial restructuring that rescued the project in 1998.

More recently, he led the DfT team involved in restructuring the High Speed 1 and Eurostar businesses and preparing

High Speed 1 for sale.

Outside transport projects, Mike led the DfT Olympics Programme, helping to create the overall 2012 governance architecture.

Beyond transport entirely, in 2009 Mike was elected as an independent member of the Council of Sussex University.

Mike hails from Yorkshire and is (therefore) an ardent cricket fan, enjoying most sports - but these days mostly from the touchline.

Introducing our new technical trio

Markus Buhmann has joined ITSO's Technology team as **Solutions Architect** reporting to new Chief Technical Officer Caroline Carruthers.

Markus's primary responsibility will be helping to develop the 10-year road map from the technology perspective, including work around the new version of the ITSO Specification which is not expected to be introduced until June 2013.

Markus will also be working to continue to improve ITSO's technology offering to its members as well as offering advice and support for any ITSO-related technology projects that ITSO's licensed members are undertaking.

Prior to joining ITSO, Markus worked predominantly with large corporates primarily in the financial sector; firstly as a developer, then architect and finally as a Head of Technology immediately before joining ITSO.

Outside work, Markus spends as much time as he can with his wife and new son and cycling assertively through London on his folding bike.

Markus can be contacted on 01908 255466, email

markus.buhmann@itso.org.uk.

Ashfaq Hamid, our new **Senior Analyst, Testing Services**, says: "It's with great excitement I join the ITSO family. My focus will be on the testing deliverables and the surrounding governance processes.

"I see ITSO growing and positioning itself to better support the delivery of key transport and multi-application solutions to the public and I very much want to be a part of this.

"I've been fortunate to work as a Test Manager for organisations such as IBM, McAfee, Accenture and Deloitte, to name a few, and welcome the opportunity to share my knowledge and learn from individuals within the organisation.

"I'm a father of four wonderful daughters (yes, I did say four) who constantly remind me of the varied methods that can be employed to spend my cashsigh. In my spare time (when possible) I indulge in my passion for Super Sports motorcycles (like a few others I've met in ITSO).

"Drop me an email or pick up the phone, it would be great to get to know you all."

Ash can be contacted on 01908 255467 email ashfaq.hamid@itso.org.uk

Nick Tilbury will join us as a **Technical Analyst** on 9 June.

His duties will develop as the technical team grows and ITSO takes the testing and certification processes in-house later this year, but he will be helping members ensure their products are compliant.

Nick has worked in IT for over 20 years. He previously worked for the Open University in Milton Keynes and, for the last 10 years, worked for the TalkTalk Group.

He is married with two children, Holli and Alexandra, who are 10 and five years old.

Nick plays and follows most sports, including American Football, Football (Newcastle United), Unihoc - now there's a talking point for a start - and rugby (Northampton Saints).

Nick can be contacted on 01908 255467, email nick.tilbury@itso.org.uk

Marathon Morans raise hundreds in New York heat

ITSO's Director of Finance and Commercial Services, David Moran, managed to jog the half marathon around New York's Central Park in 25 degree heat on 19 May to help British emergency services raise some £60,000 to help UK children suffering from neuroblastoma to get life-saving treatment in The States.

David persevered despite a shoulder injury sustained while mountain biking in April. He was, however, unable to help

wife Lindsey when her team competed to pull a 68-tonne Airbus 320.

The Morans joined a 90-strong team made up of Metropolitan, Essex, British Transport and Suffolk police and London Ambulance and London Fire Service officers who were competing against, among others, New York's finest - the NYPD SWAT Team.

The jet pull took place at JFK airport and involved teams of around 12

competing against each other to pull the plane 25 feet in the quickest time. The British Police team came second to the Jet Blue Airline's Operations Team.

David and Lindsey personally raised over £700 and are still going. See www.justgiving.com/dmoran for more info or to donate.

David would like to say a special thank you to everyone who has given their support for this very worthwhile cause.

Getting up to speed with ITSO

WELCOME to another 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.

ABBREVIATION/FULL NAME	DEFINITION
ENCTS English National Concessionary Travel Scheme	A national scheme funded and run by the Department for Transport and administered by Transport Concessionary Authorities across England. The scheme provides all English residents over the age of 60, and eligible disabled people, with free off-peak bus travel on weekdays and all day at weekends and Bank Holidays. Within Greater London the scheme is linked to the Freedom Pass which additionally allows access to London Underground, London Overground, Tramlink, Docklands Light Railway and National Rail services in Zones 1 to 6 at limited times.
e-purse electronic purse	A smart device which can be loaded with money electronically to pay for goods and services.
ETM	Electronic Ticket Machine, primarily for use on buses.
HSAM HOPS Security Application Module	The electronic device fitted within the back office processing system which processes secure information.
IFM Interoperable Fare Management	A system which allows one card to be used to pay for different modes of transport or travelling with different operators. EU-IFM is a project which looks at interoperability between different European countries.
IPE ITSO Product Entity	The electronic form of a ticket or entitlement or payment mechanism in ITSO.
PHSAM Primary HOPS Security Application Module	The overarching security device held within the back office system which can 'talk' to the rest of the security devices throughout the smart operating system.
Smart	Using electronic processing systems.
Stoplisting	The process through which operators can ensure invalid or fraudulent smartcards may be stopped from use.
TOC Train Operating Company	A rail operator which has a franchise to operate a train service.
TVM Ticket Vending Machine	An electronic ticket machine usually found at a station and used to purchase tickets for travel.
TYP	TYP in the ITSO specification refers to an ITSO Product Entity (IPE) within the scheme reserved for a particular purpose. For example TYP 3 is used to store loyalty points which may be accrued to secure benefits from the operating company.

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.

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.