



# itsone news

www.itso.org.uk

## Gerry Cole sadly dies

It is with great sadness that we have to report the sad news that Gerry Cole, Chairman of ITSO's Security Management Committee, has passed away after a long battle with cancer. His wife Ann, his family, his work colleagues and many friends will miss him very much indeed, as will all of us in ITSO.

Gerry grew up in Security, building "non-stop" computer systems for banks with Tandem, then secure data networks with Racal before "graduating" to become a lecturer at Royal Holloway College under Professor Fred Piper. It was under Gerry that the fictional Sophie learnt Cryptography in the "Da Vinci Code"; just read the book to check! Gerry was for ever full of fun as well as a world expert on computer and data security.

As his coffin was committed we were all entertained by his favourite recording: Aage Hovland and his Wurzels singing "I've got a brand new combine harvester, and I'll give you the key". You've got to be of a certain age to appreciate that song, but ITSO was his brand new "Harvester" and he certainly made sure we were left with a world class secure set of keys under his tutelage. He will be sorely missed by all who worked with him.

**John Verity**  
Head of Compliance and Security  
ITSO



## UITP sets up new smartcard Forum

Many members of ITSO, particularly the larger operators, PTEs and Local Authorities, will know of the UITP. The UITP is an international organisation representing Transport Operators worldwide. It has particularly strong representation from Europe and enjoys a special relationship with the European Commission on transport issues.

ITSO and other European bodies dealing with Interoperable Fare Management (IFM) have been working with the UITP to agree a common position paper on IFMs and the use of smartcards in public transport.

The UITP now intends creating an IFM Forum with particular emphasis on smartcard consensus building, liaison with the Commission, and dissemination of Best Practice. ITSO will be keeping close relations with this emerging Forum.

## Best of British: A Ticket to Ride – for the UK

The Public Sector Supplier Group has recently issued a press release and open letter, seeking action from the UK Government in establishing a cohesive 5-year plan and national roll-out programme for interoperable smart transport ticketing in the UK, based upon the ITSO specification.

To see a copy of this release, please visit [http://www.pssg.biz/?Press\\_Releases](http://www.pssg.biz/?Press_Releases)

## Speed of Transaction

The ITSO Specification is a complex highly technical set of documents with over 1,000 pages of detail. But Licensed Operators will rarely be aware of all its minute detail. In many instances they will simply trust that equipment, whether media, POSTs or HOPS, "does what it says on the box". This is a key element of the ITSO Trust Model, and to support this, ITSO publishes a "mirror image" of the specification – the ITSO Test Scripts – and independently tests all equipment against it before we issue a certificate. This certificate says "this equipment does what the specification says".

For a Licensed Operator, one of the key elements of the Trust Model is that equipment runs at a speed necessary to support "flash and go". The original version of the specification (version 2.1) translated this as a series of specific transaction time targets between the POST and the ISAM. Since then the Board have approved a change (ISAD190) that makes these benchmark transaction speeds more meaningful to Operators. The changes, to be incorporated into version 2.1.2 to be published this summer, describe the benchmarks in terms of "real" external end-to-end transactions between media and POSTs. These target times are there for all POSTs to strive to achieve.

During certification, each POST will have a specified set of specific end-to-end card transactions measured, and the actual times for each media type determined. Actual timings will be reported alongside the certificate to allow Licensed Operators to make reasoned and accurate comparisons between different POSTs against their own specific needs. For POSTs, speed is normally of the prime essence. We have therefore agreed that for each type of POST, unless otherwise specified, the acceptable maximum transaction time is the same as the target. POSTs not meeting this level will not normally be certified.

But for some groups of POSTs there are other criteria that may come to the fore. For off-line bus ETMs the Board have agreed that acceptable

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## Changes to Integri Staff



Kelly and Tom have now moved on and ITSO welcomes two new testers: Guy Roels and Tanguy Dossin at Integri.

Both have been undergoing training in the ITSO Test Tools and Test Scripts for the past few months and are now fully up to speed.

## \*Special offer to ITSO Members only\*

Recognising the importance of ITSO to the transport industry at the moment, **Transport Innovations** are delighted to offer members the opportunity to have stand presence at the show. This offer is based on a first come first serve basis and consists of a 7m<sup>2</sup> shell scheme stand, including, modular walling, carpet, company name board, electrical socket, stand lighting and editorial in the show guide at a special rate of £1,500.00, which represents a 25% discount.

Please call Transport Innovation 2007 sales team today on 0870 950 9260 to reserve your stand or email [sales@transportinnovations.com](mailto:sales@transportinnovations.com) for further details.

If you are interested in participating in any ITSO-members joint activities at the exhibition, please e-mail Peter Stoddart, ITSO Supplier Sector Director, at [stoddy@aol.com](mailto:stoddy@aol.com) or to Valentina Barker at [marketing@itso.org.uk](mailto:marketing@itso.org.uk).



## ITSO MOVING SMART AT SMART MOVING CONFERENCE

A **Ticketing** session was held within the framework of the **Smart Moving 2007** conference, organised by **ITS UK** along the bi-annual Traffex Exhibition at NEC in Birmingham in mid April. This late afternoon session attracted quite a few listeners, who managed to withstand the strain of the entire opening day programme.

Chaired by Tony Wyatt of InnovITS, the session consisted of four presentations; each of them assigned ITSO with a particular role, and helped to build a large-scale picture of ITSO-related activities throughout the UK.

In his presentation, *National Rail Ticketing Goes Electronic*, Dr Christopher Querée of Rail Settlement Plan gave an overview of today's UK national rail ticketing practice, reviewed the present-day challenges and options in rail ticketing retailing and gave an account of the latest industry trends and new ticketing methods.

A presentation on *Interoperability*, delivered by Valentina Barker, ITSO Marketing Manager, set forth the general framework and basis for interoperable ticketing systems.

A mid project review of the *Introduction of ITSO compliant smartcards on buses to support the Concessionary Fare Scheme in Wales by the Welsh Assembly Government* was delivered by Ian Cater, Traffic Wales, providing an important demonstration of benefits and lessons for other schemes.



**Dr Christopher Querée**

Hannah Bryan of Newcastle University spoke on ways of *Improving the Business Case for Smartcards through Data Analysis*, and discussed the possibility of creating a service that is responsive and relevant to user needs, using additional knowledge of how customers use public transport captured from smartcard data analysis.

Hannah, the winner of this years ITS UK / TEC Award for Students, submitted the best essay, which was launched in 2001, and was set up to encourage interest and participation in the development of ITS Technologies.

The session received considerable success, and discussions generated afterwards were exchanged and developed further at the conference drinks reception held later that evening.



From L to R: Ian Cater, Hannah Bryan, Tony Wyatt and Valentina Barker

### New Member Profiles

**Fara** is a Norwegian supplier of products and technology for Automatic Fare Collection (AFC) for the public transport sector. Fara is based in Trondheim, and the company is listed on the Oslo Stock Exchange.

Fara is introducing the next generation AFC system; an AFC system based on the use of a vehicle computer together with off-the-shelf equipment like touch LCD and receipt printer.

Fara works to upgrade the experience of travelling. The ambition is to develop ticketing technology that makes the journey less stressful for both drivers and passengers, almost without being noticed.

Functional systems are made through engineering as well as the open dialogue of makers and users. This is why **Fara** regard social intelligence highly. Their staff consists of dedicated as well as sociable people, communicative all the way from idea to practice.

**FARA ASA** has completed the acquisition of BUSCOM OY and TNC CONNECT AS. Please visit the respective web pages for more information about the companies.

[www.fara.no](http://www.fara.no)

**Smartran** provides innovative independent consultancy services and practical solutions to local government organisations and transport service providers.

Based on the unique experience and business relationships, they bring you exciting and effective solutions for multi application smartcard schemes and related retailing, cash collection payment, e-commerce and settlement requirements.

**Smartran** currently assists clients in the areas of future transport ticketing, cash collection services, contactless payment applications and improved delivery of existing services. They typically undertake assignments which make it easier for residents and customers to access our clients' services.

Recent clients include the Transport Group bidding for TOC Franchise, Waltham Forest Borough Council, Amadeus, National Smartcard Project, Chester City Council (first implementation of the NSCP starter kit) and Association of Train Operating Companies.

**Smartran** offers clients a broad range of professional expertise which can be applied to all stages of a project's life-cycle. We can respond to a wide range of project types from our pool of subject experts and build an integrated project team with the right skills mix for a longer-term assignment.

[www.smartran.co.uk](http://www.smartran.co.uk)

### Speed of Transaction

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maximum transaction times can be set at 2 times the target. For handheld self powered inspection devices, the terminal may well have to be configured to ensure long battery life over extended periods away from its base unit. In these circumstances ITSO may consider certifying equipment with slower transaction speeds up to 3 times the benchmark. Where such a class of usage for POSTs exists, these will be separately identified on the ITSO web-site and the categories described in detail. The actual benchmark transaction times will in each case be determined by our accredited Test House (i.e. Integri) and will be published to allow Operators to make their own judgements as to equipment suitability for their specific requirements. Over time, maximum acceptable times may well be varied according to experience and technological advances.



...simple, easy, quick, hassle free.