



Services

Newsletter

facilitating the implementation of the English National Concessionary Travel Scheme

This ITSO Services Newsletter highlights the recent Customer Media Alternatives Conference and the instigation of the ITSO Services User Group, as well as providing information regarding customer media deadline extension requests, stop listing and TCA migration.

ITSO Customer Media Alternatives Conference

On Thursday 12th March 2009, ITSO Ltd & ITSO Services Ltd hosted an event at the Porchester Hall in London as a pre-cursor to the phasing out of MIFARE Classic Customer Media from the ITSO environment. The event was chaired by Neil Scales, ITSO Chairman, and was designed to give guidance to ITSO Licenced Operators and other implementing members on the phase out of MIFARE Classic Customer Media, the practical and technical implications of this phase out and an in-depth examination of the alternative media available.



Nearly 200 people from across the transport sector attended the event, with delegates travelling from as far as Moscow, Hong Kong and Singapore. This event provided the membership with a comprehensive understanding of the issues at hand, as well as providing a useful insight into additional non-transport applications and commercial ticketing options that are available. A broad spectrum of representatives from across the ITSO membership were in attendance; Personalisation Equipment, POST & card suppliers were invited to exhibit, in order to give first hand advice to delegates on the impacts of this phase out.

Presentations from the event are available to download in PDF format on the ISL website under Documents & Links. If you attended this event and would like to provide us with feedback or comment, a feedback form is available to download on this webpage. ITSO Ltd and ITSO Services Ltd would like to thank all who contributed to the event, including all speakers and exhibitors, as well as all attending delegates.

Mifare® Classic Customer Media – Deadline Extension Requests

At present no derogations have been received from any ITSO Services TCA / Scheme and ITSO Services will strictly impose the phase out timescales outlined by ITSO.

Should you wish to discuss this matter further, please feel free to contact the ITSO Services Helpdesk.

TCA Migration out of ISL

As we move into the new financial year, it is greatly anticipated that full TCA migrations will occur in order to become fully smart, full ITSO members. ITSO Services would like to reiterate that they can offer considerable support and assistance to any TCA considering becoming an ITSO member in their own right. If you are considering this, please contact ITSO Services in the first instance.

Local Government Reorganisation

This new financial year has seen Local Government Re-organisation implemented in certain areas of England, with restructuring of TCAs in Cornwall, Durham County, Northumberland, Shropshire and Wiltshire, as well as administrative modifications in Cheshire and Bedfordshire. ITSO Services has recognised these alterations and has worked closely with the affected TCAs, which has ensured a successful transition in relation to the ISL HOPS.

ISL User Group

The inception meeting of the ITSO Services User Group took place on Thursday 26th February, comprising representative TCAs, the DfT and ISL. Kim Clarke of ISL was appointed as Secretary with discussions focusing on MIFARE Classic phase out, the possibility of handheld ITSO readers and the development of stop listing to Phase 2. The next User Group has been provisionally scheduled for June 2009, a fixed date will be announced in due course. If you would like to raise an issue for the next meeting, you should contact your representative on the User Group.

A list of representatives can be found on the User Group page of the ITSO Services website.

Department for Transport Concessionary Travel Bulletin

The latest concessionary travel bulletin (17) has been published by the Department for Transport. A copy can be found on the Department for Transport's website (<http://www.dft.gov.uk/pgr/regional/buses/concessionary/informationlocalauthorities/staholderbulletins/>) and includes important information about concessionary travel.

Stop listing

Currently 206,588 passes have been stop listed by the ISL HOPS, with more cards being stop and hot listed on a regular occurrence. In March 2009, ISL commenced Phase 2 of the stop listing process, whereby data submitted by ISL TCAs is successfully imported to the ISL HOPS.

The updated stop listing template can be found in the Stop listing section of the ITSO Services website. We would like to remind TCAs that it is a requirement of their ISL membership that they provide stop listing information. The stop listing data from your entries is input into the ITSO Services HOPS and so it is very important to ensure that all submitted data is accurate.

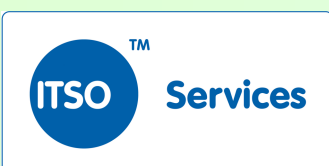
Test Cards

ITSO Services would like to thank those TCAs who provided test cards over the past two months. However, in light of the demand from smart TCAs who need these cards to test the card reading capabilities of their newly installed electronic ticket machines, ISL would like to request more cards to assist in this process. Every card received will be logged onto a database at ITSO Services, and at the end of a testing session all cards will either be returned or destroyed depending on your preference.

If you would like to assist smart TCAs, please contact the ISL team to express your interest at helpdesk@itsoservices.org.uk, or via telephone on 0121 634 2758.

There is an additional service available to ISL TCAs to offer independent CMD validation testing, this is courtesy of ITSO Ltd. For further information on this optional service, please visit the ITSO website at www.itso.org.uk/page212/Home/CmdPass-Validation-Service.

If you have any questions or feedback regarding this newsletter, please send to helpdesk@itsoservices.org.uk



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