



Services

Newsletter

facilitating the implementation of the English National Concessionary Travel Scheme

In this edition of the ITSO Services Newsletter we discuss some of the more technical aspects of ITSO Services within ENCTS, including the launch of the ITSO Cost Calculator on the ITSO Services website, in-house technical guidance, test cards and stop listing.

TCA Migration

Southampton is the first TCA to migrate out of ITSO Services and start the road to full ITSO membership status. We wish them well on their journey and look forward to more TCAs following the same path in the near future.

Test Cards

ITSO Services would like to thank those TCAs who provided test cards over the past month. However, in light of the increased demand from smart TCAs who need these cards to test the card reading capabilities of their newly installed POSTs, we 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.

ITSO Cost Calculator

The ITSO Cost Calculator has been designed to provide cost estimates for TCAs wishing to migrate out of ITSO Services and become full ITSO members. This includes the applicable start up costs for the first financial year and then the recurring charges for the subsequent financial year based upon the same figures.

The Cost Calculator can be found on the ITSO Services website under 'Documents and Links', where you can also find a useful guidance document that takes the user through a step by step process. Should you have any further questions, or if you require any assistance at all, please contact the ITSO Services team.

Onboard Bus Transactions

We are now seeing a significant number of card transactions from some smart areas, whilst we are ironing out minor issues it is evident that the vast majority of cards are generating transactions successfully. As highlighted previously in this newsletter, card testing plays a vital role in ensuring that all cards can be used in smart transactions, which is why the cards you supply for testing purposes are so important.

In addition, NoWcard are pleased to announce that Lancashire Small Bus Operators (equating to some 175 buses) will be fitted with ITSO compliant electronic ticketing machines on 21st September 2008.

ITSO Licenced Operators Group

The first meeting of the ITSO Licenced Operator Group is scheduled for Wednesday 17th September, and ITSO Services will be represented at the meeting by Kim Clarke. This group aims to meet four times per year, and should you wish to have any questions posed to the group, please email Kim at kim.clarke@itso.org.uk.

Alternatively, if you wish to discuss participation at the following meeting, you can contact Kim for more information.



A happy concessionaire shows his pass off in the West Midlands (top), whilst a Blackpool bus gets ready to welcome 'smart' concessionary passengers (above). Images courtesy of Matthew Silver Pictures and Blackpool City Council.

The current number of smart cards that have been rolled out in smart areas are as follows:

TCAs administered by ITSO Services:	5,100,000
Smart TCAs:	2,000,000
TOTAL:	7,100,000

Other News

Technical Queries and Feedback from TCA In-house Card Production

In an effort to streamline its service to TCAs, ITSO Services would like to re-iterate its procedure for dealing with TCA technical queries. Any questions that you may wish to pose to ITSO Services can be done so by email: helpdesk@itsoservices.org.uk or by phone: 0121 634 2758. A support log will be generated and all details will be recorded for future application and the helpdesk will respond with answers to your questions accordingly.

As a result of the TCA Liaison Days, ITSO Services has created a questionnaire for in-house TCAs regarding their card production experiences. ITSO Services will be distributing the findings from these in the near future, some of which should provide interesting reading for TCAs considering in-house technology for their own card production.

Stop listing

Stop listing data is now coming through thick and fast to ITSO Services from both TCAs and suppliers on behalf of TCAs. To date ITSO Services has received approximately 100,000 records and this will increase as more information comes through. ITSO Services would like to remind TCAs that hot listing is vital to reducing the threat of fraud across ENCTS, therefore it is very important that TCAs ensure that their data is sent through. If you are still unsure about how to send data through to ITSO Services, please contact us for further information.

If you wish to send stop listing data through without supplier assistance, you can download the stop listing template from the stop listing sub-section of the ITSO Services website. If you would like to send stop listing data with supplier assistance, please ensure that you have completed and returned the revised Annex A letter, which can be found on the ITSO Services website under 'Documents and Links'.

Publications

The next issue of Local Government Executive will include an article on ITSO Services entitled: ITSO & ISL: The Public Sector Smart Card Solution. This article can be found on the ITSO Services website, under 'Documents and Links'.

ITSO Services Website

The ITSO Services Website has been operational now since June, and we would like to know if you have used the site, and if so, what are your impressions or criticisms of the site.

If you would like to make comments, or if you would like to suggest useful additions to the site, please email helpdesk@itsoservices.org.uk; all comments are welcome.

DfT Communities of Practice

The DfT is pleased to announce a new discussion forum for concessionary travel in England. It discusses topics such as pass eligibility, reimbursement and appeals and eligible services. This forum is intended to enable TCAs and other key stakeholders to discuss issues and share best practice; it is located at www.communities.idea.gov.uk. To join the forum you will need to first join as a member of the Communities of Practice website, then simply search for the Concessionary Travel Forum and apply to join.

The forum is available to join now, for further information please contact Oliver Chadwick at the DfT (oliver.chadwick@dft.gsi.gov.uk)

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



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