



In this edition of the ITSO Services Newsletter, we will look back on the successful ITSO Services road shows that took place across the country in May and June, as well as discussing stop listing and guidance documentation for TCAs who are thinking of printing cards in-house.

TCA Liaison Days

With approximately 200 delegates attending five road shows across England, the ITSO Services Road Shows proved to be a successful enterprise. With attendees from all corners of England, as well as representation from Department for Transport and the Government Offices for the South West and Yorkshire, a general picture of the state of the English concessionary scheme was painted.

Feedback

During each Liaison Day, opportunity was given to each TCA to provide an update on the status of their own schemes, as well as highlighting the positives and negatives from their experiences. The presentations from each Liaison Day are available to download now on the ITSO Services website, under 'Documents and Links'.



During the events, TCAs requested guidance documentation for printing cards in-house; ITSO Services will be creating guidance soon with details on the processes required to enable in-house printing, and the positives and drawbacks from printing in-house, including input from some TCAs who already perform this function.

Attending TCAs were requested to submit an appraisal questionnaire to gauge their thoughts on how the events fared, from the responses collated there was a positive reaction to the topics and issues discussed at the road shows. ITSO Services and the Department for Transport would like to thank all the TCA delegates who took time out to attend these events, and hope to see more delegates at similar events in the future.

Chief Executive and Director General for Merseytravel and ITSO Services Chairman Neil Scales passes on his thanks to all TCAs for their ENCTS work: *"Now that we are three months into the unprecedented rollout of over 6.8 million cards, including over 4.8 million cards that can be attributed to 253 TCAs supported by ITSO Services, I would like to express my gratitude to all involved for their hard work to facilitate the scheme. My thanks goes also to all TCAs who attended the five Liaison Days that were held across the country, this was a useful exercise for the ITSO Services team to meet TCAs and share a wealth of information across the board; as a result of these events the ITSO Services team will continue to work closely with both TCAs and the DfT to provide support and keep ENCTS on the road to a fully smart rollout."*

ITSO Services Website

The revamped ITSO Services website is now operational at www.itsoservices.org.uk. This revamped website will include a forum facility providing each TCA with a platform to post questions and communicate with one another.

If you have any comments or wish to send feedback regarding the new website, please e-mail helpdesk@itsoservices.org.uk.

Project Update

TCA Migration

ITSO Services will provide assistance for all TCAs who wish to migrate out of the ISL HOPS and become ITSO members in their own right. A few TCAs will be migrating out of ISL from this September. Guidance documentation will be available in the near future and all TCAs who are thinking of migrating should contact the ITSO Services team on 0121 634 2758 or at helpdesk@itsoservices.org.uk for further information or if they have any queries. Please note that if you are thinking of migrating, please get in touch as soon as possible.

Supplier Integration

ITSO Services is in the process of liaising with all card production bureaus regarding their processes and applications in producing the bulk issue of concessionary cards. With the express aim of identifying any issues or problems that bureaus faced during this period, ITSO Services will provide all suppliers with technical guidance to limit the problems experienced. ITSO Services is in the early stages of its meetings with card suppliers, and will be producing guidance documentation after all suppliers have been consulted.

Smart TCA Update

Coupled with some 2 million cards that have now been produced by smart TCAs, over 4.9 million cards have now been produced through TCAs operating within ITSO Services.

Smart Scheme Case Studies

Blackpool Transport Services has been reflecting on the success of their rollout of electronic ticketing machines:

In September 2006, Blackpool Transport and NoWcard sent live the world's first network-wide ITSO Smartcard system – chip-bearing passes that give concessionary pass holders free travel and which are recognised by a bus ticket machine from a distance of about 4cm away. The ITSO-based smart card has since been adopted by the government as the standard for all England's concessionary passes. The Blackpool system has now handled over 15 million successful smart transactions and has been rolled out to nearly every bus in Lancashire & Cumbria. Concessionary bus passes were accepted from as far away as Sussex in the first hour of operation. A holidaying retired policeman from North Yorkshire said "this is the smoothest and most impressive ticketing system I have ever seen".

Gordon Moore, Project Manager for NoWcard said "I am very proud of all the people who have burned the midnight oil, both at Blackpool Transport and, equally important, behind the scenes at MVA Consultancy, the Royal Bank of Scotland and Wayfarer Parkeon, to deliver this decisive step-change in on-bus ticketing. I am confident that over the next couple of years all UK bus companies will follow where we are leading."

The following is courtesy of Bolton Council regarding their successful multi-application card scheme:

Bolton Smart, Bolton Council's multi application smart card for access to services has been live for access to Library and Leisure for 2 years and has over 35000 cards in circulation. We are now working with sQuid card Ltd and all new cards issued will be delivered with an open e-money capability for low value purchases. Over 100 retailers in Bolton have signed up and the scheme is live.

In addition all new cards will also have a GMPTE STR on and we are working with GMPTE to have Arriva buses equipped to read the cards in September. A sub brand of Bolton Smart is the B'Smart scheme for 11-16 year IDs. This is also live and provides a card for secondary school age young people for access to library, leisure, the under 16 concession product and STR for use on Arriva buses in September, and 2 e-money products, the sQuid open purse and a specially developed product by sQuid for use in providers of positive activities. The development to allow us to achieve this very exciting scheme has been delivered in partnership with our suppliers SmartCitizen, who have developed the Smart Connect Card Management System, ACT who manage the HOPS and have worked as technical support for both GMPTE and sQuid and Fujitsu, Bolton IT partners.

Supplier Certification

A number of TCAs are now considering moving their card production in-house or to another supplier. ITSO Services would like to highlight how important it is for TCAs to use only card suppliers who are fully ITSO certified. If your supplier is not fully certified with ITSO, any cards that you produce will not be ITSO compliant. If you are in any doubt as to whether a supplier or provider of in-house equipment is properly certified, ITSO Services can give you advice. Full details regarding certification can be found on the ITSO website at www.itso.org.uk.

Other News

Test Cards

In order to test Electronic Ticketing Machines (ETMs) for TCAs that have recently become fully smart, ITSO Services would greatly appreciate your support in providing a small number of surplus cards. These are purely for test purposes to check that new POSTS are able to read cards from non smart TCAs correctly, if you would like to assist in this process please could you email either kim.clarke@itso.org.uk or anthony.mclaughlin@itso.org.uk to express your interest. 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 find out more about this, please feel free to email on the above contacts.

Eurotransport Magazine

Issue 4 of Eurotransport Magazine is due for release on 25th July and will contain a feature on ITSO's relationships in Europe, as well as an overview of its current position in the UK. For further information, please go to www.eurotransportmagazine.com.

Stop listing

ITSO Services would like to thank all TCAs who have been regularly submitting stop listing data, as a consequence a total of 1158 cards have been placed on the stop listing master database to date.

For those TCAs who have contracted their CMS services to a third party, and who wish that third party to submit the stop listing data on their behalf, you will need to send a new letter to ITSO Services formally notifying them that this is your wish. A draft letter for this purpose (known as the Annex A letter) is now available on the ITSO Services Website on the Documents and Links page. Please sign where appropriate and return to ITSO Services at: ITSO Services, 4th Floor Quayside Tower, 252-260 Broad Street, Birmingham, B1 2HF.

And finally...

It seems that one concession beneficiary has been using her pass to explore the pubs and ales of Worcestershire. In a recently publication of 'Pint Taken – The Worcestershire Country CAMRA Newsletter', Birmingham resident Gill Smith used her pass to travel to a wealth of pubs in the Worcester area. Gill said: "This was my first jaunt using my new bus pass, and I had a great time. I want to use it to visit Droitwich, Redditch and Bromsgrove so i expect to have a few good trips out in the next few months!" Nice to see one happy customer getting the most out of her card! (extract courtesy of Bill Ottaway, Worcestershire CAMRA Press Officer)

If you have a similar story that you would like to share with other TCA's, please email helpdesk@itsoservices.org.uk for submission to the next newsletter.

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



ITSO Services Ltd
4th Floor, Quayside Tower
252-260 Broad Street
Birmingham B1 2HF
Tel: 0121 634 2758
E-mail: helpdesk@itsoservices.org.uk
Web: www.itsoservices.org.uk