

## ISL Newsletter – June 2009

This ITSO Services Newsletter sends notice of this month's ITSO EGM and the future working relationship outlined by ITSO Ltd and Department for Transport, as well as discussing the ISL Annual Report, stop listing and June's ISL User Group meeting at the ITSO office in Birmingham.

### ITSO Extraordinary General Meeting – Tuesday 2<sup>nd</sup> June 2009

On Wednesday 6<sup>th</sup> May 2009 we announced to the ISL Membership that after a commercial review Department for Transport indicated that they wished to take a more active role in the strategic direction of ITSO Ltd. This decision was welcomed by ITSO Ltd and as ISL believed that it was in the best interests of both ITSO and ISL, it supported the motion put forward at the ITSO Extraordinary General Meeting.

As a result of the ITSO Membership vote tabled at the ITSO Extraordinary General Meeting, this motion was carried. Consequently, the ITSO Board will be restructured to include an additional three representatives from the Department for Transport. ITSO remains a company limited by guarantee and is still a membership organisation; as such members (including ISL) will continue to have the final say on items of business.

The first ITSO Board meeting with the new structure will take place on 24<sup>th</sup> June 2009. Member TCAs with any queries regarding this issue can contact ITSO directly at [administration@itso.org.uk](mailto:administration@itso.org.uk). This decision has no impact upon ISL and its working relationship with Department for Transport or ITSO Ltd.

### ISL Annual Report

Every ISL TCA will shortly receive a hard copy of the ISL Annual Report, which details the activities and achievements of the company over the financial year 2008/09. If you do not receive a copy in the near future, please email [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk) with your name and TCA address to request a copy.

### Alternative Customer Media

ISL would like to remind member TCAs who have not already begun to do so that they should now be making plans to change to alternative media (i.e. media that is not Mifare® Classic 1K or 4K) in good time for the Mifare® Classic deadline for new circulations (31<sup>st</sup> December 2009). Further information and guidance, as well as a list of alternative customer media are available to view on the ISL Website under 'Mifare Classic Phase Out'.

## ISL Website

The new ISL Website is now available for member TCAs at [www.itsoservices.org.uk](http://www.itsoservices.org.uk). This new version has been designed to be more user-friendly whilst retaining the information currently being relayed as a source of guidance. We would welcome any comment that you may have regarding this new version, comment should be forwarded to [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk).

## ENCTS Pass Production Update

To date, ISL Member TCAs have produced over 5.88 million concessionary passes for use in ENCTS. Currently, the total number of concessionary passes issued for use in ENCTS stands at approximately 8.1 million passes.

## Stop listing

To date the ISL HOPS has registered 192,122 stop listing records from submissions by member TCAs and third party contributors.

Recent stop listing submissions by member TCAs have included a significant increase in the number of duplicate records (records that have likely been submitted weeks or months earlier). In order to ensure that credible data is processed by the ISL HOPS, duplicate information needs to be identified and cleansed by the ISL team; such undertakings on an increased scale are unnecessary and counter-productive.

With this in mind, ISL would urge all TCAs submitting data to guard against potential submissions of duplicate data and liaise closely with the ISL Helpdesk to ensure this.

## ISL User Group

The ISL User Group meets for the second time on Friday 19<sup>th</sup> June 2009, items on the agenda include the recent DfT Consultation on the Administration of a Concessionary Scheme, further discussion relating to Mifare Classic Phase Out and an update on the status of ISL and the future changes to ITSO Ltd.

Should member TCAs have specific issues that they would like to add to the June Agenda they can do so by contacting [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk). The current agenda is available to view on ISL website's dedicated 'User Group' page.

## Test Cards

ISL would like to remind any TCA willing to contribute cards for Electronic Ticket Machine testing can do so by contacting [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk) to register your interest. Every card received will be logged onto a database at ISL and at the end of the testing session all cards will either be returned or destroyed depending on your preference.

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**If you have any questions regarding this newsletter, please e-mail [helpdesk@itsoservices.org.uk](mailto:helpdesk@itsoservices.org.uk)**

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