



Smartcard Networking Forum

Smart Councils Sharing Smart Ideas

Working Together: 2 May 2007

Implementing the DfT's Concessionary Transport Provision for April 2008

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Overview

- Origins of Southampton Bus Smart Card Project
 - SmartCities; NSCP; DfT “Legacy” programme; ITSO
- Bus Smart Card Project
 - Objectives; Partners; Costs & Funding; Contracts;
 - What hasn’t gone to plan
- National Concession 2008
 - Context; Bill; Regional roadshows; DfT timeline; Data; Framework Agreement
- Health warnings

Origins of Southampton Project

- **SmartCities Project**
 - EC FP5 project IST-1999-12252: 2000-3
 - Objective: To develop dynamic, multi-application smart card scheme to enable citizens to benefit from smart card environment
- **National Smart Card Project**
 - 1-year ODPM-sponsored project (to March 2004)
 - Objectives: To provide a framework & foundation for development of smart card market; to ensure all local authorities benefit from experience of others & better services to citizens will follow
- **DfT “Legacy” Programme**
 - Nominally 1-year programme (September 2004 – ongoing)
 - Objective: To assist selected local authority legacy bus smart card schemes to migrate to ITSO

❖ SmartCities Outcomes (2004)

| City Council | University | |
|-----------------------------------|--------------------------------------|---|
| 8,000 hybrid cards | 25,000 MIFARE 1k cards (+6,000 p.a.) | |
| Applications | | |
| Unilink bus services | | |
| City Libraries (12 venues) | | |
| Leisure (6 venues) | Enrolment (ID) | Access to car parks |
| Proof of ID and age | Sports facilities | University libraries |
| Schools (Catering) | Secure cycle storage | Building access control |
| Reward (Worldcard) | Athletic Union Membership | Meals entitlement in Halls of Residence |
| Secure access (PKI) | Arts Pass token system | |



- **Objective**

- to facilitate the development of an interoperable smart environment by developing, and then operating and managing a specification for it

- **ITS0 (founded 1998) is:**

- A non-profit sharing organisation

- owned by its members including

- bus operators

- train companies

- suppliers to the industry

- regional and local authorities and PTEs

- supported by the **UK Department for Transport**

Outputs to date

- Specification
- Certification
- Security Management
- Operating Licence

❖ ITSO Outcomes (to date...)



- **Imminent promise of improved PT usability/ interoperability/security**
- **Developing supplier market**
- **Concession platform**



- **Delays, Frustration**
- **Higher costs**
- **Supplier markets distortions/peaks**
- **Target for growing cynicism & myths**

Bus smart card project objectives

- Promote “sustainable transport”
- Get control of concession service & database
- Migrate Unilink bespoke smart card operation to all-operators “legacy” scheme
- Integrate two RTI projects
- Concessionary fare service on citizen card
- Migrate concessions to ITSO (Phase 2)
- Provide pilot for possible wider roll-out

Project Partners

- **Southampton City Council**
- **University of Southampton**
- **Minerva Accord (Unilink)**
 - 14 buses (now 18), 1 depot, 1 POS, 1 RTI
- **First Hampshire & Dorset**
 - 132 buses (now 110), 1 depot, 3 POS (now 2), 1 RTI
- **Solent Blue Line**
 - 105 buses (now 110), 3 depots, 3 POS, 2 RTI
- **Hampshire County Council (observer)**

Costs & Funding ("Phase 1")

| <u>Costs</u> | <u>£'000s</u> | <u>Funding</u> | <u>£'000s</u> |
|---------------------|---------------|----------------|---------------|
| ETMs, Depots, POSTs | 378 | DfT "Legacy" | 102 |
| Software etc. | 59 | Operators | 136 |
| Miscellaneous | 106 | RTI Project | 50 |
| Validators | 6 | NSCP | 240 |
| Cards/Management | 274 | LTP | 489 |
| Project Management | 85 | | |
| ITSO (Phase 1) | 109 | | |
| <u>Total</u> | <u>1,017</u> | <u>Total</u> | <u>1,017</u> |

Contracts

- **Wayfarer Transit Systems**
 - Single Tender because 3 operators had Wayfarer 3; backward compatibility with prior Unilink scheme
 - ETMs, Depots, POSTs, Back Office, Software
- **Unicard**
 - Supplier of SCC Card Management System from SmartCities Project (ex Schlumberger)
 - Upgrade CMS, ITSO HOPS supplier (tender)
- **Burrall InfoSmart**
 - University cards & Card Management System

Programme & Progress

| <u>Action</u> | <u>Target</u> | <u>Actual</u> |
|-----------------------------|---------------|---------------|
| Project Start | Oct-03 | Oct-03 |
| Contract docs | Feb-04 | March-04 |
| University new cards | July-04 | July-06 |
| SCC new cards | Jan-05 | Aug-06 |
| Unilink ETMs/depot | Aug-04 | Jul-06 |
| SBL & First ETMs/depots | Jan-05 | May-07 |
| Back Office (WTS SmarTrack) | Jan-05 | April-07 |
| Phase 1 Completion | Feb-05 | June-07 |
| Phase 2 ITSO Migration | March-06 | Dec-07? |



What hasn't gone to plan...

- **Change of key personnel/responsibilities**
 - WTS: 4 Project Managers, 3 TDAs
 - SCC: Transport & IT internal reorganisations (2 each)
 - SBL: 2MDs, takeover by Go-Ahead
 - First: 4 Project Managers; IT outsourcing
- **Concession changes (2006 & 2008)**
- **Unanticipated technical difficulties**
 - Unrecognised issue with bespoke legacy coding
 - Redesigning legacy back office for LA hosting
- **ITSO uncertainties/supplier market peaks**

National Concession 2008

- Context
- Bill: content and timescale
- Regional roadshows
- DfT timeline (for themselves and TCAs)
- Data: specification and collection
- Framework agreement

<http://www.dft.gov.uk/pgr/regional/buses/concessionary/>



❖ National Concession - context

- Treasury “imposition” – content & timescale (both 2006 and 2008 changes)
- DfT perceptions that concessionary service is generally chaotic & too many TCAs
- Pressure from Welsh & Scottish schemes
- DfT will try hard to help TCAs but will ensure TCAs take blame for any failure
- DfT very anxious to achieve ITSO solution
- DfT recognise equipment funding “gap” issue
 - see PSSG press release/open letter – 20 April 07 – http://www.pssg.biz/?Press_Releases

❖ National Concession - Bill

- To be enacted July 2007 (s/t Parliamentary time)
- Provisions:
 - Free local bus travel for age/disability concessionaires 0930-2300 weekdays and all weekends and bank holidays across England
 - Power to allow future mutual recognition across UK
 - Ministers can change reimbursement & administration
 - Ministers can still change scope of concessions
 - TCAs can still offer benefits above statutory entitlement to local residents (time-band, other modes, companions)

❖ National Concession - Roadshows

| Region | Date | Location | Region | Date | Location |
|------------------------|--------|------------|-----------------|--------|----------------|
| South West | 20 Apr | Exeter | London | 29 May | Southwark |
| South East | 10 May | Guildford | East of England | 30 May | Cambridge |
| North East | 11 May | Gallowgate | East Midlands | 31 May | Melton Mowbray |
| Yorkshire & Humberside | 16 May | tbc | North West | 1 June | tbc |
| West Midlands | 17 May | Birmingham | | | |

❖ National Concession - Timeline

| Period | Government activity | TCA activity |
|-------------------|-------------------------------------|--|
| (2007) April | Finalise physical pass design | |
| | Finalise technical pass spec. | |
| | Suggest data requirements | <u>Start gathering concession data</u> |
| Apr-May | Regional roadshows for TCAs | <u>(+ others invited) Attend roadshows</u> |
| | Support team in place | |
| | Tenders from potential suppliers | Continue gathering concession data |
| May-Jul | Public consultation | |
| July | Bill enacted s/t Parliament time | |
| August | Supplier Framework Agreement | <u>Complete gathering concession data</u> |
| | SI requirements for pass design | <u>Commence procurement for pass issue</u> |
| Sept. on | Funding to LAs for new passes | |
| (2008) Jan-Mar | National awareness campaign | <u>Issue passes to eligible residents</u> |
| | | <u>Local awareness campaigns</u> |
| 01/04/08 | <u>START OF NATIONAL CONCESSION</u> | |

❖ National Concession – Data (1)

<http://www.dft.gov.uk/pgr/regional/buses/concessionary/local/annexa>

- "...because it is highly likely that an ITSO smartcard format will be specified in regulations, it would be prudent of all TCAs (and especially those that may wish to take advantage of the Department's Framework Agreement(s)) to ensure that they have their concessionaire data available in a standard format..." [DfT advice, 18 April 2007](#)

❖ National Concession – Data (2)

- DfT “suggested” minimum card holder data:
 - A unique reference number
 - Name of pass holder
 - Address of pass holder
 - An Expiry Date for the pass
 - A Photograph
 - Entitlement Type (Age or Disability Related)
- All data formats are prescribed

❖ National Concession – Data (3)

- “If a TCA is likely to adopt a smart system on buses or other services within its area, it is also worth thinking about what further optional data might allow additional services.” DfT advice, 18 April 2007
- DfT “suggested” additional card holder data:
 - Title of pass holder
 - Middle name(s) of pass holder
 - Phone number of pass holder
 - e-mail address of pass holder
 - Gender of pass holder
 - Date of Birth of pass holder (DPA implications)
 - Indication that standard concession is trade

❖ National Concession - Framework

- No part of this is mandatory for TCAs, but...!
- Components:
 - Card production service
 - Card management database service
 - ITSO Host Operator Processing System (HOPS) service (minimum: maintain card holder database)
 - Supply hardware (incl. blank card supply), software & data to TCAs wishing to produce cards/manage data in house

Health warnings!

- National Concession offers major impetus to LA smart card opportunities & gains control of concessionary service, but:
 - also introduces increased fraud risk unless/until bus equipment funding gap fully recognised and closed (PSSG)
 - pass implementation timescale is desperately tight
 - government will blame LA's for any failure & may use it as excuse to centralise concession administration
 - local cost of National Concession may force reduction of local add-ons (political fall-out will hit TCA, not government)
 - ongoing operation is not cost neutral
 - if ITSO isn't mandated at outset you may have to do it twice!
 - and...

Health warnings (continued)!

If you don't ask the right questions now you'll get the wrong answers later; includes:

- need to consider other potential LA smart card uses (has authority got overall smart card strategy?)
- need to specify card space requirement (ITSO)
- need to specify (ITSO format?) “additional” concession benefits (in principle, because reimbursement settlement won't be known when you need to do it)
- bus operators likely to be very suspicious



Thank you for listening;
Good Luck!



Have a safe journey home.