



Enabling nationwide smart ticketing

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ITSO and Nationwide Smart Ticketing

ITSO is the national specification for smart and integrated ticketing

- Developed to enable a seamless passenger ticketing experience within the deregulated, multi-operator, multi-modal transport market
- ITSO is an open specification, owned under Crown Copyright and managed by ITSO Ltd.
- ITSO Ltd. is a member owned, non-profit distributing company

Enabling the vision – On the Bus

How can a vision of nationwide smart ticketing be realised?

- Major steps already taken
 - Scotland and Wales bus implementations complete in 2010
 - Growing number of implementations across bus operators in England
 - Commercial use of ITSO starting to gain real traction

Enabling the Vision – Rail plans

ITSO has been specified in rail franchises since 2007

- Implementation and use of ITSO has been limited through a lack of interoperability with the TfL London estate
- The solution for this problem is currently being implemented under the ITSO on Prestige project due for completion in early 2013
- Making ITSO work across the full rail network is the critical challenge

ITSO is finally 'fit-for-purpose'

New innovations coming on stream

- Major milestone with release of Part 11 – completing the puzzle
- Our supplier community is developing new and even more cost effective solutions for operators – making interoperability increasingly affordable
- Pay-as-you-go / stored value solutions are being developed which will add to the appeal of nationwide solutions across operators and the public alike
- New retail options, including download at home, ready to enter trials
- ITSO Ltd. playing a stronger role in the assurance of interoperability and scheme compliance

So what needs to happen next?

Making ITSO easier, simpler and more cost effective for the Operator

- First business-orientated review of the ITSO Specification about to commence
- Taking on the challenge of 'de-mystifying' the ITSO concept
- Improving our certification and compliance services
- Developing a 10 year Route Map to ensure ITSO is a stable, effective solution with a long-term future
- Making sure our services effectively support the needs of our operators and provide increasing value-for-money