

Item:

**10**



## **Report to Partnership Meeting 7 February 2014**

### **RESEARCH AND STRATEGY DELIVERY**

#### **Smart Ticketing Project Update**

##### **Purpose of Report**

To update Members on the delivery of the Smart Ticketing Project being delivered in partnership with Transport Scotland and included within the Business Plan.

##### **Smart Ticketing for Scotland**

The Scottish Government / Transport Scotland has set out a vision that would see all future journeys on Scotland's Bus, Rail, Ferry, Subway and Tram networks facilitating a greater ease of use for travellers. Within this vision it is believed that smart ticketing can provide greater choice and autonomy to passengers across the country. The long term goal is that all journeys on Scotland's Bus, Rail, Ferry, Subway and Tram networks can be accessed using a form of smart ticketing or payment. There will also be thought to the opportunity of extending smart ticketing to other modes including internal air services.

To further the Smart Ticketing agenda Transport Scotland has set out a Smart and Integrated Ticketing Programme that seeks to identify the architecture required to establish smart ticketing across Scotland's transport network. The road map to achieving this will be tested by a series of Pilot projects that cover a number of different aspects of smart and integrated ticketing established across Scotland's transport network. A total of five Pilot projects will be delivered within the HITRANS area and Transport Scotland have invited HITRANS to take a key partner role in the development and delivery of these projects. The HITRANS area pilot projects are listed below:

- Inverness City - linked to the work of the Scottish Cities Alliance
- Ferry – Feasibility work is being led by David MacBrayne Group Limited.
- Lochaber
- Argyll and Bute
- Eilean Siar
- Moray
- Pentland Firth

In addition to the projects listed above there are a number of nationwide products being developed that will derive benefit to the Highlands and Islands. These include the Young Scot Card and Supporting Employability for Young People.

To support the delivery of the pilot projects in the Highlands and Islands Transport Scotland and HITRANS are jointly funding a project manager embedded within the HITRANS team to support the delivery of pilot projects in the region. This initiative is already allowing significant progress to be made on the Highlands and Islands projects, Particular progress has been made in the

delivery of projects in Argyll and Bute, Western Isles and Moray since the HITRANS project manager was appointed. Updates on each of these projects are provided below.

### **Smart Ticketing Pilot Project Update**

#### Argyll and Bute

This project will pilot the introduction and use of a new generation of ticket machine technology in a busy and demanding operator environment. The technology will be used to trial the introduction of new ticketing types and products in both urban and rural environments. Transport Scotland and HITRANS are working with West Coast Motors and a ticket system supplier to deliver a fit for use system. The main focus of the project is West Coast Motors Oban and District operations operating in the Oban area.

Transport Scotland are considering the viability of grant funding this project with the grant covering part of the hardware costs for the installation of new ticketing infrastructure on 50 local buses.

HITRANS, Transport Scotland and Argyll and Bute Council are meeting in February to examine opportunities to build on the smart ticketing hub centred in Oban to see if the local bus service project can be extended to bring in people travelling to Oban by long distance coach, rail and ferry.

#### Moray

The smart ticketing project for Moray Council is back on track after some initial slippage in project timescales

Transport Scotland agreed to provide a grant towards the project to cover the hardware and first year licenses and hosting. The project scope is listed below.

The license/hosting cost for year 1 will be met by Transport Scotland and from year 2 to 4 inclusive this will be met by Moray Council.

#### **Itemised Project Scope**

	<b>Number</b>
In vehicle machines	23
Handheld	3
Installation	26
Licensing and Hosting	26
Training back office	5
Training drivers	4

The council has awarded the project to Ticketer Ltd who installed the equipment in January with the intention to finish the project before the 1<sup>st</sup> of February. This includes training for office and bus staff which was held in the HITRANS office on 29<sup>th</sup> January 2013.

There is 1 risk left in the project and that is the delivery of the three handheld machines. Mitigation against this is that Ticketer will provide loan equipment and replace this as soon as the handheld machines are delivered from the manufacturer.

## Western Isles

A new project is started in cooperation with Comhairle nan Eilean Siar to enable a smart ticketing pilot project for school transport.

This will be a pilot project to develop and deliver a smart system, based on pupils' use of their Kids card and Young Scot branded National Entitlement Card to facilitate the Local Authority provision of school transport for both entitled and non-entitled children.

The project is based on the services feeding the Sir E Scott School in Tarbert on the Isle of Harris.

An initial project-scoping meeting took place on the 26<sup>th</sup> of January 2014. The deadline for this project is for completion by the 31<sup>st</sup> March 2014.

### **Recommendation**

1. Members are asked to note the report.

<b>Risk</b>	<b>Impact</b>	<b>Comment</b>
RTS delivery	√	This work supports RTS objectives and the monitoring of their implementation.
Policy	√	This work supports the development of the RTS horizontal measures associated with multi modal and integrated ticketing.
Financial	-	On the basis of match funding proposed by Transport Scotland and that included in the Business Plan there would be no further requirement for increased funding allocation.
Equality	√	HITRANS support for integrated ticketing and smart ticketing products will help eliminate barriers to travel for a range of passengers.

**Report by:** Ranald Robertson / Theo van Stratum  
**Designation:** Partnership Director / Project Manager  
**Date:** 27<sup>th</sup> January 2014