

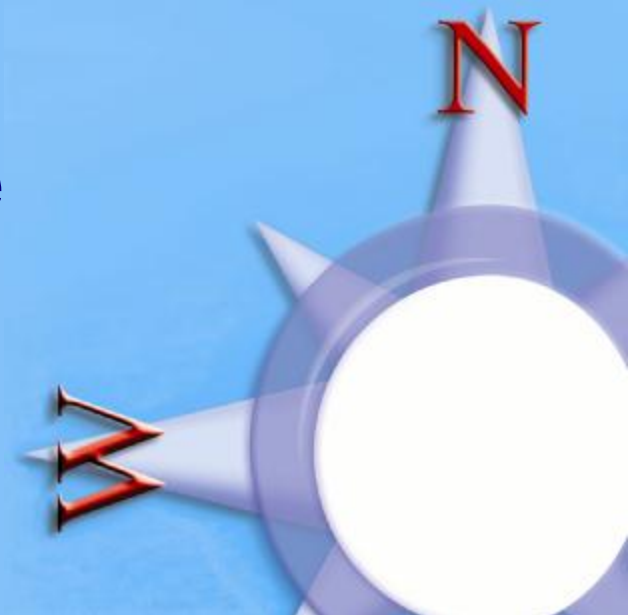


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# The NoWcard Multi-Authority Transport Smart Card Scheme 28<sup>th</sup> February 2008

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## Scope and Support - 1:

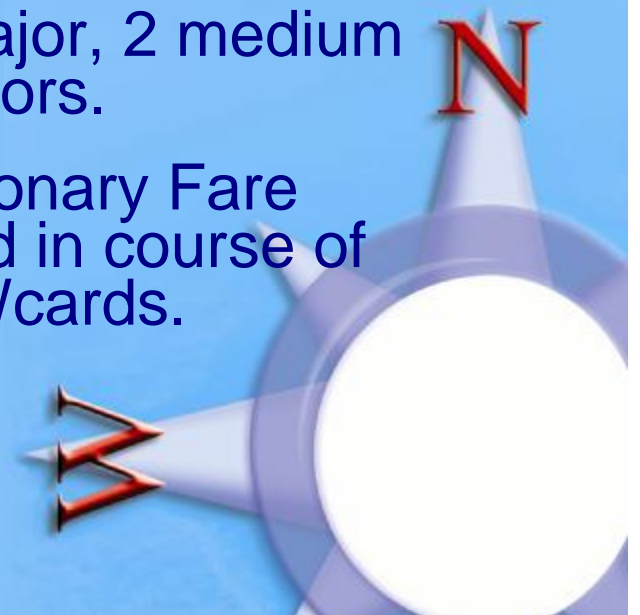
A partnership, covering Blackburn and Blackpool Unitary Councils and Lancashire and Cumbria County Councils, with the latter leading.

Funding £7m to completion.

Embraces 18 District and 2 Unitary Councils.

Involves 1800 buses, owned by 8 major, 2 medium and 54 smaller bus operators.

300,000 NoWcards for Concessionary Fare Passengers are in public hands and in course of replacement by ENCTS NoWcards.



## Scope and Support - 2:

### Scope – Card Types

Originally Mifare 1k concessionary ( local and national STR-capable). New ENCTS NoWcards are Mifare 4k.

Back office design will support Mifare 4k, CMD2 (JCOP Family), Mifare Ultralite and Innovision low cost cards, loaded with up to 9 commercial products and 4 concession types.

### Scope - Financial and Advisory Support

DfT Challenge monies with Capital from Partners LTPs, plus contributions from District and Unitary Councils.

Technical, Financial and Business Advice Support by  
Consultants MVA.

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## Scope and Support - 3:

### Prime Contractual and Back Office Support:

Wayfarer Transit Systems (WTS) appointed Prime Contractor after tendering in June 2002.

Back office IHOPS and AMS provided by the Royal Bank of Scotland (as a sub-contractor to WTS), as an outsourced service, with option to take in-house.

Card database management software, controlling card production system, with settlement and payment software and hardware, all developed and hosted by Lancashire County Council IT Department (LICT).



## Scope and Support - 4:

Affiliated Authorities and Cross-boundary Running:

GMPTE/Bolton BC closely affiliated in respect of Arriva North West and Wales Depot at Bolton.

Southport (Merseyside) Depot of Arriva North West and Wales included in original scheme.

Stagecoach North West Carlisle Depot to accept Scottish Cards during 2008.

Discussion held on Hexham Depot with Arriva North East.



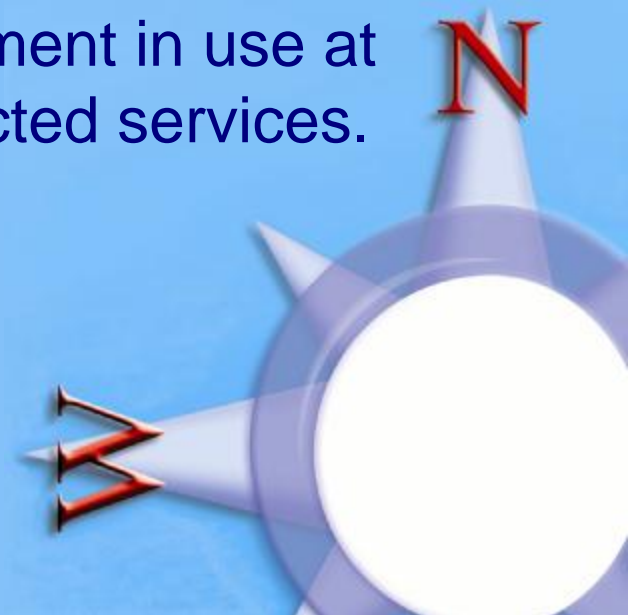
## Project Management:

- Joint Management Board established from inception, with a legal agreement between the Partners. Board meets 6-weekly. Project Manager responsible to Board.
- Project Manager chairs 6-weekly progress meetings with WTS. WTS Project Plan used as prime tool.
- Daily conference call and other meetings progress Back Office with RBS and LICT and ETM problems with WTS.
- MVA attend all meetings as advisors.
- Dispersed staff all responsible to Project Manager.



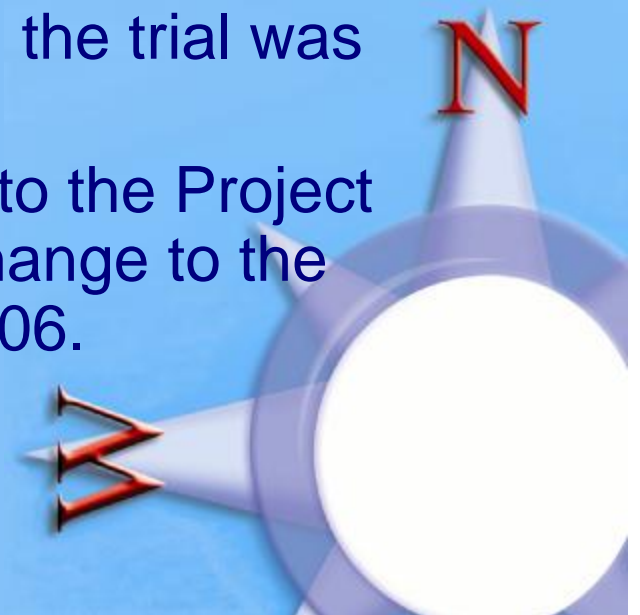
## Status and High Level Timelines – 1:

- Preston Bureau now producing ENCTS NoWcards - 260k to date – further 60k required by 31 Mar 08.
- All major and medium-sized operators grant aided. Small Operators are directly kitted out – programme extends to April 2008.
- Electronic data transfer and management in use at Preston for small operators of contracted services.



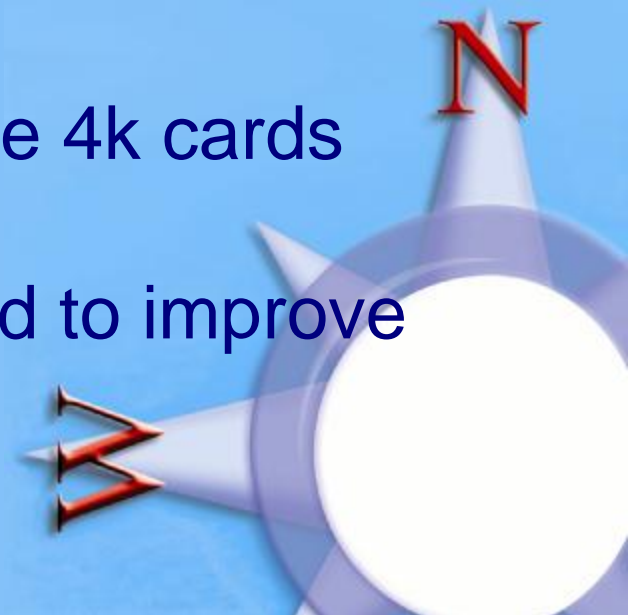
## Status and High Level Timelines – 2:

- ITSO agreed a 2 step process for NoWcard Certification; WTS delivered Conditionally Certified ITSO POSTS (Ticket Machines) in December 2005.
- The live trial of the NoWcard system began at Blackburn and Bolton in Nov 04, with JCOP 30 cards, using Blazefield buses on route 225. Mifare 1k NoWcards were added in Mar 05 and the trial was successfully completed late in 2005.
- Significant delay (4 Months) accrued to the Project with the need to accommodate the change to the concessionary fare regime in April 2006.



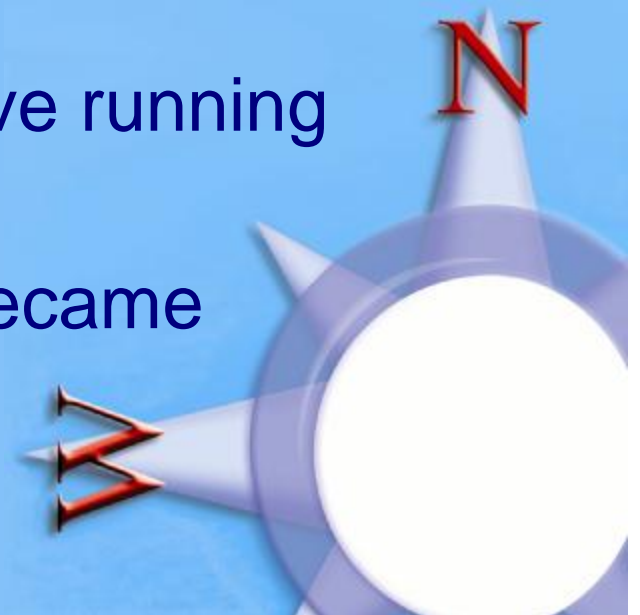
## Status and High Level Timelines – 3:

- NoWcard Board agreed in May 2007 to upgrade card production bureau to produce ENCTS cards for delivery to all NoWcard holders by 31 Mar 08; DfT approved Sep 07.
- Database cleansed in Aug 07; photographs checked for quality in Sept 07.
- ENCTS card production of Mifare 4k cards began on 12<sup>th</sup> November 2007.
- Combination of approaches used to improve data quality.



## Roll Out Progress – 1:

- Blackpool Transport started live driver training in June 2006; live running with the public started on 13<sup>th</sup> Sept 06.
- WTS developed generic software Oct 06 to Apr 07.
- Rossendale Transport started live running with the public on 29<sup>th</sup> April 07.
- WTS Product Editor Software became available Sept 07.

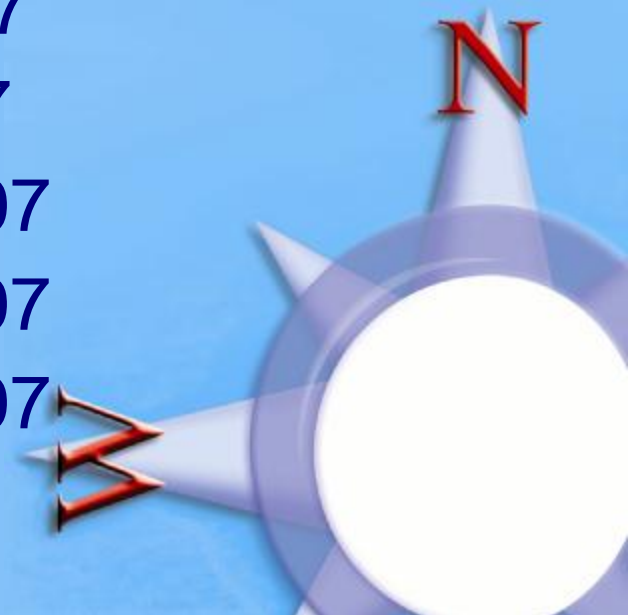


## Rollout Progress – 2:

- Stagecoach North West by depot:

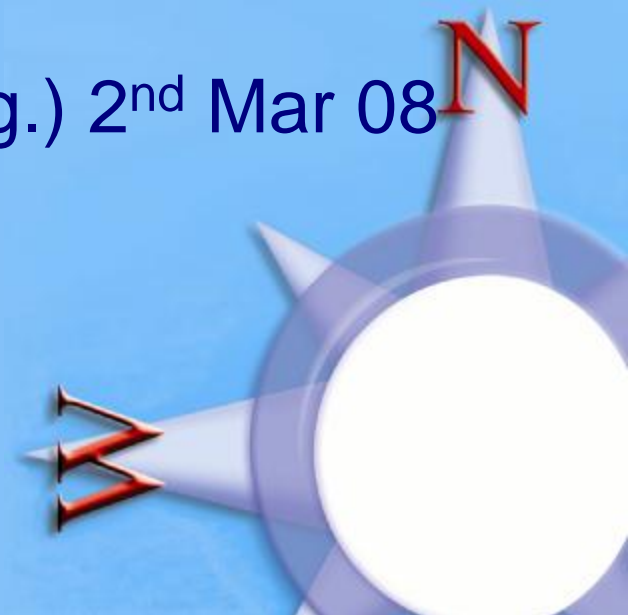
### Live

§ Carlisle/Penrith	13 <sup>th</sup> May 07
§ West Cumbria	20 <sup>th</sup> May 07
§ Barrow	27 <sup>th</sup> May 07
§ Kendal	3 <sup>rd</sup> June 07
§ Lancaster	10 <sup>th</sup> June 07
§ Preston/Fleetwood	17 <sup>th</sup> June 07
§ Chorley	24 <sup>th</sup> June 07



## Rollout Progress – 3:

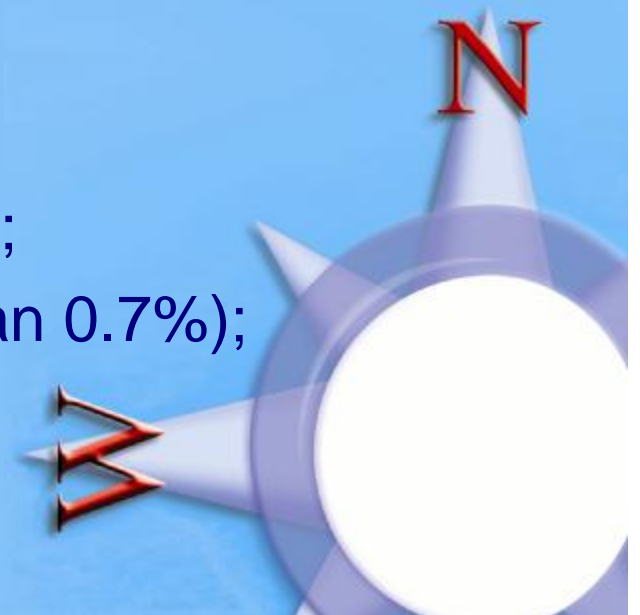
<u>Operator:</u>		<u>Depots:</u>	<u>Live:</u>
§ Tyrer Tours	1	19 <sup>th</sup> Aug 07	
§ Fishwick	1	9 <sup>th</sup> Sept 07	
§ Blazefield	4	30 <sup>th</sup> Sep 07/16 <sup>th</sup> Mar 08	
§ Cumbria small	1	6 <sup>th</sup> Jan 08	
§ Blackpool	1	(generic config.)	2 <sup>nd</sup> Mar 08
§ Arriva	2	April 08	
§ Preston Bus	1	April 08	
§ Lancs small	1	April 08	



## **Experience to Date – Technical and Operational: Blackpool Transport**

Proved and demonstrated the smart card and ITSO technology for NoWcard and:

- Cleared out a number of hardware and software bugs (after several re-visits);
- Showed low reader/ETM failure;
- Accepted positively by passengers;
- Simplified decision making for drivers;
- Showed low card failure rate (less than 0.7%);
- Reduced fraud.



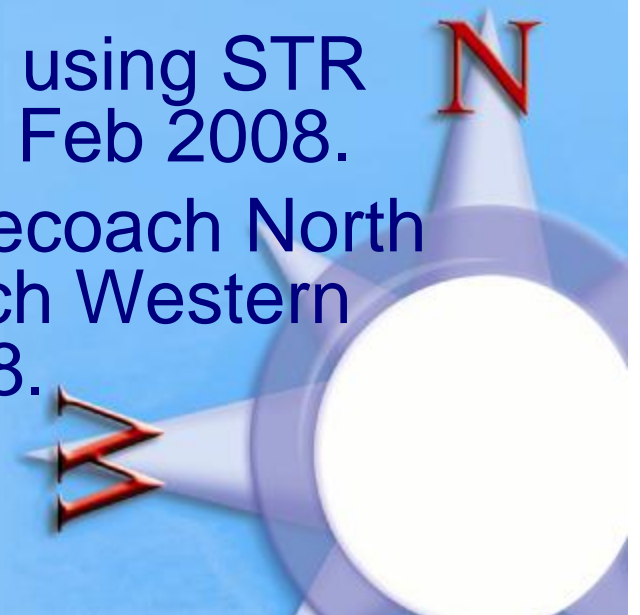
## Interoperability:

### Planned:

The back office platform and system is being built to accept STR (e-purse), which has been incorporated and tested in the ETM software.

The advancement of authority LTP interoperability goals, principally using STR continues; the first trial began in Feb 2008.

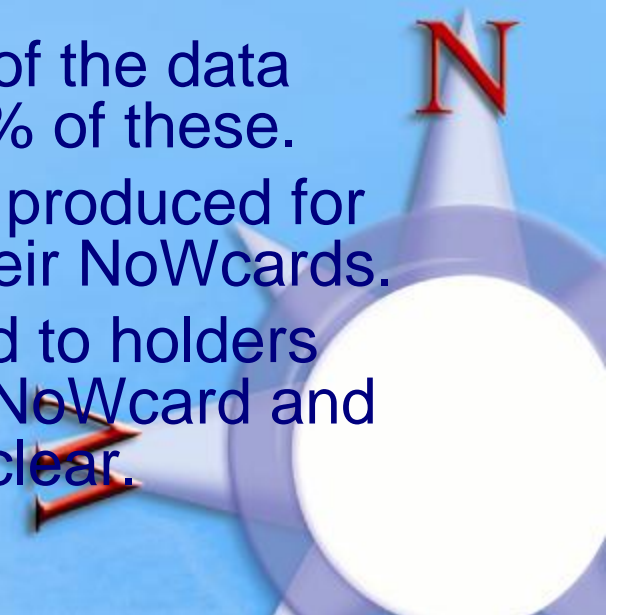
Cross-border live running by Stagecoach North West in Cumbria and Stagecoach Western (SW Scotland) likely during 2008.



## National Concession Cards:

The LICIT back office platform and card production bureau has been re-configured and re-engineered to be capable of the data management of ENCTS cards from November 2007.

- Data cleansing allowed 10% of the card database to be 'greyed out'.
- The photograph quality control check of the data base revealed the need to change 20% of these.
- ENCTS cards are being automatically produced for existing passholders who are using their NoWcards.
- Pre-populated forms have been issued to holders who have not upgraded their existing NoWcard and to disabled holders where data is not clear.



## Future Plans

- The flexibility offered by the NoWcard partnership and the common platform will accommodate individual partners longer term goals, especially with STR, where developments continue.
- The NoWcard partners welcome other scheme (or potential scheme) owners in sharing the NoWcard back office or bureau facilities.
- Move to full ITSO-compliance by August 2008.
- Preparation for 2008 changes to the Concessionary Travel scheme and the use of ENCTS cards.

