



RTPI

mediation of space · making of place

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2nd November 2009

Anna West
Department for Transport
3/11 Great Minster House
76 Marsham Street
London, SW1P 4DR

Email response sent to: smartticketing@dft.gsi.gov.uk

Dear Sir/Madam,

RESPONSE TO: Developing a strategy for smart and integrated ticketing (DfT)

Thank you for the opportunity to respond to the above. The Royal Town Planning Institute (RTPI) is a membership organisation representing over 22,000 spatial planners. It exists to advance the science and art of town planning for the benefit of the public.

This document responds to the Consultation on *Developing a Strategy for Smart and Integrated Ticketing* issued by the Department for Transport.

The response has been formed drawing on the expertise of members including the RTPI-TPS Transport Planning Network.

If you require any further assistance, please contact Nicola Gough, Network Manager on 020 7929 9494 or email network.manager@rtpi.org.uk

Yours faithfully,

Matt Thomson
Acting Director Policy and Partnerships

Enc.

Q1. Is the proposed scope of the strategy the right one?

We believe that there may be benefits in extending the scope of the ticketing strategy to incorporate aviation and international ferry services, to encourage individuals to carry out at least part of their journey using a sustainable mode of travel. The key purpose of so doing would need to be to encourage people who would be making a plane or ferry journey to travel to the airport/ferry-port by sustainable passenger transport means, rather than by private car, taxi or minicab. Research may need to be undertaken to ensure that such a facility would work as intended, rather than encourage more trips by plane/ferry.

Q2. Do you agree that integrated ticketing can improve the offer to the public and encourage modal shift?

Yes.

Q3. Do you see any benefits to integrated ticketing that have not been covered?

We believe that the benefits have been adequately covered.

Q4. Do you agree that smart ticketing can improve the offer to the public and encourage modal shift?

Yes, definitely.

Q5. Are there any benefits to smart ticketing that have not been listed in the document?

We believe that the benefits have been adequately covered.

Q6. Are there any issues around smart ticketing and privacy that you would like to bring to our attention?

The RTPI believes that it is important that failsafe options are in place to ensure that lost or stolen smartcards can be cancelled as soon as possible to minimize risk of misuse. This need not create personal data issues as there is no need for personal details to be on the cards themselves.

Q7. Do you agree that EMV will play an important role in the future of ticketing?

To a certain extent, although we think that fraud issues will need to be carefully considered.

Q8. Are there any barriers to EMV cards becoming widely used for ticketing?

We believe that the principal barrier is the need to ensure that the technology is secure and failsafe.

Q9. Do you agree that NFC will play an important role in the future of ticketing

Yes, although at present many features such as timetable look up are subject to user-charging. We believe that to be truly embraced these features may need to be free of charge.

Q10. Are there any barriers to NFC mobile phones becoming widely used for ticketing?

As above, this may need to be provided free of charge to be fully embraced by users.

Q11. Are there any other ticketing technologies that you think will play an important part in future ticketing?

We don't believe there are any further alternative technologies to be considered at present, although obviously this may change in the future.

Q12. Do you agree with this analysis of current arrangements?

Yes.

Q13. Are there other problems with current arrangements not included here?

No.

Q14. Why do you think smart ticketing is not already more widespread?

Our members have indicated that a principal barrier to wide-spread smart-ticketing is competition between operators. We believe that there is a need to work with bus operators to encourage the roll out of integrated smart ticketing, which may require alteration or amendments to current competition laws for bus operators.

We have also been advised that there have been issues with ITSO and differing fare structures. For example, a local bus operator in the East Midlands, Trent Barton, has recently introduced a non-ITSO based smart card ('Mango') as ITSO could not deal well with differing fare structures on the same route. This may be upgraded to ITSO at a later date.

Q15. Are there issues we have not identified regarding the introduction of integrated tickets?

The RTPi believes that more needs to be done to facilitate integrated working between bus operators.

Q16. Do you agree the proposed vision is the right aspiration for public transport in England?

Yes, although the perfect and ideal solution would be a national smartcard system, usable on all public transport modes. Such a national system could be followed by an EU-wide integrated smartcard system - in a European single market, separate national schemes are certainly not ideal, as we have seen with mobile phone networks

Q17. Is the vision deliverable?

Yes.

Q18. Do you think the current ITSO specification and organisation can deliver this vision? If not, what needs to change?

See Q14 – We believe that ITSO needs to be more flexible to local arrangements and fare options.

Q19. Should DfT play a role in shaping the system architecture for smart ticketing in England and if so, what should that role be?

Yes. We believe that the DfT has a significant role to play in managing, monitoring, encouraging and regulating the system architecture.

Q20. Do you agree that the existing tools are sufficient to allow the creation of integrated ticketing products?

Yes

Q21. Do you agree with the outline strategy?

Yes

Q22. Do you think that the successful delivery of the Department's existing policy commitments will be sufficient to deliver the vision?

No. As outlined above, we believe that more needs to be done to work with bus operators. This may require alteration or amendments to current competition laws for bus operators.

Q23. Would the suggested work streams help deliver the vision? If yes, which ones?

Yes, but we believe that more influence and assistance may be required in the regions. The current list is very London-centric.

Q24. Short of direct funding (beyond current and planned incentives and provisions), is there anything else Central Government should do to encourage the roll out of integrated smart ticketing?

As outlined above, we believe that there is a need to work with bus operators to encourage the roll out of integrated smart ticketing, which may require alteration or amendments to current competition laws for bus operators.

Q25. Do you agree with the roles for the key stakeholders? If not, indicate which you disagree with, explain why and what you think the roles should be.

Yes.