

LIVERPOOL CITY REGION COMBINED AUTHORITY

To: The Chair and Members of the Transport Committee

Meeting: 10 January 2019

Authority/Authorities Affected: All

EXEMPT/CONFIDENTIAL ITEM: No

REPORT OF THE DIRECTOR OF INTEGRATED TRANSPORT

LIVERPOOL CITY REGION SMART TICKETING PROGRAMME - UPDATE

1. PURPOSE OF REPORT

This report is to update Members on the current development of the Liverpool City Region Smart Ticketing Platform, including recent progress and future developments.

2. RECOMMENDATIONS

It is recommended that the Transport Committee notes the contents of this report.

3. BACKGROUND

- 3.1. Merseytravel has one of the most active smart ticketing schemes in the UK with over 330,000 concessionary travel cards in circulation with customers making over 40 million concessionary journeys per annum on smart. Merseytravel has built upon the smart ticketing platform established for concessionary travel and launched a series of smart tickets under the Walrus brand. SaveAway, our off-peak day-ticket for Bus, Rail and Ferry was launched in November 2014 with Solo, our multi-operator Bus season ticket launched in March 2016. The Walrus brand and underlying technology platform was also utilised to launch Arriva and Stagecoach single operator Week tickets in January 2017.
- 3.2. Since November 2014 we have sold over £30 million of smart SaveAway and Solo tickets and issued over 800,000 Walrus cards. The Walrus platform is now firmly established as the single smart card for our region with Arriva, Stagecoach and now Merseyrail Electrics selling smart tickets onto the Walrus card.
- 3.3. The smart ticketing programme since 2014 has seen the transfer of traditional paper-based ticketing such as SaveAway, Solo and RailPass onto the Walrus smart ticketing platform under our strategy to 'simplify, rationalise and digitise' our existing ticketing products. Although we have made good progress to date this approach is now in need of updating to better address the needs of customers and of the City Region.

- 3.4. The vision of the Metro Mayor is to make access to public transport more streamlined and customer-friendly by remodelling the current Walrus card and brand to make the City Region a UK exemplar for smart ticketing and new payment technologies. Merseytravel are now undertaking a fundamental review of ticketing and the underlying smart and payment technologies deployed across the region to realise the vision of the Metro Mayor.
- 3.5. The works now underway will put in place the infrastructure necessary for the City Region to introduce contactless payment technologies across the bus and rail network. The City Region will engage with transport operators to improve the ticketing offer to customers including investigations into achieving price capping, initially across single operator services but ultimately leading to a multi-operator and multi-modal fair price promise under TfN's Project ABBOT account-based ticketing system when that comes on stream.

4. UPDATES SINCE LAST REPORT

- 4.1. Smart Ticketing funding for the 2018/2019 financial year is in place with works underway on developing the underlying technology needed for a modern smart ticketing platform. A new IT team structure was approved in July 2018 with additional staffing resources dedicated to the new smart ticketing programme.
- 4.2. The Apprentice Ticket went live on the 26 November 2018 allowing apprentices aged 19 to 24 access to a 50% discount on Solo Weekly and Four Weekly products. Applications for the apprentice card are processed at a Merseytravel Travel Centre where a personalised smartcard is produced. Apprentices can then purchase discounted travel on bus from a Travel Centre or any PayPoint outlet across the Liverpool City Region.
- 4.3. A live trial of the new RailPass smart ticket was launched on 18th December from 3 Merseyrail Stations. RailPass customers can purchase a Smart Weekly RailPass from the three stations involved for travel across the Merseyrail network. In addition, it is planned to sell smart RailPass from St. Helens Central on the City Line from late January 2019 subject to Northern Rail updating the ticket office retail system. Subject to a successful trial during January the intention is to roll out to all Merseyrail stations in early 2019.
- 4.4. Work is continuing with colleagues in Merseyrail and TfN with a view to implementing rail Platform validators (PVals) across all non-gated Merseyrail Electrics stations by the end of 2019. The new PVals will be capable of processing taps from both an ITSO smart card and a contactless bank card when the system is fully operational. Once the PVals are fully operational a decision will be taken regarding the implementation of contactless bank card usage for travel on the MEL network in 2020 as part of TfN's Project ABBOT.
- 4.5. A project has now started to refresh the bus Electronic Ticket Machines (ETM) leased to smaller bus operators by Merseytravel. This initiative will align smaller bus operator capability with that of Arriva and Stagecoach who are already well advanced with modern ETM and contactless payment technology. The new ETM estate leasing contract will enable wide ranging improvements to smart ticketing,

RTI and supported bus service management as well as enabling the introduction of contactless bank card usage across the City Region bus fleet. Once the ETMs are fully operational a decision will be taken regarding the implementation of contactless bank card usage for travel on the bus network in 2019.

- 4.6. Work has now re-started on a refreshed concept for the Web Portal which is planned for go-live in Summer 2019 with the sale of Solo tickets on-line for pick up automatically on-bus. Subsequent phases will see an extension of the product set for sale on-line with additional facilities planned for concessionary customers. The intention is to introduce Combined Authority and Metro Mayor branding to smart ticketing when we re-launch the web portal in Summer 2019, reflecting devolution of transport powers.
- 4.7. The Strategic Outline Business Case for investment in smart ticketing under Transforming Cities Fund was submitted in November 2018.

5. RESOURCE IMPLICATIONS

5.1. Financial

- (a) The capital and revenue funding for the Smart Ticketing Programme is in place for 2018/19. Capital and Revenue budget estimates for the programme 2019 – 2022 have been included in the Strategic Outline Case submitted for TCF.
- (b) Grant funding has been secured from TfN for the introduction of RailPass but further work is required to agree the funding for the implementation of Platform Validators under TfN's 'ITSO on Rail' workstream.

5.2. Human Resources

Although the Smart Ticketing Programme is extremely demanding upon the available staff resources there are not considered to be any Human Resource issues for the current programme.

6. RISKS AND MITIGATION

There are no direct risks from this report, which is for information only.

7. EQUALITY AND DIVERSITY IMPLICATIONS

There are no direct equality and diversity implications associated with this report. This is an update report on the implementation of previously reviewed and agreed decisions where an appropriate equality and diversity assessment has been undertaken.

8. PRIVACY IMPLICATIONS

There are no direct privacy implications from this report, which is for information only.

9. COMMUNICATION ISSUES

- 9.1. There are no communication issues associated with this report.
- 9.2. Any relevant marketing and communications for each of the deliverables of the programme are dealt with within the Walrus Development Programme.

10. CONCLUSION

- 10.1. Good progress is now being made towards the further development of the Liverpool City Region Smart Ticketing Platform to ensure that it continues to be THE public transport smartcard for the region, regardless of mode or operator.

MICK NOONE
DIRECTOR OF INTEGRATED TRANSPORT

Contact Officer(s):

Paul Hart, Deputy Head of IT, Merseytravel, 0151 330 1133

Joanna Sawyer, Corporate Communications Manager, Merseytravel, 0151 330 1129

Appendices:

None

Background Documents:

None