

CONCESSIONARY BUS TRAVEL – BULLETIN #9

Appeals

To date 101 appeals have been received in respect of Travel Concession Schemes for this financial year. Of these, 19 have subsequently been withdrawn. We would strongly encourage continued dialogue and local resolution where possible.

We expect our independent adjudicator to issue some determinations this month. In a significant number of cases the data submitted has not been consistent or fully explained. It is therefore possible that the independent adjudicator will request further information from both parties before making his final determination. This will obviously delay the determination but the over-riding consideration is that the appeals are determined fairly.

There are still some appeals being submitted. We would strongly encourage both parties to fill in the data proformas as fully as possible and make every effort to make clear which figures are agreed upon and which are disputed. This will avoid unnecessary delay in reaching determinations.

Reimbursement Guidance

Unfortunately we have not yet been able to publish the new guidance on reimbursing bus operators, and a (spreadsheet based) Reimbursement Analysis Tool (RAT) to our original timetable. This follows feedback from our reimbursement taskgroup which includes representative from both local authorities and bus operators. This is a complex area of work and, given the sums of money involved, it is fundamental that we get this right. We hope to be able to issue the guidance and the RAT very shortly. In the interim the existing guidance (available on our website) should be used for reference.

Eligibility Guidance

As mentioned in previous bulletins, work is underway on redrafting the Department's guidance to local authorities on assessing eligibility. Comments from The Disabled Person's Transport Advisory Committee (DPTAC) have been received. Once DPTAC's comments have been considered we will be consulting the CFWG and the Concessionary Fares Stakeholders User Group (which includes representatives from a range of organisations representing

the interests of older and disabled people). We remain on course to issue updated guidance to local authorities later this year.

Implementation of the 2008 national concession

Days until 1 April 2008: 140

Funding

As you will know we are currently consulting on the options for distributing the additional £212m funding being made available for the national concession. A number of local authorities have raised some concerns over the data used in the Consultation Document: *Local Authority special grant funding for the 2008 national bus concession for England*. We have investigated these concerns and some incorrect BV102 (bus patronage) figures were used for a small number of authorities (although there are small knock-on effects for the remainder of local authorities). This only affects Option 4. A revised set of exemplifications have been circulated and posted on our website.

Concerns have also been raised about how up-to-date some of the other data sources used for exemplifications are. It's worth stressing that these are only exemplifications. As stated in paragraph 26 of the consultation paper: *Government reserves the right to use more up-to-date data where available. This means that the actual amount received by TCAs could differ from that exemplified here.*

Please note that the consultation closes on the 23rd November. It would be helpful if respondents could reply to Grace.Hansford@dft.gsi.gov.uk and could use the standard response proforma. We would encourage all interest parties to reply to the consultation clearly setting out their preferred funding option.

As explained in Bulletin 8 this consultation means that the options for distributing the additional funding via formula grant, as set out in CLG's consultation, should now be ignored.

Requirement to issue ITSO Smartcard Passes

Bulletin #7, published on 5 September announced that all national concessionary travel passes will need to be issued in ITSO smartcard form from 1 April 2008. This applies to all TCAs irrespective of whether or not they

are currently "ITSO smart"¹. A standard pass specification and design is an inevitable consequence of an England-wide concession and we will shortly be enshrining the physical and technical specification of the pass in regulations made under powers in the Concessionary Bus Travel Act 2007. All TCAs will have to comply with these regulations.

We expect that the decision to fund the roll out of passes in an ITSO format will encourage many more ITSO smartcards systems to be introduced over time, hastening the delivery of the significant advantages that smart ticketing brings. Also, because all passes will, from 1 April 2008, be capable of being used in any area in England, they may be used in areas where buses already have ITSO smartcard readers.

ITSO Services Ltd

The previous bulletin mentioned that a new company, ITSO Services Ltd, had been set up to provide TCAs who are not currently ITSO smart with a range of services. Most non-ITSO smart TCAs have now signed up to receive their services.

If you are a TCA which is not ITSO smart and you have not yet signed up, please do so immediately. **Until you do so, you will not be able to produce any passes.** A standard letter to send to ITSO Services Ltd was attached to the letter sent by the Department to all TCAs on 3 October.

The ITSO Services Ltd team will shortly be in contact with any TCAs who have signed up but have not yet received a response. If you have any questions about this in the meantime you can contact the Department's support team of Ian McConnell on 07841 947431 or Nick Rawlings on 07841 947383.

Pass providers

We have received a number of queries about which companies are capable of producing ITSO compliant concessionary travel passes. The Department has awarded a Framework Agreement to Fujitsu. TCAs may use this Framework Agreement in the confidence that Fujitsu have the technical ability to produce passes, have the correct ITSO certification, and are fully integrated with the ITSO Services Ltd back office system or "HOPs".

¹ In this bulletin, ITSO Smart means the TCA is a member of ITSO and has the necessary "back office" systems to be able to deal with ITSO data transactions.

If a TCA chooses not to use the Framework Agreement, then they must satisfy themselves that their chosen pass provider is able to produce ITSO compliant passes carrying the national concessionary travel Product. The Department cannot give any advice on the suitability of any pass provider other than the Framework provider as it has not carried out an assessment of their technical ability. However, in order to help TCAs who choose not to use the Framework supplier, we have set out, in Annex A, some key issues which TCAs should raise with their suppliers before they sign a contract with them. This includes advice to TCAs who wish to produce passes in-house.

Action Now

Whichever pass provider you decide to select you are strongly urged to **sign up now**. There are now less than five months to the start of the national concession and suppliers will be hard pressed to produce all your passes if you delay.

Even if you don't have all your data, there are benefits in signing a pass production contract now as pass producers can allocate you slots for your passes to be produced. They can also start working on any local variations needed for your pass, and can check that your data can easily be input to and processed by their system.

Those TCAs who do not sign a contract now run the risk that suppliers will be unable to guarantee delivery of all passes by April 2008.

TCAs thinking of using the Framework supplier should be aware that submitting the Fujitsu 'order form' does **not** place any obligations on the TCA. It is an order to request a formal quote from Fujitsu and as such there should be no delay in completing this form as soon as possible.

Provision of ISAMs

Each machine which is used to produce passes needs to have an "ITSO secure application module" which is a chip much like the one in the smartcard (in ITSO language this is called the ISAM and is used to securely authenticate transactions). ITSO Services Ltd will be providing ISAMs for all TCAs who use their services. These will be provided directly to Fujitsu for those TCAs who use the Framework Agreement. For TCAs who choose not to use the Framework Agreement, their pass producers should contact ITSO Services Ltd to arrange for their ISAMs to be produced. TCAs who intend to produce

passes in-house will also need to contact ITSO Services Ltd for their ISAMs. TCAs who are already ITSO smart will already have their own ISAMs.

Unique Identifying numbers (OIDs and CPICCs)

In Bulletin #5, we explained that, in order for smart readers to identify who is eligible for local concessions, each TCA and each scheme will need to have a unique identifier. These identifiers are known as a Concessionary Pass Issuing Cost Centre (CPICC) and an Operator Identification Number (OID). The OID is a number issued by ITSO for unique identification of a participant within ITSO.

The OID and CPIICC will be used together to identify which TCA issued a particular pass. In areas which offer local additional concessions and which have smart readers on buses, this will allow the reader to know whether or not a concessionary pass holder is eligible for the additional local concessions.

In July, we asked TCAs to confirm whether they expected to remain in their existing schemes. As a result of the responses received we have now produced the list of OIDs. The list of OIDs and CPICCs is at Annex B.

Passes must not be issued with OIDs/CPICCs that are not on the authorised list. Changes to the list and any new product registration must be completed via ITSO Ltd first because readers on buses in smart areas need programming with the most up to date current list.

Annex B sets out a procedure for controlling any subsequent changes to OID or CPIICC allocations. TCAs are advised to read this carefully so that they know both the implications and the procedure for requesting any such changes. If any TCA knows now that it wishes to make a change, it should write to the Department as soon as possible using the standard e-mail address: concessionaryfares@dft.gsi.gov.uk.

The list of CPICCs and OIDs has been sent to Fujitsu and other pass producers who are known to be producing concessionary travel passes for TCAs. The list will also be published on the ITSO web-site at www.itso.org.uk.

TCAs should confirm their OIDs and CPICCs to their chosen pass producer. We recommended that all pass producers should cross reference the information supplied by TCAs against the list of OIDs and CPIICC sent to them by DfT as part of their QA process.

Pass numbers

Each pass features a unique 18 digit number. This should be displayed in the format:

123456 1234 1234 1234

This unique number (known within ITSO as the ITSO Shell Reference Number or ISRN) is generated when the card is encoded and does not have to be supplied by the TCA. The number is made up as follows:

- The first 6 digits is the International Issuer Identifier Number. The International Issuer Identifier will be ITSO and this number will be 633597 for all passes.
- The next 4 digits is the Shell Issuer's OID Number. In the case of TCAs which use the services of ITSO Services Ltd this will be a standard Shell OID, number 0100 (or perhaps 0110 in the future) (see Annex B for further information).
- The next 7 digits represent the ITSO Shell Serial Number (ISSN) - this will be allocated by the card producer. In the case of non-ITSO smart TCAs, ITSO Services Ltd will issue each card producer (including TCAs producing passes in house) with a range of numbers so that the number remains unique within the ISL allocation.
- The final digit is a check digit, which is calculated by the card printer/encoder.

This number is **not** connected to the 13 digit unique number that is supplied by TCAs with their data (the purpose of the 13 digit number is to ensure that the correct photo is attached to the correct data when the card is produced).

Name on the Pass

We have been asked what TCAs and card producers should do if they have a name which is too long to be printed on the front of the pass. Our advice in such circumstances is for the first name to be replaced with its Initial. There should then be space available for the full surname.

Please note that the correct format for the name to be printed on the front of the card will be firstname surname (e.g. Peter Person). Middle names, middle initials or titles should not be printed on the card, even if that information is held by the TCA. The only variation on the firstname surname format should

be when a TCA has to print the first initial and surname, either because the name is too long, as detailed above, or because a TCA does not have the first name of the concessionaire.

Expiry Date on the Pass

The correct format for the expiry date on the front of the pass is the day as a two digit number, the month as the first 3 letters of the month in capitals, and the year as a four digit number; all without a punctuation mark. By way of example this gives the following:

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Stakeholder communications toolkit

The Department will shortly be releasing a communications toolkit that will be available for all TCAs and other stakeholder groups to use to provide information to the public and others about the national concession. This will feature, among other things artwork for posters and leaflets which can be customised by TCAs for local use.

The first major section of the communications toolkit will be available shortly online at www.dft.gov.uk/buspass. TCAs will be sent an email notification when it is ready. Many stakeholders will also receive a hard copy version in the post during the coming weeks. If you would like to be added to the mailing list, please email Joshua Martin at joshua.martin@dft.gsi.gov.uk

Leaflets

The Department intends to produce a template leaflet which TCAs can adapt in order to send out with their passes to each concessionaire. This will be a single A4 page folded in three (6pp roll-fold) to fit easily into a standard envelope. If a TCA wishes to produce a leaflet in a different size or format they should discuss with their pass supplier whether this could give rise to higher delivery costs. An A5 size 8-page leaflet template will also be available.

Encoding ITSO smartcards

In Bulletin #7 we explained that there were a number of ITSO smartcard options available to TCAs. We have recently been testing all the available card types to ensure that they can be correctly encoded with the national concessionary product. The testing on all but one of the card types has now

been completed and each card type was successfully encoded with the concessionary product and signed off by ITSO's test house, Integri.

We have not yet completed our testing of Calypso cards. If anyone is thinking of using these cards, we recommend that they contact the Department to get the latest information.

Following this testing, we have produced a recommended approach for encoding the MiFare 4k cards which will allow for additional products to be loaded. This approach is available from the Department and will soon be available on our website. It has been passed to Fujitsu. Whilst this is not the only way these cards can be encoded, TCAs are recommended to use this approach unless they have reasons not to.

If a TCA wants to add a local "stored-cash" product to their passes, (for example to allow payment on other transport modes, on cross-boundary operation into Wales/Scotland, or when the national concession is not valid) they will need to ask their pass producer to encode their passes with what is known as a local "Stored Travel Right" (STR). Such a local STR would need ITSO Board approval prior to going ahead and may require Financial Services Authority (FSA) approval. TCAs may of course choose to add this facility later.

Hologram Security

The national concessionary travel pass will feature a standard hologram as a physical security feature. The hologram will be circular, 10mm in diameter and feature the rose and the ribbon logos from the national concessionary travel pass design. A graphic representation of the hologram is shown below:



The security of the national concession hologram is very important. The loss or theft of holograms could allow the production of counterfeit passes that would be very difficult to identify. We have therefore put in place controls on the ordering and use of these holograms.

To be able to order holograms, a company or TCA must first be approved by the Department for Transport. Once a company or TCA have been approved, the Department will allocate them an approved limit. The company or TCA can then order holograms from the Department's supplier up to the limit set.

Annex C sets out the full procedures relating to hologram security. TCAs are strongly advised to read this as they will be responsible for the security of all holograms or blank cards with holograms attached in their possession.

Pass Design Artwork Security

It is important that the pass design is easily recognised by concessionaires and drivers alike and so is an important feature of communications about the new concession. However, we are also aware that there is the potential for the design to be used to produce counterfeit passes. For this reason we will be restricting availability of the print designs and specifications. Sample designs with "specimen" embedded are available on our website for communications use.

Print Design and Specifications

In order to protect the artwork and the printing specifications necessary to create passes, artwork without "Specimen" will only be released to:

- Companies who have signed a Framework Agreement for Lot 1 (pass production) or Lot 4 (provision of hardware or software - including non-personalised cards)
- Other companies who have signed a contract with one or more TCA for the production of passes or non-personalised cards with the design pre-printed (we will confirm with the TCA that an order has been placed).
- TCAs who wish to print their passes in house

To apply for the pass artwork, potential suppliers will have to write to the Department using standard text that is provided on our website. The letter states that the applicant will only use the print designs provided to them for the purpose of making valid passes.

The Department will not be supplying the printing artwork to TCAs who are not printing their passes in-house. TCAs who are not printing their passes in-

house should forward their artwork for local customisation to their printers to be combined with the artwork supplied by DfT.

We will make available to all TCAs a sample image of the pass with the top-right hand corner blank for local customisation which they can use to develop the identifiers/logos that they wish to feature on the card. This image will be included in the communications toolkit (see below) and posted on our website.

Using the Pass Design for TCA Communications

As mentioned above, the Department will shortly be releasing a communications toolkit that will be available for all TCAs to use. This will feature, among other things artwork for posters and leaflets which can be customised by TCAs for local use.

In addition to the communications toolkit, there are already a number of graphics featuring the pass design available on the DfT website that TCAs may use for communications activities. These designs all have "specimen" embedded in the pass design.

TCAs can use the pass designs on the website in their communications, but they should use the designs provided and ensure that "specimen" is embedded in the designs. TCAs must NOT put out any communications which feature the pass design without "specimen" embedded.

Use of Pass Design by Stakeholder groups

Key stakeholder groups will also be able to access the communications toolkit. They will be able to use either the standard images available on the communications website or those that will shortly be available through the communications toolkit for all public facing communications. These must all bear the "specimen" markings on the front.

Use of Pass Design in Marketing

Companies who are producing cards may wish to use the pass design in promotional material. However, they should bear in mind that the pass design is crown copyright and should only be used if the Department has given express permission. If a company does wish to feature the pass design, they should email their request, along with a copy of the proposed promotional material to: concessionaryfares@dft.gsi.gov.uk.

Integrity Network

As passes issued in one TCA area will, from 1 April 2008, be eligible for travel in another TCA area, there are some new issues to consider in order to reduce the scope for fraudulent use of passes. In order to assist TCAs to consider such issues, the Department is proposing to establish an "Integrity Network" made up of representatives of all TCAs and some operators. The network's main function will be to share and disseminate best practice and practical advice on integrity issues such as assessment of eligibility, pass distribution and intelligence and techniques for dealing with fraudulent passes. We anticipate that the network will be a virtual network and most communications will be done via email, though we are considering holding an initial workshop meeting.

In order to set up the integrity network we would like every TCA to nominate a representative. If they wish, one representative may be nominated to act on behalf of several TCAs. In such cases, the response should make it clear which TCAs are being represented.

We would be grateful for all nominations to be **sent to us by 30 November**. Nominations should be sent to concessionaryfares@dft.gsi.gov.uk and should list the name, email and contact telephone number of the nominee, along with which TCA(s) they are representing.

Technical Advice Notes (TANs)

The Operations and Technology Working Group on Concessionary Travel has identified a need for supplementary advice and guidance to TCAs, Scheme providers and Bus Operators on a range of core operational delivery areas. The Working Group is producing a number of TANs including:

- TAN 1 - Guidance for TCAs relating to Blind and Partially Sighted Concessionaires
- TAN 2 - Guidance on Fare Stage Boundary Allocations to TCAs for Operator Reimbursement
- TAN 3 - Guidance for Data Recording by ETM for Concessionary Travel Reimbursement
- TAN 4 – Guidance on Hosting and Maintaining Hot Lists and Stop Lists

- TAN 5 – Guidance on Driver Compliance

The first three TANs are due to be published on the DfT website very soon at: www.dft.gov.uk/pgr/regional/buses/concessionary The purpose of each is set out below:

- TAN 1 suggests ways in which TCAs can support blind and partially sighted people apply for and use their new passes. Its main purpose is to signpost where further advice may be obtained.
- TAN 2 recommends how TCAs and Bus Operators can work together to ensure effective and stable on-bus operations through the identification and allocation of fare stages to individual TCAs for concessionary reimbursement. This is particularly applicable to the pre-smart 'flash pass' operational period where bus ETM software may have limitations in defining the TCA 'boundary'.
- TAN 3 seeks to establish a minimum level of data to be provided to each TCA by a bus operator to support concessionary travel reimbursement - again especially in the pre-smart period - and further considers the potential impact on bus service operation of recording and managing discretionary entitlement transactional data for concessionary travel.

NaPTAN portal

To support TCAs and Operators in identifying cross boundary fare stages, individual bus stop locations and TCA boundaries, the Department is creating, in partnership with Transport Direct, a registration based free to use Web Portal of the national NaPTAN dataset for all 291 TCAs and bus operators. The principles behind the Portal are outlined within TAN 2

The Portal is due to be available from early November. As soon as it is ready the Department will notify all TCAs and bus operators of the Portal's web address.

Recent and future communications from DfT

As preparations for the new concession continue the Department has issued, and is likely to continue to issue, a number of important communications to TCAs. These either take the form of a direct letter to TCAs, or information included in a bulletin. To ensure that all TCAs are aware of all of these

communications a list of key recent and future communications is provided below. Likely future communications are in italics and dates are indicative only at this stage.

<u>Date</u>	<u>Format</u>	<u>Key content</u>
5 April 07	Bulletin #5	Detailed information about the data that TCAs need to collect in order to be able to produce passes
25 May 07	Passes Consultation Paper (closed on 20 July)	Outlines the Department's initial proposals for the design and specification of the national passes and asks for comments
27 June 07	Ministerial letter to TCAs about passes	A letter from Gillian Merron about the passes project
29 June 07	Bulletin #6	Information about the framework agreements including a worked example of an order form for Lot 1. Extensive Q&A about all aspects of the national concession
5 July 07	Grant explanation letter	An explanation of how the grant to cover reasonable new burdens associated with passes will be calculated
31 July 07	Plain English Guide to ITSO	A basic, easy to understand introduction to ITSO smartcards
29 August 07	1 st Tranche Grant Determination	A breakdown of how much each TCA received for the first tranche of the passes grant
5 September 07	Bulletin #7	Details of the framework providers for all 4 lots and details of mentor authorities
18 September 07	Press release about the pass design	The official announcement about the final pass design
19 September 07	Letter about the Framework Agreements	Further information about the framework agreement and pricing schedules
28 September 07	Funding Consultation Paper (closes 23 November)	Invites comments on options for distributing additional funding for the 2008 national concession via special grant
1 October 07	Letter about second tranche of grant	Confirms the second grant payment will be made on 14 November and requests a signed declaration of the number of passes in circulation, which must be received before the second tranche can be paid
3 October 07	Letter about ITSO	Explains the services that ITSO

	services Ltd	Services Ltd will provide to non-smart TCAs and provides a letter for TCAs to "sign up"
3 October 07	Passes Consultation Response Document	Summarises the responses received to the consultation and sets out the Department's plans for the design and specifications of the national pass
5 October	Bulletin #8	Reporting the outcome of the consultation on pass design and providing information about data to be encoded on passes
<i>Shortly</i>	<i>Letter to TCAs on pass testing or verification</i>	<i>Advice to TCAs regarding the testing or verification of passes produced - particularly in respect of passes produced by suppliers other than Fujitsu</i>

----- **END** -----

TCAs who are using the services of ITSO Services Ltd (ISL) will need to ensure that their chosen supplier has the ability to interface properly with ISL. This requires certification to the latest version of the ITSO specification - version 2.1.1 or 2.1.2 and the appropriate pass production equipment. If a pass producer is not compliant with these versions of the specification, it may not be able to produce your passes correctly.

In addition, your chosen supplier will need to confirm that they have a workable link between their pass production equipment and the ITSO Services Ltd back office system or "HOPS".

Your supplier should confirm they are using 'live' security keys in the production of passes and not 'test' keys. 'Live' keys are generated by the ITSO Security Management System and passed through the HOPS service to pass production equipment. Failure to use 'live' keys will result in invalid passes.

You should check that your supplier has a certificate of compliance for the products you are looking to install on the smart card - IPE 16 for the national concession, and IPE 14 if you are looking to have a companion pass (plus TYP0 if you wish to partition a MiFare 4k card for dual transport and non-transport use).

You should also consider carefully and agree with your supplier what testing or card verification you will need to carry out to ensure that the passes produced are correctly encoded so that they can be read on ITSO readers and that they carry the English Concessionary travel products plus any additional local products. This applies to both the physical coding structure of the card and the data-content.

If you have any questions about this, please speak to your pass supplier in the first instance. If you still have any questions, please speak to the DfT's TCA support team: Ian McConnell on 07841 947431 or Nick Rawlings on 07841 947383.

In-house pass production

Some TCAs are intending to produce passes in-house. In order to do so, they will also need to ensure that the equipment they purchase is certificated to the latest version of the ITSO specification - version 2.1.1 or 2.1.2 and that the equipment they buy can interface with ITSO Services Ltd's HOPS system (or of course their own HOPS in the case of ITSO smart TCAs).

TCAs should check this carefully with their hardware suppliers before buying any such equipment. As with card suppliers, your equipment supplier should also confirm they are using 'live' security keys in the production of passes and not 'test' keys.

This applies equally whether a TCA uses Lot 4 of the Framework Agreement or goes to an outside supplier. This is because the suppliers under LOT 4 can offer a range of different products with differing characteristics.

In addition, TCAs will need to talk to their IT officers to ensure that their IT systems are able to send and receive the messages that will be sent between their pass production equipment and the ITSO Services Ltd HOPS. Some firewalls may block such messages unless they are specifically programmed to allow them.

Introduction

This paper explains the processes for ensuring that smartcard-based passes issued by TCAs or schemes have unique identifiers linking those passes to the TCA or scheme. These identifiers have been allocated to TCAs or schemes and are set out at the end of this Annex. This Annex is therefore for information only at this stage. If TCAs require any subsequent changes, they will need to follow the process set out in this Annex.

Unique Identifiers

For the national concession:

- each TCA will have its own Concessionary Pass Issuer Cost Centre (CPICC)
- each TCA or Scheme will have its own Product/Operator Identification Number (OID). The OID is a number issued by ITSO for unique identification of a participant within ITSO.
- each ITSO smart² TCA or Scheme will have its own unique Shell³ OID
- each TCA which is not ITSO smart and which uses the services of ITSO Services Ltd (ISL) will have a standard Shell OID, number 0100 or 0110.

These identifiers are important as they will need to be encoded on the chip inside all concessionary travel passes.

Process for issuing OIDs and CPICCs

The list of OIDs and CPICCs is owned by ITSO Ltd and they are responsible for controlling the list. Earlier this year, the Department for Transport asked TCAs about current scheme composition. On receipt of their responses, this information was passed to ITSO Ltd to enable them to produce an initial list of OIDs and CPICCs. ITSO Ltd then provided this list to the Department.

² In this note, "ITSO smart" means a TCA which is a member of ITSO and has the necessary HOPS provision to be able to deal with ITSO data transactions (either on its own or in a scheme with other TCAs).

³ The Shell is ITSO's technical definition of its 'application' containing directory entries and space for ITSO Products; the Shell can reside on a transport-only smart card or with other non-transport applications on a multi-application card

The initial list is attached at the end of this Annex. This list has been sent to Fujitsu and other pass producers who are known to be producing concessionary travel passes for TCAs. The list will also be published on the ITSO web-site at www.itso.org.uk.

Why OIDs and CPICCs might subsequently change

Over time, there is likely to be a need to amend the list of OIDs or CPICCs. This is most likely to be needed where the composition of a scheme changes or a TCA wishes to introduce its own ITSO smart scheme.

Shell OIDs

A Shell OID is most likely to change when a non-ITSO smart TCA or Scheme becomes ITSO smart. This will involve the TCA or Scheme becoming full ITSO Licensed Members and being allocated their own OID number(s).

Product OIDs

A Product OID is most likely to change when an ITSO Smart TCA leaves an existing scheme, or a non-ITSO smart TCA leaves a scheme and becomes ITSO smart.

CPICC

As each TCA has its own CPICC, there are likely to be fewer changes at this level. In particular, CPICCs will **not** change when a TCA leaves a scheme or joins a different scheme. However, changes may be needed as a result of any TCA reform (eg merging or splitting of TCAs).

Change control for OIDs and CPICCs

Non-ITSO smart TCA

In order to control any changes, the following process will apply:

- Any non-ITSO smart TCA wishing to make a change will need to write to the Department for Transport, detailing the change(s) that it wishes to make and the reason for the proposed change.

- The Department will consider the need for each change proposed which may involve further discussions with the TCA.
- Once the need for the change has been established, the Department will notify ITSO Ltd who will assess what changes are required to the OID and CPICC allocations.
- ITSO Ltd will reissue the list of OIDs and CPICCs to the Department, highlighting the changes made since the last list was issued – the version number of the document will be incremented and the current (updated) version of the list will be published on the ITSO web-site to ensure that all potential users of the list can access the current information.
- The Department will confirm the new details to the TCA which requested the change.
- The TCA will notify its pass provider and, if appropriate, its HOPS provider, with the new details.
- The HOPS provider (which may be ISL) will request the ITSO ISMS⁴ to issue new product notifications to all smart schemes for the automatic distribution of the new product or shell information to all existing ITSO smart readers
- The Department will notify the Framework Supplier of any changes made to the list.

ITSO smart TCA

If an ITSO smart TCA wishes to make a change, it does not need to go through the above process. It may inform ITSO Ltd directly and request a new OID or CPICC. ITSO Ltd will issue the new OID or CPICC to the TCA and will reissue the complete list to the Department highlighting the changes made.

Implications when a change is made to an OID relating to a TCA which is not ITSO smart

All new passes issued from the date on which a TCA receives a new OID should be issued using that new OID. All passes already issued by the TCA

⁴ The ISMS is the ITSO Security Management Service where products are registered

will continue to work with the existing OID. Over time, as they expire new passes will replace them using the new OID.

There will be no noticeable difference between the passes issued under the old OID and passes issued under the new ones. This is because non-ITSO smart TCAs will not receive any transaction data relating to their passes.

Implications when a change is made to an OID relating to a TCA which is already ITSO smart

It is unlikely that a TCA which is not part a scheme will ever need to change its Shell or Product OID. However, if a TCA wishes to leave an existing smart scheme, it will need a new Shell OID and a new Product OID.

All new passes issued from the date on which a TCA receives its new OIDs will be issued using the new details. All passes already issued by the TCA will continue to work with the existing OIDs. Over time, as they expire new passes will replace them using the new OIDs.

ITSO smart TCAs will receive transaction information relating to all passes issued using their new OIDs. They won't automatically receive any data relating to passes with their old OID as that will continue to go to the previous scheme's HOPS system. If they wish to receive this data, they will need to make arrangements with the other members of the original scheme and may need to pay to receive this data. Alternatively, an ITSO smart TCA leaving a scheme may choose to reissue its passes at that point - it may wish to do so anyway if the pass design shows that it is part of the old joint scheme.

Implications when a change is made to an OID relating to a TCA which is not ITSO smart, but which wishes to go ITSO smart.

All new passes issued from the date on which a TCA receives a new Shell and Product OID will be issued using the new details. All passes already issued by the TCA will continue to work with the existing OIDs. Over time, as they expire new passes will replace them using the new OIDs.

ITSO smart TCAs will receive transaction information relating to all passes issued using their new Shell and Product OID. They won't receive any data relating to passes with their old OID as that will continue to go to the ITSO Services Ltd HOPS system. Alternatively, a TCA may choose to reissue its passes when it goes smart.

Implications when a change is made to a CPICC

Where one or more TCAs merge to form a new single TCA, one of the already allocated CPICCs can be adopted while the other(s) are discarded. Where an existing TCA is spilt into one or more new TCAs, each new TCA will be issued with its own new CPICC.

As with changes to OIDs, no passes will need to be reissued as they will continue to work with the existing CPICCs.

To recap

If you are an ITSO smart TCA and you want a new Shell OID, Product OID or CPICC please ask ITSO Ltd at operations@itso.org.uk

If you are a non-ITSO smart TCA and you want a new Shell OID, Product OID or CPICC, please ask the Department for Transport at concessionaryfares@dft.gsi.gov.uk

List of Product OIDs and CPICCS

Region	Travel Concession Authority	Scheme	Product OID	CPICC
East	Bedford	Bedford	8192	4112
East	Cambridge	Cambridgeshire County	8193	4176
East	East Cambridgeshire			4192
East	Fenland			4208
East	Huntingdonshire			4224
East	South Cambridgeshire			4240
East	Peterborough UA			4800
East	Basildon			Essex County
East	Braintree	4288		
East	Brentwood	4304		
East	Castle Point	4320		
East	Chelmsford	4336		
East	Colchester	4352		
East	Epping Forest	4368		
East	Harlow	4384		
East	Maldon	4400		
East	Rochford	4416		
East	Tendring	4432		
East	Uttlesford	4448		
East	Southend-On-Sea UA	4816		
East	Broxbourne	Hertfordshire County	8195	
East	Dacorum			4496
East	East Hertfordshire			4512
East	Hertsmere			4528
East	North Hertfordshire			4544
East	St Albans			4560
East	Stevenage			4576
East	Three Rivers			4592
East	Watford			4608
East	Welwyn Hatfield			4624
East	Luton UA	Luton UA	8196	4656
East	Mid Bedfordshire	Bedfordshire	8197	4128
East	South Bedfordshire			4144
East	Breckland	Norfolk County	8198	4672
East	Broadland			4688
East	Great Yarmouth			4704
East	Kings Lynn W. Norfolk			4720
East	North Norfolk			4736
East	Norwich			4752
East	South Norfolk			4768
East	Babergh			Suffolk County
East	Forest Heath	4848		
East	Ipswich	4864		
East	Mid Suffolk	4880		
East	St Edmundsbury	4896		
East	Suffolk Coastal	4912		
East	Waveney	4928		
East	Thurrock UA	Thurrock	8200	4960
East Mids	Derby City UA	Derbyshire County	8203	8208
East Mids	Amber Valley			8224
East Mids	Bolsover			8240

Region	Travel Concession Authority	Scheme	Product OID	CPICC
East Mids	Chesterfield			8256
East Mids	Derbyshire Dales			8272
East Mids	Erewash			8288
East Mids	High Peak			8304
East Mids	North East Derbyshire			8320
East Mids	South Derbyshire			8336
East Mids	Leicester City UA	Leicestershire County	8204	8368
East Mids	Blaby			8384
East Mids	Harborough			8416
East Mids	Hinckley & Bosworth			8432
East Mids	Melton			8448
East Mids	North West Leicestershire			8464
East Mids	Oadby & Wigston			8480
East Mids	Boston	Lincolnshire County	8205	8512
East Mids	East Lindsey			8528
East Mids	Lincoln			8544
East Mids	North Kesteven			8560
East Mids	South Holland			8576
East Mids	West Lindsey			8608
East Mids	Corby	Northamptonshire County	8206	8640
East Mids	Daventry			8656
East Mids	East Northamptonshire			8672
East Mids	Kettering			8688
East Mids	Northampton			8704
East Mids	South Northants			8720
East Mids	Wellingborough			8736
East Mids	Nottingham UA	Nottingham	8207	6
East Mids	Ashfield	Nottinghamshire County	126	4
East Mids	Bassetlaw			1
East Mids	Broxtowe			5
East Mids	Gedling			7
East Mids	Mansfield			2
East Mids	Newark & Sherwood			3
East Mids	Rushcliffe			8
East Mids	Rutland UA	Rutland	8208	8912
East Mids	South Kesteven	South Kesteven	8209	8592
East Mids	Charnwood	Charnwood	8210	8400
North East	Alnwick	Alnwick	8213	12480
North East	Berwick-upon-Tweed	Berwick-upon-Tweed	8214	12496
North East	Blyth Valley	Blyth Valley	8215	12512
North East	Castle Morpeth	Castle Morpeth	8216	12528
North East	Darlington UA	Darlington	8217	12304
North East	Chester-Le-Street	Durham County	8218	12320
North East	Derwentside			12336
North East	Durham City			12352
North East	Easington			12368
North East	Sedgefield			12384
North East	Teesdale			12400
North East	Wear Valley			12416
North East	Hartlepool UA	Tees Valley	8219	12448
North East	Middlesborough UA			12464
North East	Redcar & Cleveland UA			12592
North East	Stockton-on-Tees UA			12608

Region	Travel Concession Authority	Scheme	Product OID	CPICC
North East	Tyne & Wear PTE	Tyne & Wear PTA	8220	12624
North East	Tynedale	Tynedale	8221	12544
North East	Wansbeck	Wansbeck	8222	12560
North West	Chester	Cheshire	124	16432
North West	Congleton			16448
North West	Crewe & Nantwich			16464
North West	Ellesmere Port & Neston			16480
North West	Macclesfield			16496
North West	Vale Royal			16512
North West	Halton UA			16832
North West	Warrington UA			17152
North West	Greater Manchester PTE	Greater Manchester PTA	125	16656
North West	Allerdale	Cumbria County (NoWcard)	122	88
North West	Barrow-In-Furness			96
North West	Carlisle			128
North West	Copeland			144
North West	Eden			152
North West	South Lakeland			224
North West	Blackburn Darwen UA	Lancs County (NoWcard)		104
North West	Blackpool UA			112
North West	Burnley			120
North West	Chorley			136
North West	Fylde			160
North West	Hyndburn			168
North West	Lancaster			184
North West	Pendle			192
North West	Preston			200
North West	Ribble Valley			208
North West	Rossendale			216
North West	South Ribble			232
North West	West Lancashire			176
North West	Wyre			248
North West	Merseyside PTE	Merseyside PTA	128	17056
South East	Bracknell Forest UA	Bracknell Forest	8227	20496
South East	Aylesbury Vale	Buckinghamshire County	8228	20528
South East	Chiltern			20544
South East	South Bucks			20560
South East	Wycombe			20576
South East	Cherwell	Cherwell	8229	21152
South East	Eastbourne	Sussex County	8230	20608
South East	Hastings			20624
South East	Lewes			20640
South East	Rother			20656
South East	Wealden			20672
South East	Brighton & Hove UA			20512
South East	Arun			21536
South East	Chichester			21552
South East	Crawley			21568
South East	Horsham			21584
South East	Mid Sussex			21600
South East	Worthing			21616
South East	Adur			21520

Region	Travel Concession Authority	Scheme	Product OID	CPICC
South East	Basingstoke & Deane	Hampshire County	8231	20704
South East	East Hampshire			20720
South East	Eastleigh			20736
South East	Gosport			20768
South East	Hart			20784
South East	Havant			20800
South East	New Forest			20816
South East	Rushmoor			20832
South East	Test Valley			20848
South East	Winchester			20864
South East	Portsmouth UA			21248
South East	Isle of Wight UA	Isle of Wight	8232	20896
South East	Ashford	Kent County & Medway	8233	20912
South East	Canterbury			20928
South East	Dartford			20944
South East	Dover			20960
South East	Gravesham			20976
South East	Maidstone			20992
South East	Sevenoaks			21008
South East	Shepway			21024
South East	Swale			21040
South East	Thanet			21056
South East	Tonbridge & Malling			21072
South East	Tunbridge Wells			21088
South East	Medway UA			21120
South East	Milton Keynes UA	Milton Keynes	8234	21136
South East	Oxford	Oxford	8235	21168
South East	Reading UA	Reading	8236	21264
South East	Slough UA	Slough	8237	21280
South East	South Oxfordshire	South Oxfordshire	8238	21184
South East	Southampton UA	Southampton	8239	21296
South East	Elmbridge	Surrey County	8240	21312
South East	Epsom & Ewell			21328
South East	Guildford			21344
South East	Mole Valley			21360
South East	Reigate & Banstead			21376
South East	Runnymede			21392
South East	Spelthorne			21408
South East	Surrey Heath			21424
South East	Tandridge			21440
South East	Waverley			21456
South East	Woking			21472
South East	Vale Of White Horse	Vale Of White Horse	8241	21200
South East	West Berkshire UA	West Berkshire	8242	21504
South East	West Oxfordshire	West Oxfordshire	8243	21216
South East	Windsor & Maidenhead	Windsor & Maidenhead	8244	21648
South East	Wokingham UA	Wokingham	8245	21664
South East	Fareham	Fareham	8246	20752
South West	Bath & N E Somerset UA	Diamond Travel Card	8249	24592
South West	Bristol UA			24624
South West	North Somerset UA			25136
South West	South Gloucestershire UA			25280

Region	Travel Concession Authority	Scheme	Product OID	CPICC
South West	Bournemouth UA	Bournemouth & Poole	8250	24608
South West	Poole UA			25168
South West	Cheltenham	Gloucestershire County	8251	25008
South West	Cotswold			25024
South West	Forest of Dean			25040
South West	Gloucester			25056
South West	Stroud			25072
South West	Tewkesbury			25088
South West	Christchurch	Christchurch	8252	24896
South West	Caradon	Cornwall County	8253	24640
South West	Carrick			24656
South West	Kerrier			24672
South West	North Cornwall			24688
South West	Penwith			24704
South West	Restormel			24720
South West	Isles of Scilly UA	Isles of Scilly	8254	25120
South West	Exeter	Devon County	8255	24768
South West	Mid Devon			24784
South West	North Devon			24800
South West	South Hams			24816
South West	Teignbridge			24832
South West	Torridge			24848
South West	West Devon			24864
South West	East Dorset	Dorset County	8256	24912
South West	North Dorset			24928
South West	Purbeck			24944
South West	West Dorset			24960
South West	Weymouth & Portland			24976
South West	East Devon	East Devon	8257	24752
South West	Plymouth UA	Plymouth	8258	25152
South West	Mendip	Somerset County	8259	25184
South West	Sedgemoor			25200
South West	South Somerset			25216
South West	Taunton Deane			25232
South West	West Somerset			25248
South West	Swindon UA	Swindon	8260	25296
South West	Torbay UA	Torbay	8261	25312
South West	Kennet	Wiltshire County	8262	25328
South West	North Wiltshire			25344
South West	Salisbury			25360
South West	West Wiltshire			25376
West Mids	Herefordshire UA	Herefordshire	8265	28688
West Mids	North Warwickshire	North Warwickshire	8266	28976
West Mids	Nuneaton & Bedworth	Nuneaton & Bedworth	8267	28992
West Mids	Rugby	Rugby	8268	29008
West Mids	Bridgnorth	Shropshire County	8269	28704
West Mids	North Shropshire			28720
West Mids	Oswestry			28736
West Mids	Shrewsbury & Atcham			28752
West Mids	South Shropshire			28768
West Mids	Stoke-on-Trent UA	Staffordshire	8270	28944
West Mids	Cannock Chase	Staffordshire County	8271	28800
West Mids	East Staffordshire			28816

Region	Travel Concession Authority	Scheme	Product OID	CPICC
West Mids	Lichfield			28832
West Mids	Newcastle-Under-Lyme			28848
West Mids	South Staffordshire			28864
West Mids	Stafford			28880
West Mids	Staffordshire Moorlands			28896
West Mids	Tamworth			28912
West Mids	Stratford-on-Avon	Stratford-on-Avon	8272	29024
West Mids	Telford & Wrekin UA	Telford & Wrekin	8273	28960
West Mids	Warwick	Warwick	8274	29040
West Mids	West Midlands PTE	West Midlands PTA / Centro	107	29072
West Mids	Birmingham			29088
West Mids	Coventry			29104
West Mids	Dudley			29120
West Mids	Sandwell			29136
West Mids	Solihull			29152
West Mids	Walsall			29168
West Mids	Wolverhampton			29184
West Mids	Bromsgrove	Worcestershire County	8276	29200
West Mids	Malvern Hills			29216
West Mids	Redditch			29232
West Mids	Worcester			29248
West Mids	Wychavon			29264
West Mids	Wyre Forest			29280
Y&H	East Riding of Yorkshire UA	East Riding of Yorkshire	8279	32784
Y&H	Kingston Upon Hull UA	Kingston Upon Hull	8280	32800
Y&H	North East Lincs UA	North East Lincs	8281	32816
Y&H	North Lincolnshire UA	North Lincolnshire	8282	32832
Y&H	Craven	North Yorkshire County	8283	32848
Y&H	Hambleton			32864
Y&H	Harrogate			32880
Y&H	Richmondshire			32896
Y&H	Ryedale			32912
Y&H	Scarborough			32928
Y&H	Selby			32944
Y&H	York UA			33152
Y&H	South Yorkshire PTE	South Yorkshire PTA	8284	32976
Y&H	West Yorkshire PTE	West Yorkshire PTA	8285	33056

Overview

The security of the national concession hologram is very important. The loss or theft of holograms could allow the production of counterfeit passes that would be very difficult to identify. In time, we hope that the spread of smart ticketing systems will mean the potential for counterfeiting will reduce.

To be able to order holograms, a company or TCA must first be approved by the Department for Transport. Once a company or TCA have been approved, the Department will allocate them an approved limit. The company or TCA can then order holograms from the DfT's supplier up to the limit set by the DfT.

The DfT will require monthly returns from approved companies detailing the holograms they currently have in stock, holograms received and cards delivered. If a company's contract to supply passes comes to an end, any holograms they have in stock must be returned to DfT.

The holograms remain the property of DfT throughout the process.

Approval Process

The Department will only release holograms to:

- those companies to whom we have issued Framework Agreements for Lots 1 or 4.
- other card producers who have been issued with a Certificate of Compliance from ITSO in respect of the provision of ITSO cards.
- TCAs who will be producing passes in house.

In the case of the first category, the lead contractor will be responsible for ensuring the security of any holograms passes to any sub-contractors. In the case of the second category, the ITSO certified card producer will be responsible for ensuring the safety of the hologram, whether or not that producer is the lead contractor (the lead contractor might not be ITSO certified). In respect of TCAs they will be responsible for the safety of holograms and we will require them to confirm what equipment they will use to apply the holograms.

In order to get approval, the company or TCA will have return to DfT:

- A completed request form.
- A completed declaration.
- A copy of their ITSO certificate (if appropriate).

The requests form asks the company or TCA to state how many holograms are required and asks for reasons why that figure is required. It also asks TCAs who are personalising cards in house to state how they intend to affix the hologram to the card.

The declaration states that the company or TCA agrees that it will be responsible for the safekeeping of the holograms and that it will treat them in accordance with industry best practice. The declaration also states that the company or TCA agrees to provide regular returns to the DfT and will return any holograms at the end of their contracts to produce cards.

In cases where a supplier intends to supply holograms to subcontractors we do not require separate declarations for all subcontractors. By signing the declaration the lead contractor assumes responsibility for the security of the holograms.

Companies who have not been awarded a framework contract should supply a copy of their Certificate of Compliance from ITSO in respect of the provision of ITSO cards.

Once the completed paperwork has been received by DfT we will assess the application and allocate an authorised limit. The company or TCA will then be able to order holograms directly from our suppliers up to that limit.

The request form and the declaration will be available on the DfT website shortly at the following address:

<http://www.dft.gov.uk/pgr/regional/buses/concessionary/>

If you require the form and declaration in the meantime, please contact concessionaryfares@dft.gsi.gov.uk

Ordering the holograms

When a company or TCA receives their authorised limit from DfT, they will also receive an order form. They should use this form to order all holograms. They will also receive an email address to which all orders should be sent.

Once a company or TCA has been given an approved limit they can make as many orders as they wish against that limit. They may also arrange for delivery to a subcontractor (although they will still be responsible for the safekeeping of those holograms).

If a company or TCA needs to increase its approved limit, it should submit a fresh application form for additional holograms. It will not have to submit a further declaration or ITSO certificate. DfT will then consider the application and, if satisfied, will increase the company's or TCA's order limit by the appropriate amount.

Monthly Returns

As part of their declaration the company or TCA must agree to give DfT regular returns detailing the holograms in their possession. This is important as it gives DfT a full audit trail of the holograms that it has given to suppliers.

The DfT will supply forms to be completed by companies and TCAs. These should be sent in at the start of each calendar month and be completed for the previous calendar month.

Each lead contractor or TCA will be responsible for producing a return that details **ALL** holograms that they have ordered. The return should include the information for any subcontractors used as the DfT does not require a separate return for each subcontractor. For example, if lead company A is using company B and company C as subcontractors during the card manufacture process, DfT should receive one return from company A.

Return of Holograms

At the end of contracts to produce national concessionary passes or supply cards for production of passes, if no more contracts are in place, companies are required to return any remaining stocks of holograms to the DfT. Similarly, if a TCA ceases to personalise passes in house, it should also return any holograms it has in stock at the end of production. In these circumstances the

company or TCA in question should contact the DfT to arrange for the return of the holograms.

Non-Personalised Cards with Holograms attached

The security of cards which have had holograms attached but have not yet been personalised is just as important as the security of holograms. As such, TCAs that wish to take delivery of cards which have holograms attached but have not yet been personalised will also have to sign a declaration stating that they will be responsible for the safekeeping of the holograms, (which in this case are already affixed to cards). The declaration for TCAs to sign will also be made available on the DfT website at:

<http://www.dft.gov.uk/pgr/regional/buses/concessionary/>

TCAs which take delivery of non-personalised cards with holograms already affixed will also have to complete a monthly return for DfT. The DfT will supply forms to be completed by TCAs. These should be sent in at the start of each calendar month and be completed for the previous calendar month.

If you have any questions on these procedures, please contact the Department at: concessionaryfares@dft.gsi.gov.uk