

CONCESSIONARY BUS TRAVEL – BULLETIN #16

Welcome

As we approach 2009, we in the Concessionary Travel team at DfT would like to wish you all season's greetings and to thank you all for your efforts in 2008. The year has seen some considerable achievements, with the successful delivery of the new concession in April, over 7 million new-style smartcard passes produced to date and a very positive difference to millions of older and disabled people in England. None of this would have been possible without the hard work of key stakeholders and we in the Department are only too aware of the contribution of those who deliver the concession, on the ground, on a daily basis.

Updated Reimbursement Assessment Toolkit (RAT), Guidance + workshops

Following feedback from workshops in early 2008, and after discussions with operator and local authority representatives, the Department has now completed updating the guidance on reimbursement originally issued in December 2007.

The new guidance makes no substantive changes to the principles underpinning reimbursement set out in the 2007 document. Many of the changes are largely technical in nature and also reflect the availability of an extra year's data which can be used in estimating elasticity. The new guidance will be available on the DfT website in early Jan but a .pdf version is attached to this bulletin in tracked changes to highlight how it differs from the December 2007 version.

We have also developed a revised Reimbursement Analysis Tool (RAT) [v.2.0] which will also be available on the website in early January. The RAT now makes specific provision for analysing data for the two years after the move from half-fare to free travel. The functionality of the previous RAT is retained but the new version allows users more choice and flexibility about how they use historic data. Because of this we would encourage all TCAs, operators, and scheme consultants or agents interested in using it to attend one of a series of reimbursement workshops we will again be hosting here in Great Minster House to help explain how to get the most out of the tool. If you are interested in attending one of these workshops please register your interest to: concessionaryfares@dft.gsi.gov.uk. The workshops will commence in February.

Appeals Update

In previous Bulletins it was reported that the Department has received a number of notices of Judicial Reviews with respect to some appeal determinations made in 2007/08. A date has still not been set for the Judicial Review hearings. We will provide an update on a likely hearing date as soon as we become aware.

As the Judicial Review process is now under way the Department is not in a position to discuss any of the specific issues regarding those cases.

In the current financial year, 100 applications were lodged in respect of Travel Concession Schemes, although half of these were withdrawn later and five were not valid. The Department continues to encourage operators and travel concession authorities (TCAs) to settle reimbursement claims through local negotiation.

Two independent adjudicators have been appointed to determine the remaining 45 applications. We expect to issue the first batch of determinations before Christmas. The over-riding consideration is that the appeals are considered carefully on the basis of robust information to ensure that they are determined fairly. The process is time-consuming owing to the need to clarify cases where there are large differences in the submissions made by each party. We expect to issue the remaining decisions early in 2009.

Eligible Services Consultation and Implementation date

Many of you will be aware that we are currently consulting on possible changes to the eligible services regulations for the statutory concession. If you have not already done so, we would encourage you to take part in the consultation, which can be found here:

<http://www.dft.gov.uk/consultations/open/busconcession/>

The consultation closes on 23 January, so please make sure that any responses reach us before then using the response form provided.

If we do make changes to the regulations as a result of the consultation, we are keen to ensure that the implementation of these changes causes as little disruption as possible. Our original intention was to issue a consultation response as soon as possible after the closing date of the consultation and for any changes to come into force before 1 April so that local authorities would not have to change their schemes during the year. However, we have had some representations from stakeholders suggesting that it may be better for local authorities and operators to have some time

to consider any changes and for the implementation to be delayed until the summer, at which time schemes can be changed if necessary.

We at DfT are keen to ensure that we minimise any disruption caused and would like to hear your views on the subject. If you would like to comment, please email us at concessionaryfares@dft.gsi.gov.uk with your views or include them in your consultation response. If we do wish to implement the changes for 1 April, there is obviously a limited amount of time after the consultation finishes so we would appreciate you sending us comments about the implementation date sooner rather than later if possible.

Online Community

We have established an online community to enable stakeholders to share best practice and information about concessionary travel in England. If you are not already a member you can join at <http://www.communities.idea.gov.uk/welcome.do> by registering and then searching for “concessionary travel”.

UPDATE ON CONCESSIONARY PASS ISSUES

Local Government Reorganisation

It is important that those local authorities that are affected by the Local Government Reorganisation, and will be issuing concessionary passes from 1 April 2008, should contact ITSO Services Ltd (ISL). ISL will be able to provide full technical support for issuing passes to its membership, but it is important that these local authorities engage with ISL early to ensure that everything is in place in good time. Local authorities who already have smart schemes and are members of ITSO should contact ITSO for full technical support.

At present, all Travel Concession Authorities have their own Concessionary Pass Issuing Cost Centre (CPICC) and each scheme has an Operator ID number (OID). If any smart local authorities are merging, the issuing authority will need to inform ITSO which CPICC and OID they wish to use from 1 April. Where non-smart ISL local authorities are merging, the issuing authority will need to inform ISL which CPICC and OID they wish to use from 1 April and inform ISL who will be producing their passes. There is no need to reissue any existing passes. Data from the other OIDs and CPICCs will be maintained in the ISL HOPS and be available to local authorities when they choose to go fully smart.

Importantly, any local authorities that are members of ISL and will merge next financial year must ensure that the new authority has completed an “Annex A” letter agreeing to join ISL. This letter can be found on the ISL website here under "Documents and Links": <http://www.itsoservices.org.uk/page167/Documents-And-Links>.

If a local authority who has not previously issued passes is interested in using the framework agreements put in place by the Department for Transport and would like further information about them, please contact us at:

concessionaryfares@dft.gsi.gov.uk.

ITSO Mifare Classic smartcard phase-out

We hope that all pass producers are aware of the recent announcement by ITSO Ltd to phase out Mifare Classic smartcards. This means that you will not be able to use Mifare Classic 1K or 4K smartcards to issue your passes after 31 December 2009.

There is no need to replace any passes that are already in circulation and local authorities have over 12 months notice to make any necessary changes. However, if you do currently use Mifare Classic smartcards, we would recommend that you speak to your pass producer or equipment suppliers about what changes will be necessary to ensure that any changes can be made in good time.

Smart local authorities can find more information under the members section of the ITSO Website: www.itso.org.uk. If you are an ISL local authority and would like more information about the Mifare Classic phase out, please find further information on the ISL Website under “Mifare Classic Phase Out”:

<http://www.itsoservices.org.uk/page252/Mifare-Classic-Media-Phase-Out>,

or contact ISL at helpdesk@itsoservices.org.uk.

Technical Advice Note 5 – Stoplising & Hotlisting

Thank you to everyone who has commented on TAN 5 about the stoplising and hotlisting processes for concessionary passes. This will be posted on our website here, shortly after christmas:

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

This is version 1 of the document. As the processes for stoplisting and hotlisting develop we anticipate the document may evolve to reflect this.

Many of the comments received were about the appropriate operational response when a hotlisted card was presented. In an interoperable environment it is possible that other products may be loaded on to the card and confiscation may not be the most appropriate action. This is currently outside of the scope of TAN 5, but we would encourage stakeholders to discuss these issues and make use of the online community to do so. We will also put this issue to our Operations and Technology Working Group and consider how best to take this forward.

ISL have been leading on developing stoplisting and hotlisting processes for its local authority membership. The first stage of development is complete and all of the stoplist information provided by local authorities is loaded into the ISL HOPS. However, it is extremely important that all ISL TCAs provide completed stoplists to ISL on a weekly basis or arrange for their pass / card management system supplier to do so on their behalf. This is a requirement of being a member of ISL and ultimately a local authority could be asked to leave ISL and become a full member of ITS0 in their own right if they do not supply this data.

ISL have provided updated guidance for its TCAs about how to complete the template. This is available on the ISL website:

<http://www.itsoservices.org.uk/page211/Stop-Listing> (and is also reproduced here at Annex A.)

Framework agreements

In the last bulletin (number 15) we asked for local authorities' views as to whether the department should extend the framework agreements that we put in place to assist local authorities to procure smartcards and associated services. If you have not already done so, please send back the attached form to concessionaryfares@dft.gsi.gov.uk. It is our intention to give local authorities as much a notice as possible of our intentions and we hope to be able to give more details in the New Year, so please don't leave it too late to have your say.

ISL User Group

In order to improve dialogue and best practice between ISL and its members, ISL is launching the ISL User Group. The aim of this User Group is to provide a platform between ISL and TCAs to discuss topical issues, such as stop listing/hot listing,

handheld verification devices, Mifare Classic Phase Out and Card Alternatives and other issues as they arise. The user group will consist of two representatives from each region. If you are interested in joining the user group or would like more information please contact ISL on helpdesk@itsoservices.org.uk.

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Annex A -

Please see below an example showing the correct method for adding a pass to the ISL stop list:

Date	TCA	Scheme	Shell OID	Product OID	CPICC	ISSN + Check Digit to be added to stop list	ISSN + Check Digit to be withdrawn from stop list	Card Expiry Date	Stop List Reason
28/11/2008	South Gloucestershire	Diamond Travel	0100	8249	25280	81791366		31/03/2013	Other

Completion Notes:

- Date: Dates should be submitted DD/MM/YYYY
- TCA: Enter the name of your TCA
- Scheme: Enter the name of your scheme (if this is the same as your TCA name, please enter TCA name again)
- Shell OID: This number will remain as 0100 until further notice (Please ensure that the 0 is present, otherwise it may be rejected)
- Product OID: This four digit number is unique to your Scheme

CPICC:

This five digit number is unique to your TCA

ISSN + Check Digit to be **added** to stop list:

This number constitutes the last eight digits found on a concessionary pass. This number is eight digits long and should not contain any gaps.

ISSN + Check Digit to be **withdrawn** from stop list:

If you are stoplisting a pass, this column should be left blank This column should only be completed should you wish to remove a previously submitted pass from the stoplist. In these cases, an eight digit number constituting the last eight digits of the pass should be entered with no spaces. [Should you wish to withdraw a pass entered on a previous stop list, please see the example below of how to complete the template.](#)

Card Expiry Date:

Dates should be submitted DD/MM/YYYY.

Stop List Reason:

Please choose an option from the drop down list.

[The correct method for withdrawing a pass from the ISL stop list:](#)

Date	TCA	Scheme	Shell OID	Product OID	CPICC	ISSN + Check Digit to be added to stop list	ISSN + Check Digit to be withdrawn from stop list	Card Expiry Date	Stop List Reason
28/11/2008	South Gloucestershire	Diamond Travel	0100	8249	25280		81791366	31/03/2013	Other