

Response ID ANON-4G99-DUG9-6

Submitted to **The Future of Smart Ticketing in Scotland**

Submitted on **2017-12-05 16:45:04**

Smart Ticketing in Scotland

1 Do you think our intention to have a consistent smart payment option available across Scotland and on all main public transport modes would promote use of public transport in Scotland?

Yes

Please explain your answer:

Reducing barriers such as the need to carry cash and the need to purchase separate tickets for each portion of a multi-modal journey are important to encourage the use of public transport and make it easier. A crucial element, however, is that ticketing is genuinely 'smart', i.e. it will automatically give the passenger the best deal for the combination of transport they use. There is very little true smart ticketing in Scotland, Glasgow Subway is the only example I can find, and that is not multi-modal.

2 Do you agree that the scope of smart ticketing should – for now – be limited to the modes and services outlined below?

Yes

Please explain your answer:

This seems a reasonable starting point.

However, the proposals are inconsistent in so far as it includes long-distance rail trips within Scotland but not long-distance bus trips. This discrepancy is not explained, nor the 'cut-off' as to where a 'local' bus trip would become a 'longer-distance' one. The proposal would also seem to introduce a discrepancy with the coverage of the National Concessionary Travel Scheme (where longer-distance bus trips are included).

There may be merit in including public bike schemes such as those in Glasgow and Stirling.

There also needs to be ability to travel (bus & rail) to destinations immediately beyond the English Border (e.g. Carlisle, Berwick-upon-Tweed) at an early stage, with wider liaison with any local/national schemes in the rest of the UK and even beyond (for example the Republic of Ireland).

E-purse and Regional Schemes

3 (a) Are you in favour of a clearly defined national e-purse scheme?

Yes

3 (b) Should all relevant bus, rail, ferry, tram and subway operators be expected to participate in a national e-purse scheme?

Yes

3 (c) Should participation in a national e-purse scheme be monitored and controlled?

Yes

3 (d) Should sanctions be imposed for non-compliance in a national e-purse scheme?

Yes

4 (a) Are you in favour of a clearly defined multi-modal, multi operator regional smart ticketing scheme?

Yes

4 (b) Should all relevant bus, rail, ferry, tram and subway operators be expected to participate in a multi-modal, multi operator regional smart ticketing scheme?

Yes

4 (c) Should participation in a multi-modal, multi operator regional smart ticketing scheme be monitored and controlled?

Yes

4 (d) Should sanctions be imposed for non-compliance in a multi-modal, multi operator regional smart ticketing scheme?

Yes

5 Are you in favour of new legislation that requires transport operators to participate in national and regional smart ticketing schemes?

Yes

Please explain your answer:

There has, in principle, been a desire to see multi-modal smart ticketing across Scotland since 2012, but very little progress has been made in that time. A number of operators have introduced 'smart' ticketing which is in fact simply an electronic version of paper tickets that have existed before. This has simplified online purchase and renewal but has done little else. The only operators with a degree of interoperability are ScotRail and the Glasgow Subway; here the smartcards of one can be used to store the products of the other (although the products themselves are quite separate and ScotRail still has not developed a stored value facility with tickets down to individual singles and returns having to be bought separately, even if they are stored electronically). This 'voluntary' approach has clearly not worked and therefore some degree of compulsion appears to be required.

A level of caution should also be adopted regarding the 'regional' aspect of ticketing. If we look at the example of Germany, where multi-modal regional ticketing is absolutely the norm, there is nonetheless a lack of coordination where neighbouring regions meet. The intention to deliver a single e-purse system for Scotland has been made clear: the 'regional' aspect should be used to deliver the genuinely 'smart' element, with maximum daily fares within given geographical areas. However, this may require a wider regulatory intervention, with the ability to set fares for multi-modal journeys as well as compulsory participation in the scheme.

Governance of Smart Ticketing in Scotland

6 (a) To ensure delivery of a consistent approach to meet the expectations of passengers now and in the future, should we establish a single governance group so that the technology implemented across Scotland for smart ticketing schemes is controlled?

Yes

6 (b) Should such a governance group be established formally and supported by legislation?

Yes

6 (c) Should such a governance group have a role in advising on development, implementation or administration of smart ticketing schemes?

Yes

6 (d) Are there any other areas that a governance group should have a role in?

Yes

If yes, please explain :

There could be a role for the governance groups in the setting of multi-modal fares and regional maximum fares.

Anything Else?

7 Do you have any other comments about the issues raised in this consultation? If so, please use the box below.

to be completed if anything to add:

As discussed above, the 'voluntary' approach to smart, integrated ticketing that has been pursued has yielded almost no results in Scotland over the past five years. However, if the proposal only sees its role as providing a national e-purse scheme, it will not succeed as buses are already widely introducing contactless card payments and m-tickets as another widely used form of cashless payment. A card that simply stores value is, to an ever greater degree, no longer relevant. Aspects of the proposal which have to be both truly 'smart' and integrated have been discussed above. However, the implementation of such a scheme needs to be part of a wider range of proposals which will make public transport easier to use for residents and visitors alike. Measures such as: (i) ensuring that our international airports have facilities to sell the full range of tickets across Scotland, (ii) a nationwide network of agents able to sell tickets, (iii) a single on-line point of purchase where intending travellers could explore all potential options for their journey and select the most suitable and best value ticket, whether season ticket or individual journey.

Assessing Impact

8 Equality - Are there any likely impacts the proposals contained within this Consultation may have on particular groups of people, with reference to the 'protected characteristics' listed below?

Please be as specific as possible:

9 Children's Rights - Do you think the proposals contained within this Consultation may have any additional implications on the safety of children and young people?

Please be as specific as possible:

10 Business and Regulatory - Do you think the proposals contained in this Consultation are likely to increase or reduce the costs and burdens placed on any sector?

Please be as specific as possible:

11 Privacy - Are there any likely impacts the proposals contained in this Consultation may have upon the privacy of individuals?

Please be as specific as possible:

There have been privacy concerns expressed if a government agency is collecting detailed information on identifiable individuals' travelling habits. These concerns should be clearly addressed with an assurance that any information collected will solely be used for statistical purposes and revenue allocation.

About You

What is your name?

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Are you responding as an individual or an organisation?

Organisation

What is your organisation?

Organisation:

Transform Scotland

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

Publish response only (without name)

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Yes