

# Transport Scotland

## Transport Ticketing Global

### 5 March 2025



# The strategic development of smart and integrated ticketing in Scotland

Background and who we are

What we already have

What we want to have

NSTAB

Legislation

# Who we are



Transport Scotland is the part of the Scottish Government responsible for Transport



We set policy and legislation, but we also have operational teams and deliver specific projects



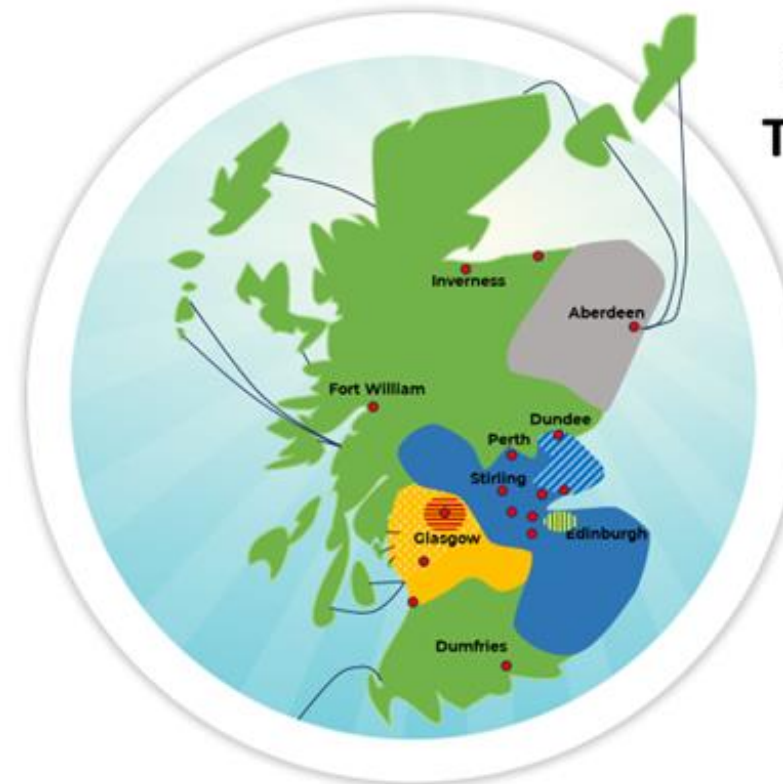
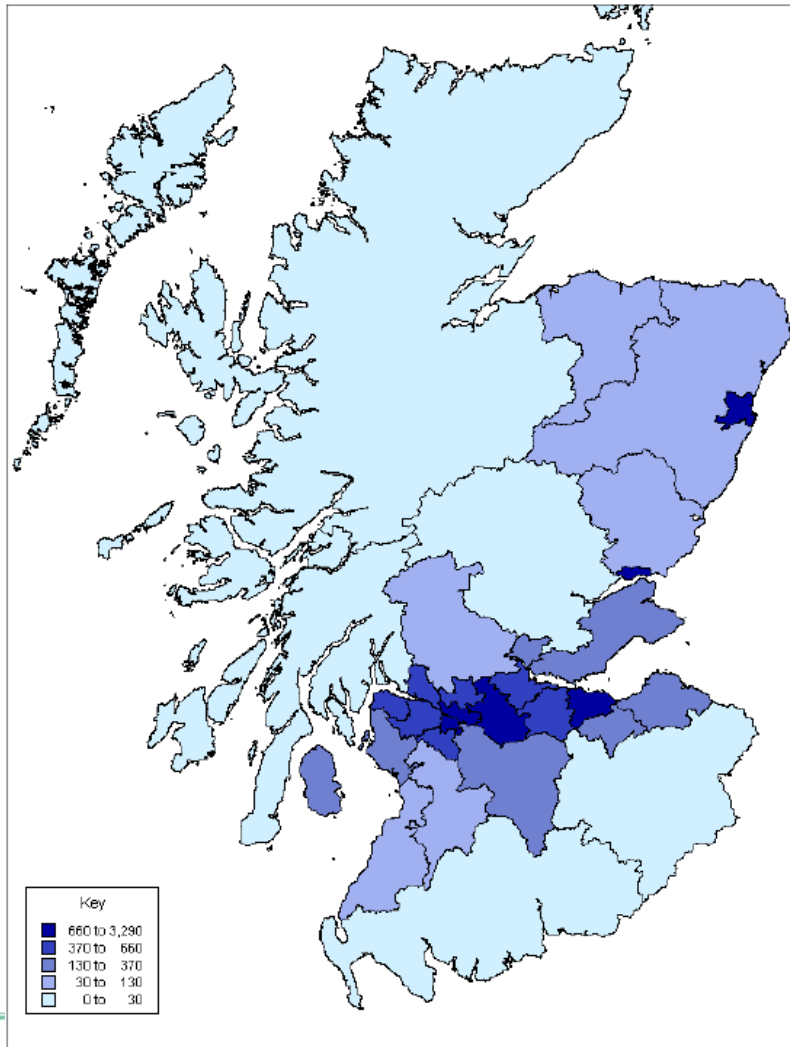
Scottish bus services are not regulated and are largely privately run. Some ferry services are operated by direct contract, some are local authority run.





Transport works better at a bigger scale, so local authorities have combined into 'Regional Transport Partnerships' which can also run services.



# Population Density



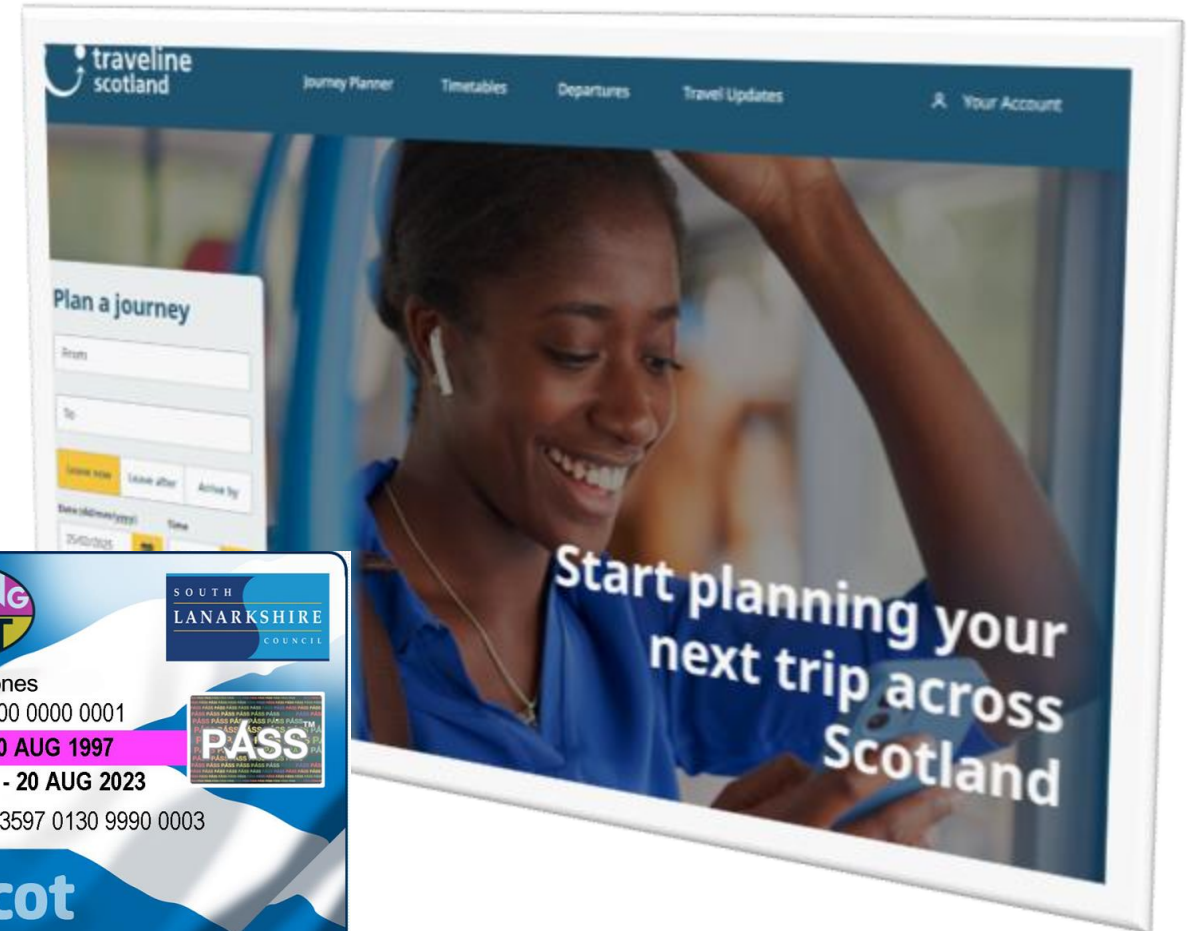
## Zonal Integrated Tickets in Scotland

-  Crasshopper (Paper & smartcard) – bus
-  One-Ticket (Digital app) – bus & rail
-  ZoneCard (Paper & smartcard) – bus, rail & subway
-  Tripper (Digital app & smartcard) – bus
-  Roundabout (Paper) – rail & subway
-  ABC (Paper & smartcard) – bus
-  Lothian Ridacard (Smartcard) – bus & tram
-  PlusBus (Paper & smartcard) – bus & rail
-  Rail & Sail ferry routes (Paper) – bus & ferry

MaaS apps also cover the Highlands & Islands area (Go-Hi) and One-Ticket area (GoSEStran)

# Smart & Integrated Ticketing Team

- Smart & Integrated Ticketing policy
- Digital Travel Data Service
- Open data (Bus)
- New legislation
- Specific projects
- Sponsorship (NSTAB)



# Where we are now

We do have integrated ticketing schemes which are smartcard based

- This is used for concessionary travel and some commercial tickets
- Commercial multi-modal ticket examples include a Bus and Tram offering in Edinburgh and joined up Bus and subway in Glasgow – both very popular.
- Concessions via NEC are multi modal bus, ferry, Scotrail gates

However!

- The commercial deregulated market and years of independent technology choices is not conducive to full integration
- Scotland is not like London – our population is spread between cities and islands
- But we know that where multi mode/multi operator smart tickets are offered they are largely successful – we just need to make them easier to enter into.



# The aim

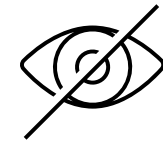
## Be more available, simple and consistent:

- A consistent approach to ticketing with digital, contactless and smartcard ticketing accepted seamlessly across operators and modes.
- A consistent approach between concessionary and commercial ticketing



## Be accessible and inclusive:

- Reduce the steps required to access tickets
- Have smart ticketing available that caters for different needs
- Do not have tickets that discriminate certain passengers



## Promote affordable travel:

- Smart ticketing that provides better tickets for passengers including integrated fare capping, tap in tap out, and integrated digital tickets, Account Based Ticketing
- Provide an efficient and affordable solution for operators
- Integrated ticketing schemes in operation wherever there is demand.
- High quality, easy to find, information about fares, ticket types, real time info allowing price comparison and better journey planning





# NSTAB

A public body, independent of Ministers, who set their aims and provide their strategic remit:

1. Provide strategic advice to Ministers (i.e., on strategy, technological standard for smart ticketing, engagement, consultations).
2. Advise on the opportunities and challenges of a smart integrated ticketing system within the relevant sectors.
3. Advise on the identification of a technological standard for Scotland's smart ticketing system.
4. Advising on recommendations following review of reports from local authorities on successes and failures in introducing smart ticket schemes.
5. Represent views of the industry and sectors.

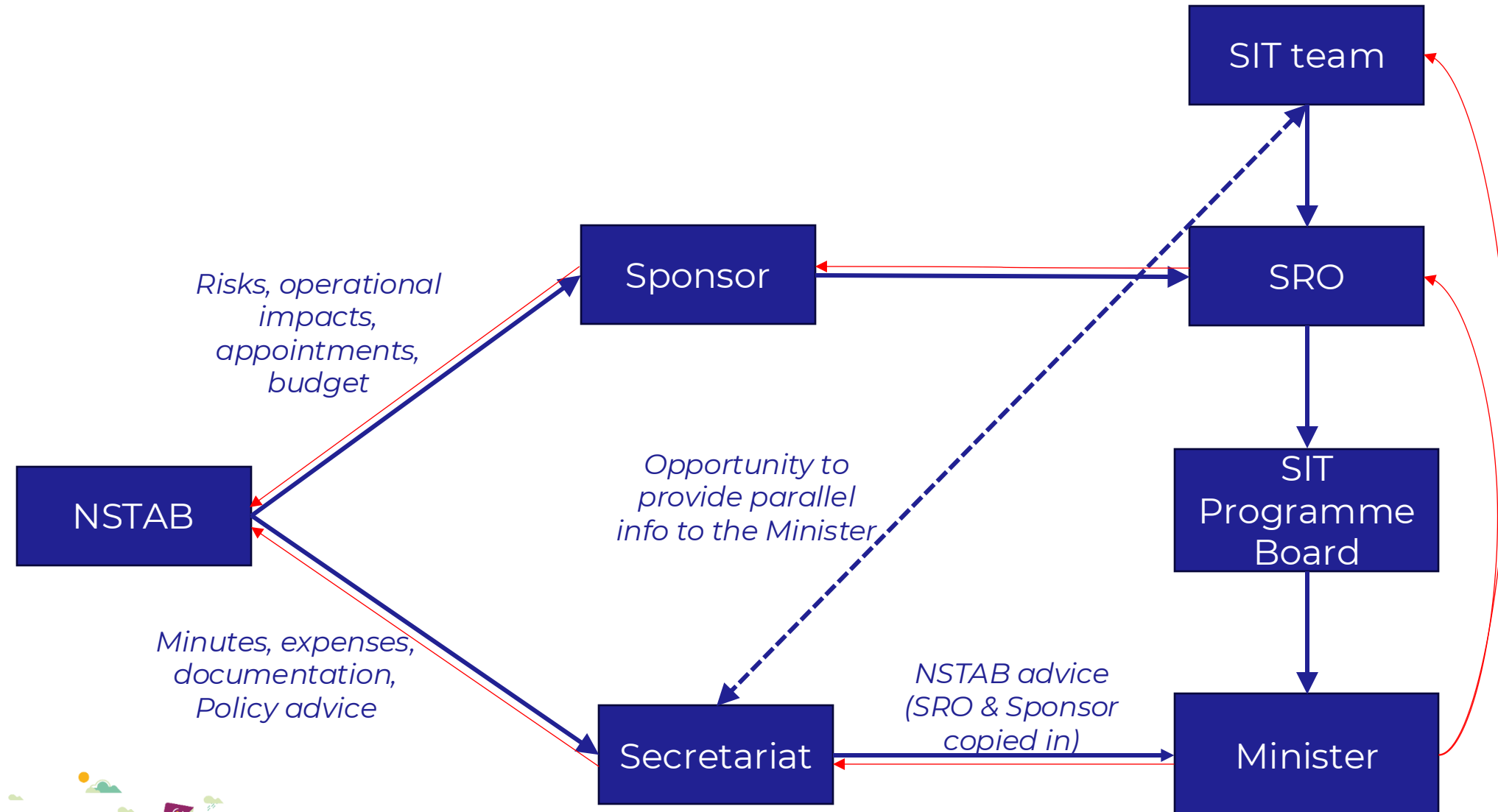




# Membership

Chairperson	Voting?		
1 Chairperson	Only when tied between voting members	1x Chairperson	Andrew Seedhouse
Balanced Voting Membership	Voting?		
5-7 operator representatives of different modes	Yes	1x Bus operator rep 1x Ferry operator rep 1x Rail operator rep 1x Tram operator rep 1x Subway operator rep	TBC Diane Burke Claire Dickie Marilena Papadopoulou Micheal Nimmo
<b><i>Balanced with</i></b>			
2-4 representatives of local and regional transport authorities/partnerships	Yes	1x Local Transport Authority rep 1x Regional Transport Partnership rep	Margaret Roy Ranald Robertson
1-3 representatives of passenger and accessibility representatives	Yes	1x Passenger rep 1x Accessibility rep	Kirsten Urquhart Hussein Patwa
1 representative of Scottish Ministers (Transport Scotland)	Yes	1x Transport Scotland rep	Mary Docherty
Board Advisors:	Voting?		
Up to 3 advisory roles relating to smart ticketing	No	1x Technical Systems Advisory 1x Smart Delivery Advisory 1x Transport Strategy Advisor	Mostafa Gulam Matt Smallwood James Gleave

# Governance & Communication structure



SIT = Smart & Integrated Ticketing team



# Legislation – How we got here



- Majority wanted smarter payment & ticketing systems
- Some were concerned about people who can only pay in cash, or about being locked into an e-purse when cEMV was developing

- Created NSTAB
- Amends legal definitions
- Allows Ministers to set a national standard
- Allows Ministers to instruct LTAs to enter into scheme
- Allows Ministers to give statutory guidance

Will improve the powers available to local transport authorities and Ministers and support growth of smart and integrated ticketing in Scotland



# Legislation – Next Steps

- Building from NSTAB's advice, and to improve the consistency and interoperability of smart ticketing technology, **we will consider the specification of a technological standard(s) for smart ticketing**
- Building on any specification of technological standards, and to confirm how we will enable smart and integrated ticketing, **we will deliver the business case for a national integrated ticketing system for public transport in Scotland, including determining legislative requirements**



# Legislation – Next Steps



- If we have a solid business case, funding and it is recommended by NSTAB, **we will introduce the new national integrated ticketing system for public transport in Scotland**
- We will continuously enhance ticketing arrangements and schemes, we will work closely with local transport authorities and operators, maximising the benefits of any new technology, system and legislation





# Questions?

