

Integrated and Smart Travel Programme



Phase 1

Smart cards for rail

(by December 2018)



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The Integrated and Smart Travel Programme is being delivered in three key phases over four years.

Smart ticketing for the North

Building on existing schemes and commitments, this first phase delivers smart cards for rail travel across the North. This is part of a nationwide programme to roll out smart ticketing for all rail travel in the country.

Key features of Phase 1



1. Smart rail season tickets available on ITSO cards

– building on existing schemes to roll out smart rail season tickets, replacing traditional cardboard tickets. Customers will be able to pre-buy tickets online, over the phone or at the station.

2. Smart multiple, single and return tickets

– building on existing availability to make smart tickets available on selected routes. Tickets will be available in a variety of formats including cards, online or mobile app.

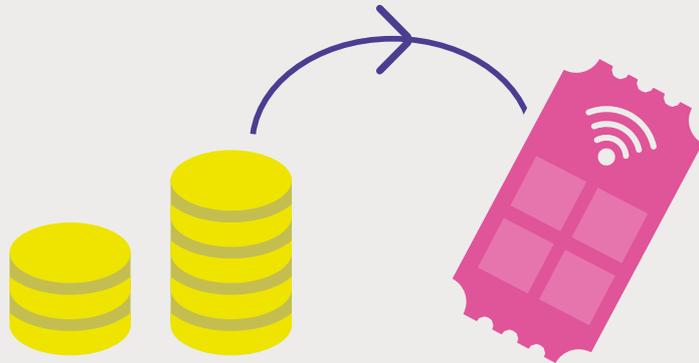
3. Top up and tap

– by introducing a range of platform validators and vending machines in stations across the region to support the introduction of smartcards.

Easier, simpler payment

The focus of Phase 1 is creating a new era of connected, convenient rail travel across our region.

We're already beginning to make paying for travel easier and more convenient for customers – just the first step towards joining up public transport in the North.



Our overall goal for the programme is a simpler and easier end-to-end customer journey

Phase 1 is the first of three phases that will work towards achieving this goal



Journey planning

First the customer decides which journey to make.



Ticket selection

Then they decide whether to buy a ticket in advance, a ticket for multiple journeys, or simply pay as they go.



Planned disruption

If there's any disruption they'll know about it, and be able to plan around it by using an alternative transport mode with the same payment method.



Tap on

They then hop on their chosen public transport with a tap.



Tap off

When they arrive, they simply tap again and carry on with their day.



Fair Price Promise

They can trust they'll be charged the best price for all their journeys when it's calculated at the end of the day or week.

Read more at transportfornorth.com/IST