



PHASE 3

ACCOUNT-BASED TRAVEL USING CONTACTLESS BANK CARDS

Phase 3 is the highest profile and most ambitious part of the programme. The aim is to offer people what they benefit from in London but across the whole of the North – contactless bank card payments, pay as you go and a fair price promise. This will mean customers can trust that they will be charged no more for their travel each day than the best-value tickets they could have bought on the day of travel. For the fair price promise to work journey and fare calculations must be carried out centrally, in a back office.

Initially the back office will allow turn up and go travel with contactless bank cards. This will be followed later by adding ITSO smartcard or card emulation*, wearable devices and other tokens that can interact with the infrastructure such as ticket machines on buses and platform validators.

* (in which a smartphone performs the functions of a smartcard).





Phase 3 projects

The projects included in phase three are not limited to the account based travel but also include:

- Detailed design, procurement, build and implementation of the Account Based Back Office. This will include developing business requirements, developing a sourcing approach and preparing procurement documentation to issue to the market. The project will tender and procure assets, build the Back Office, implement and assist in transition and migration

(The scope of functionality will be refined through market engagement. Should you wish to receive further information from TfN on supplier opportunities, please register on our website www.transportfornorth.com/suppliers)

- Facilitating upgrades of existing card readers where appropriate and procure and deploy necessary field equipment
- Set up commercial agreements with Operators through Heads of Terms and develop subscription agreements for use of Back Office services. IST will also define and establish a special purpose company (people, processes, functions) ready for the operation of the back office service and agree business as usual SPV governance with operators and TfN
- Provide the customer support arrangements for customers through the back office and enhance customer information, by building on capabilities delivered in Tranche 2. IST will also establish customer online presence and associated contact centre capability



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