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Nottingham Contactless

Innovative multi-modal, contactless EMV ticketing scheme for the Nottingham city region

init
The Future of Mobility

INIT will be the first provider in the UK outside London to offer a city-wide scheme where passengers can 'tap and cap' across multiple operators and on different modes of transport.

This innovative scheme uses brand new technology that allows passengers to make multiple journeys on buses and trams during the day, tapping their contactless bank card or mobile wallet on INIT validators, with best value fare capping.

Nottingham Contactless

Nottingham City Transport:
305 buses on 60 routes

Linkbus: 30 buses on 11 routes

NET trams: 37 trams on 3 lines

Multi-modal, multi-operator contactless EMV ticketing

The challenge

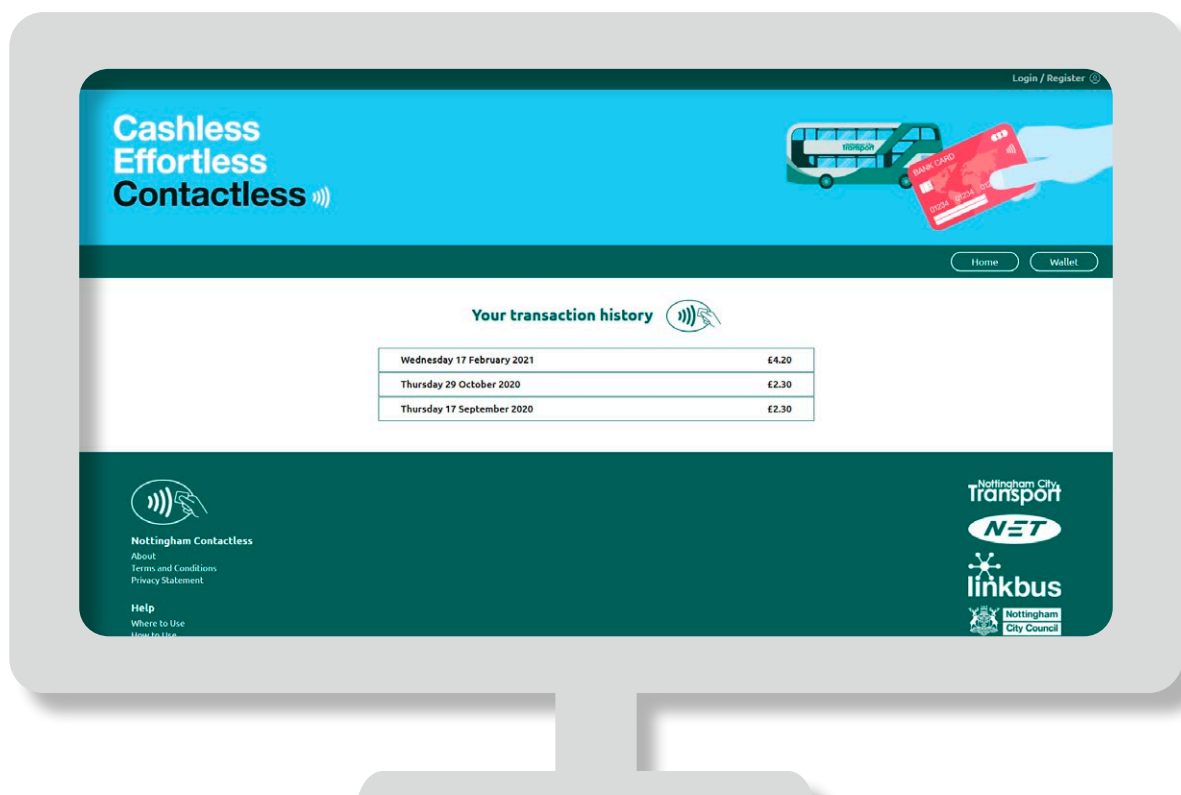
INIT already delivers a range of solutions for Nottingham's passengers including equipment to support the ITSO-based Robin Hood scheme as well as our automated vehicle location and control system and real time passenger information.

However, Nottingham city's operators wanted an attractive new scheme which replicates the widely-used and successful Robin Hood card scheme and gives passengers even more options when travelling.

The solution

Passengers will be able to travel on a single operator or on multi operators in the Nottingham Contactless Scheme (Link buses, NCT buses and NET trams), knowing they will simply pay a capped fare for that day's travel - at the same price as the equivalent day ticket.

Operators can also define and manage their own capping limits on contactless products for passengers who wish to only travel with them (single operator cap). This can then be used in conjunction with other operators to allow passengers to use another operator when they need to and obtain a multi-operator cap.



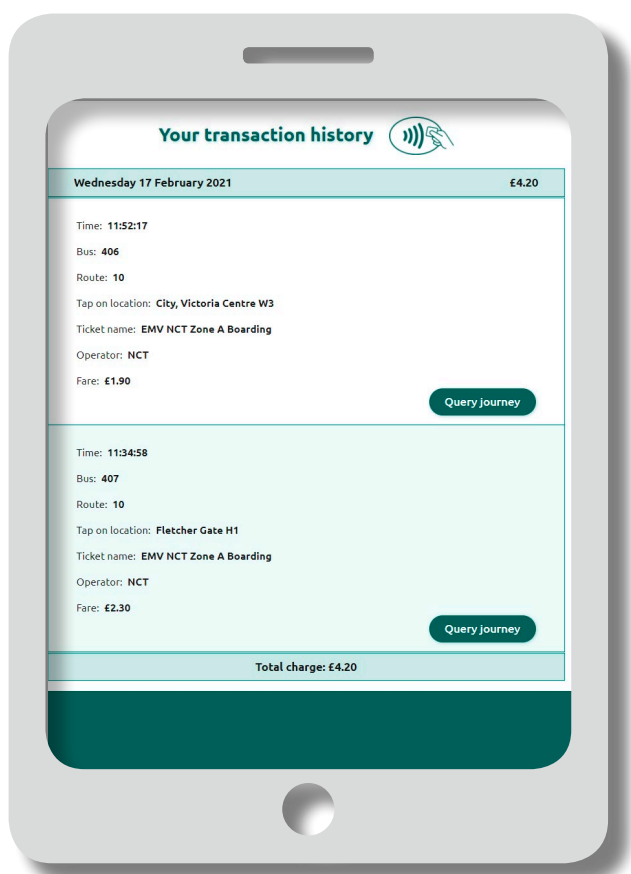
Fare aggregation and reconciliation

The aggregation of fares and capping will be processed by the INIT hosted back-office solution, giving passengers best value fares across the modes and allowing for a seamless fare solution.

INIT's automated reconciliation reports will provide the operators with details of their daily contactless payment takings to enable the scheme leader (Nottingham City Council) to apportion the correct amount of money for each given period.

Journey history at a glance

Passengers' taps will be accessible either by operators in the INIT system for reporting and reconciliation purposes or by passengers to view their transactions on the Nottingham Contactless website. Back-office contactless EMV tariff and revenue reporting will be managed for each operator separately using the INIT-hosted platform and MOBILEvario ticketing application suite.



Zonal ticketing

INIT's technology will give passengers the extra benefit of zonal ticketing, not just across a single zone, but also across multiple zones. This means they can cap at prices set by the operator depending on the zones in which they choose to travel.

Tap-in/tap-out functionality for the tram

INIT will also offer the benefit of tap-in/tap-out functionality on the trams to allow for short hop fares within specific zones. Passengers will tap-in with their chosen payment method as they board the tram and must also tap-out once they alight.

On-bus and platform validation

In addition, INIT provides validators on board vehicles as well as on tram platforms. Installation is carried out by our team of dedicated engineers on site and any necessary maintenance takes place in our workshop in the heart of Nottingham.

INIT's trusted partnerships

INIT partners with payment service provider NMI, and we work with the acquirer, Barclaycard to enable this seamless contactless EMV ticketing solution.

For this scheme, INIT also works with the local, Nottingham based website design agency, Gooii to deliver the passenger journey history. INIT's core system provides Gooii with its open JSON APIs to enable them to deliver the scheme's website. This website, www.nottinghamcontactless.co.uk allows passengers to view their journeys and their 'tap and cap' transactions, as well as being able to query their travel.

Support provided by INIT

INIT does not simply deliver this new technology, we are there to constantly monitor the system and services (central application and processes), and to make sure that the operators are able to operate and manage the scheme.

Benefits for passengers +++

- ✔ Seamless city or regional travel by bus or tram
- ✔ Seamless contactless EMV ticketing across multi-modes/multi-operators across the scheme area
- ✔ Best value fares with guaranteed daily fare capping
- ✔ Multi-zonal fare structure, so the correct fare is calculated based on where you board
- ✔ Tap-in/tap-out functionality for the tram
- ✔ Faster boarding and improved punctuality
- ✔ Passengers can view their journey and transaction history on the app or website
- ✔ In future phases of the scheme, contactless payments will be available for other ticketing products including group tickets.

INIT hosts the system in our UK hosting centres and provides reliable, local services in accordance with available and agreed targets.

The system is fully accredited to the latest Visa and Mastercard transit specifications for contactless card payments, based on the Mass Transit Transaction Model (MTT). It also supports payment aggregation, deny listing and debt recovery which run in the background

The conclusion

Nottingham's passengers will enjoy the freedom to travel on different modes of transport across the region, knowing that they will only pay a capped fare for the day and can then view their transactions online at any time. Operators benefit from automatic aggregation and clearing, as well as reconciliation reporting.



The implementation of the contactless project has been very successful following extensive planning, organising and testing. It is an easy to use tap and go system with the correct charges being calculated in the back office.



Alap Damani
I.T. Operations Systems Administrator,
Nottingham City Transport

Benefits for operators +++

- ✔ Increases the overall attractiveness of the transport system as a joined-up solution
- ✔ Automatic aggregation and clearing through the payment service provider and acquirer
- ✔ Automatic operator reconciliation reporting
- ✔ Hosted cloud-based back-office system solution
- ✔ System monitoring for seamless scheme operation
- ✔ Scheme open to future operators
- ✔ Enhancement of the scheme to provide further capping opportunities e.g. 3, 5, 7 day etc. as well as zonal extensions/additions

The project at a glance

- Multi-modal, multi-operator contactless EMV ticketing scheme
- Passengers can 'tap and cap' on different buses and trams throughout the Nottingham city region
- Provides an additional payment option that replicates the successful Robin Hood card scheme
- Passengers only pay a capped fare for the day and can view their transactions online
- Fully hosted by INIT in our UK hosting centres

CHALLENGE

- To provide an attractive new payment option for passengers
- To speed up boarding and therefore journey times
- To design a joined-up ticketing solution for passengers

SOLUTION

- Capped fare pricing to ensure passengers pay best value fares
- Aggregation of fares and capping processed by INIT's fully hosted solution
- Zonal ticketing and short hops
- On-bus and platform validators to allow passengers to 'tap' as they travel

ADVANTAGES

- Seamless city or regional travel with contactless EMV ticketing across multi-modes/multi-operators
- Improved punctuality and customer satisfaction
- Operators and passengers can view journey history and transactions

If you would like to know more about this project and featured INIT products, please contact us at sales@init.co.uk. We look forward to hearing from you.

More than 1,100 transport providers worldwide rely on our integrated solutions to support them with their daily tasks

- *Planning & Dispatching*
- *Ticketing & Fare Management*
- *Operations Control & Real-Time Passenger Information*
- *Analyzing & Optimizing*

Moreover, transport companies can also master all requirements of electromobility and set up a single sign-on mobility platform using our integrated solutions. A robust package of operational services completes the INIT offer.

INIT is the worldwide leading supplier of integrated planning, dispatching, telematics and ticketing systems for buses and trains. For 40 years, INIT has been assisting transport companies in making public transport more attractive, reliable and more efficient.

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