

Issue	Questioner	Question	Notes/Supplementaries
COSTS	JUDITH	1 UNIT COSTS FOR CARD?	CHIP TYPE? OFFICER TIME?
	RAY	2 WHAT ARE DEVELOPMENT COSTS	
	DAVID	3 WHO IS PAYING FOR IT? PARTNERS?	
TECHNOLOGY	GARETH	1 WHAT IS STATE OF TECHNOLOGY?	SOFTWARE ALREADY AVAILABLE? HARDWARE? PHOTOGRAPHS?
		2	
		3	
BENEFITS	RAY	1 WHAT RANGE OF SERVICES?	
	SANDRA	2 CAN IT ACT AS A PREPAID CARD?	
	DAVID	3 WHAT ARE SOCIAL BENEFITS?	

JOHN

Overview & Scrutiny - Question Plan

Interviewee... LITTLETON Date... 21 FEB 2002

Sheet Number.....

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Issue	Questioner	Question	Notes/Supplementaries
PROBLEMS	LABOUR MEMBER LABOUR MEMBER	1 WHAT PROBLEMS ENCOUNTERED? (Nº 1 PROBLEM?) 2 BACK-OFFICE SYSTEM? 3 COMPATABILITY WITH NATIONAL SCHEMES	
IMPLICATIONS FOR CARLISLE	RAY	1 IS CARLISLE BIG ENOUGH? 2 WHAT SHOULD WE BE DOING NOW? (STOP AND BURNING BRIDGES) 3	JOIN NORTH-EAST REGIONAL SMART CARD FORUM?
		1 2 3	

North East Regional Smartcard Consortium

Presentation by John Littleton
(Chairman of NERSC)
To Carlisle City Council
21 February 2002



A Smartcard in Practical Terms

- Allows the user to prove identity
- Converts a service user into a customer
- Allows access to services specific to the holder
- Used to sustain e-Government and e-Commerce
 - Authentication
 - Multi-functional
 - Secure
 - Public service integration



The Governments View: Delivering e-Government and Improved Customer Service

- Interaction with individuals as citizens, customers, clients and businesses
- Consumers want high quality responsive services according to their needs
- Services to be accessible and inclusive, offering choices of when and how to access
- Access to a wide range of provision
- Services to consider multiplicity of channels and means of access and be secure



Government Guidelines (On Smartcards)

- Policy and guidelines
 - Adopting open standards to enable (cards/infrastructure/services to integrate)
 - Protecting privacy (citizen control and ownership of data)
 - Certification (to ensure public service schemes can work together, and overlap)



Government Guidelines (On Smartcards)(continued)

- Collaboration and exchange of knowledge
- Sharing development plans (and procurement)
- Consultation (frequent and close) with public
- Work in partnership (share risk, share reward, integrated service provision, citizen centric)



The North East Regional Smartcard Consortium (NERSC)

- All Local Authorities in 4 Sub regions
 - Tyne and Wear
 - Northumberland
 - Durham
 - Tees Valley
- Transport Operators
 - Bus
 - Light Rail
 - PTE
- Associate Members



NERSC Objectives (provide a citizen centric, regional Smartcard)



- Develop a multi-functional card throughout the North East Region
 - Maintain the public sector brand
 - Reflect the interests of the commercial sector
 - Other public/private sector opportunities to integrate applications and share costs
- Implement technical foundations to enable the broad objectives, and to dovetail into other UK schemes as they develop

The Outline Business Case



Based Upon

- Improved customer service and reduced costs to the consumer
- Social advantages
- Economic advantages
- Financial benefit

Development Plan (September 2003)



- Full transport ticketing (excluding concessionary travel) for bus and light rail
- Concessionary travel
- A range of transport ticketing products for bus, taxi, ferry, light rail and heavy rail including diverse concessionary arrangements

Development Plan (Continued)



- School management systems e.g. catering, registration, library membership, internet access, travel
- Local Authority leisure centre management

The transport application will be regionwide from the outset with the additional applications capable of being added on a authority by authority basis

Procurement Process



- A Managed Service
- All aspects of system security, from the card design and interface to the back-end tools and including authentication, message secrecy and integrity, privacy of card holders and system participants and key management.
- System architecture and design including system reliability, scalability and extensibility

Procurement Process (Continued)



- Card initialisation, distribution and cardholder management and services
- System configuration, operation, monitoring and maintenance
- Settlement and reconciliation. Claims and dispute resolutions
- Report generation including transaction, security, incident, and system failure reports
- Card issuing stations
- Regional centre of excellence

NERSC Implementation plan

- Appoint financial advisors Jan 2002
 - Outline business case
 - Costs and benefits
 - Devise financial strategy
- Introduction of pilot schemes Feb 2002 - Mar 2002 (Pathfinder Programme)
 - Back office system
 - One card: 3 applications
 - Leisure management (Hitachi)
 - Schools Management (Infineer) (develop links with connexions)
 - School buses (PCL)



NERSC Implementation plan (continued)

- Produce business plans and financial strategy June 2002
 - Capital investments
 - Revenue implications
 - Partnership specification (PFI, PPP etc.)
 - Government sponsorship needs
 - Regional development agency needs
- Issue OJEC notice (to commence procurement process) July 2002
 - Legal process advisors
 - Managed service (as determined above)



NERSC Implementation plan (continued)

- Roll out of the major scheme (1.75 million cards in the North East) Sept 2003
 - Incremental approach
 - Concessionary travel
 - Full transport ticketing
 - Government applications (to be determined independently by each Local Authority)



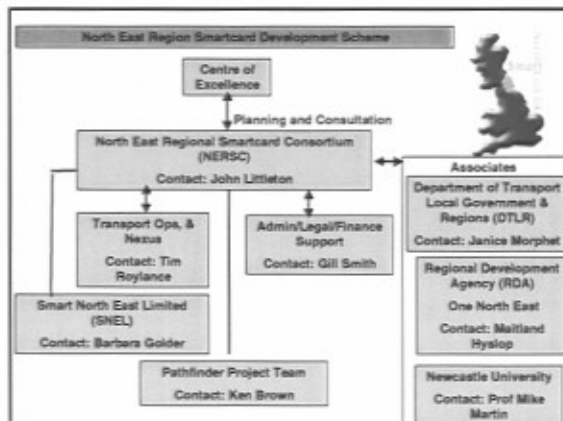
NERSC Implementation plan (continued)

- Formation of Centre of Excellence (further planning and development of the regional scheme) Oct 2003
 - 3rd party applications
 - Integration with other schemes
 - Transport
 - Connexions
 - Government services
 - Sports clubs
 - Consultation with stakeholders
 - Consultation with citizen forums



Associate Membership of NERSC

- A stakeholder, in planning and development
- Access to Outline Business Case results
- Access to pilot software (avoiding further procurement)
- Use of Back Office Systems
- Cost £2000 per annum



NERSC Pathfinder - Pilot Project Cost Estimates												
"Owner"	Facility	Transport	Leisure	Meals	Micro Librarian	Loyalty	Registration	Flex	Newcastle City Council	Cabling	Number of Cards	Total
Newcastle	Walker Technology College			19,210		925					1454	20,135
Newcastle	Benfield School			17,668		215					935	17,883
North Tyneside	John Spence School			19,561	2,252						979	21,813
South Tyneside	Hebburn School			18,418		925	6,850				970	26,193
	Average cost											21,506
Gateshead	Positive Futures - Leisure		54,528								50	54,578
Nexus	Transport pilot - School buses	52,684										52,684
All	Card Management System											
	Set up Costs											0
	Cards / Card Issuing											0
	Support & Help Desk											0
	Travel & site expenses											
	sub total		120,000									
	PCs								13,235			13,235
	Cabling									8,500		8,500
Newcastle	Leisure (East End Pool & Lightfoot)		72,575								5000	77,575
	File Management							3,000				3,000
All	Miscellaneous											
	Wallets											2,129
	Clips											431
	Chains											209
	Total	52,684	247,103	74,857	2,252	2,065	6,850	3,000	13,235	8,500		419,933
										Total no	9,388	
										of Cards		

* The cost of replacing lost or damaged cards will be £5 per card

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