

Integrated ticket assessment form for interchange stakeholders



This tool is an assessment form based on the interchange, showing the degree to which integrated tickets are available and for what categories of journey / passengers.

A fully flexible spreadsheet tool that can be adapted to any interchange and any number of transport operators. It can be used to assess current availability of integrated tickets or to plan improvements and alterations for improved integration.

Good practice

Integrated ticketing can contribute to ease of interchange for passengers, thus making choosing public transport multi-modal journeys an easier choice. Examples of integrated ticketing can, in varying degrees, be found in many cities. However, in only a few examples does that integration extend to all services, all ticket types and all users.

Example: Transport for London (TfL) uses Smart 'Oyster' cards to allow multi-modal journeys with simple interchange between rail, tube and bus services within London. To cater for people arriving in London on longer national journeys, TfL has ticket barriers that accept national rail tickets equipped with magnetic strips and these national rail tickets can be shown to bus drivers. This means that a very large majority of people using public transport in London can easily interchange using some form of integrated ticket.

A second example is the availability of onward local bus travel in many UK towns and cities as an add-on to a national rail ticket using the PlusBus system. This is not a smart card and bus drivers again merely accept sight of the national rail ticket for local bus travel.

The degree of integration made available in this way can be assessed using a spreadsheet.

Application in NODES sites:

This tool has been evaluated by the NODES site in Reading.

In Reading, this tool is considered as useful for auditing the facilities that contribute towards a secure station that is simple and gives valuable management oversight.

Potential interchange performance improvement

The tool allows the easy assessment of integrated ticketing or lack of it. This identifies areas where work could be carried out to offer integrated ticketing, which in turn could potentially cut queuing times by removing a need to purchase another ticket. Removing this need will free up space and smooth passenger journeys through the interchange.

By freeing up space and making smooth passenger journeys, passengers can be encouraged to use the interchange more often by making more journeys and increasing the number of journeys made on public transport instead of by car.

Resources

- Low-cost, easy table-top exercise
- Staff time and supporting information from interchange and transport operators.
- May instigate wider consideration of technical ticketing solutions
- Low cost of tool can be easily employed without the need for cost distribution.

References

<http://www.tfl.gov.uk/fares-and-payments/oyster/what-is-oyster>

<http://www.plusbus.info/about-plusbus>

NODES strategic objective	Contribution
Enhance accessibility and integration	+
Enhance intermodality	+
Enhance liveability	0
Increase safety and security conditions	0
Increase economic viability and costs efficiency	0
Stimulate local economy	0
Increase environmental efficiency	0
Increase energy efficiency	0