

Operator Support Package

Introduction

The Operator Support Package is a service available to all Members seeking ongoing support to Operators in delivering smart ticketing schemes and ensuring they get the best value from their ticketing equipment (whether supplied by the Member or purchased by the Operator).

This package supports SME Operators to ensure they have a stable ETM Platform that is fully ITSO compliant and meets the requirements for BODS submissions and BSOG Uplift provisions. Operators also receive support in preparing their ETM back offices to ensure that the local authority collects high-quality data in areas such as electronic concession reimbursement and data-based service planning.

Additionally, this package ensures that operators meet any requirement associated with Local Authority contracts or supported services and can include customised sales and usage reporting (This may be subject to a one-off setup charge).

Services Provided within the Operator Support Package

Operator Support in ETM Set Up and Go Live

- Installation.
- Pre-site checks.
- Operator forums and events.
- One-to-one operator visits.
- Operator procurement Framework for direct purchase.
- Liaising between the operator and ETM Supplier before and during installation.
- Staff training.
- Configuration and product testing.
- Card support testing.
- Support in configuring management reports.
- Produce operator-specific reports.

On-going support as required.

- Monitor and support ISAMs, Hotlist and Actionlist messaging.
- Issue troubleshooting.
- Retraining/advice as appropriate.
- ETM Back Office Management Support.
- Support in setting up routes, drivers, and drivers' rosters.
- Support in configuring fares and tickets.
- Performance monitoring.
- Ensuring updates are applied.
- Troubleshooting issues in the back office
- Assisting data export for RTP1.
- ETM Back Office Reporting.
- Support agreements with Local Authorities for access to data for tendered services.