



## **60 Seconds with Mary Docherty**

### ***Hi Mary, tell us a bit about your role and what you're working on?***

I'm Transport Scotland's Smart & Integrated Ticketing & Payment Manager. In this role I am responsible for ensuring on behalf of Transport Scotland that the Scottish Government vision - that all journeys on Scotland's public transport network can be made using some form of smart ticketing or payment – is met.

I am currently working on delivering multi modal interoperability in Scotland. In addition, we have just recently launched a Smart Grant Pay Fund which is accessible to private and public sector bus operators. The aim of the fund is to provide financial and project management support to small and medium sized bus operators to enable them to receive smart payment via contactless bank cards.

In Scotland, the rail franchises are managed by the Transport Scotland Rail Franchise Team and we support colleagues in monitoring and managing smart related contract obligations. We are also observing with interest ASR's trials using Host Card Emulation based on ITSO standard.

### ***What are your key priorities for the next 3 months?***

The 3 key priorities over the following 3 months are:

1. Progression of the multi modal / multi operator interoperability project across Scotland. Essentially, enabling ITSO smart card interoperability across all public sector transport modes.
2. Launch and management of Transport Scotland's Smart Pay Grant Fund. Designed to provide funding and project management support to small and medium-sized Scottish Transport Operators to enable contactless bank card payments. This initiative is part funded through ERDF.
3. Completion of a discovery project which aims to assess the feasibility of Traveline Scotland acting as a fares aggregator for public transport in Scotland. If this proves viable it would represent a potentially unique proposition for Scotland whereby fares and journey planning information is provided from a single source and has potential to facilitate one stop retail.

***What do you feel will be the biggest challenge for you / your project in the next 3 months and how do you plan to work through this?***

We have a small, skilled team in place, however these larger projects require additional people resources to deliver. Sourcing adequately skilled staff on a permanent basis continues to be a challenge in Scotland. We have put arrangements in place to provide further technical training to existing staff. This will be complemented by engaging short term contractors, with the expectation that the team will share knowledge and skills to enable the development of a longer term resourcing strategy.

***As a customer, what would be the one piece of innovation you'd like to see in the rail industry and why?***

As a customer I would love to see the use of smart media - cards and mobile devices become the norm for travel across the UK rail network and smart media successfully integrated with other transport modes. In addition, the simplification of fares would be beneficial, thus making it easier for the public to access public transport. The results of a recent survey undertaken by Transport Scotland and Operators indicated that the public are keen for a variety of smart offerings and for these to work on all transport modes. Feedback also confirmed that passengers also like the simplicity of zonal and capped fares, similar to Oyster.

***Where will you be spending Christmas this year?***

This year I will be spending Christmas in The Bahamas (not!). I'll be at home with my family enjoying the Scottish festive weather.