

# Operations and Customer Systems – Integrated Ticketing



Tim Gaston

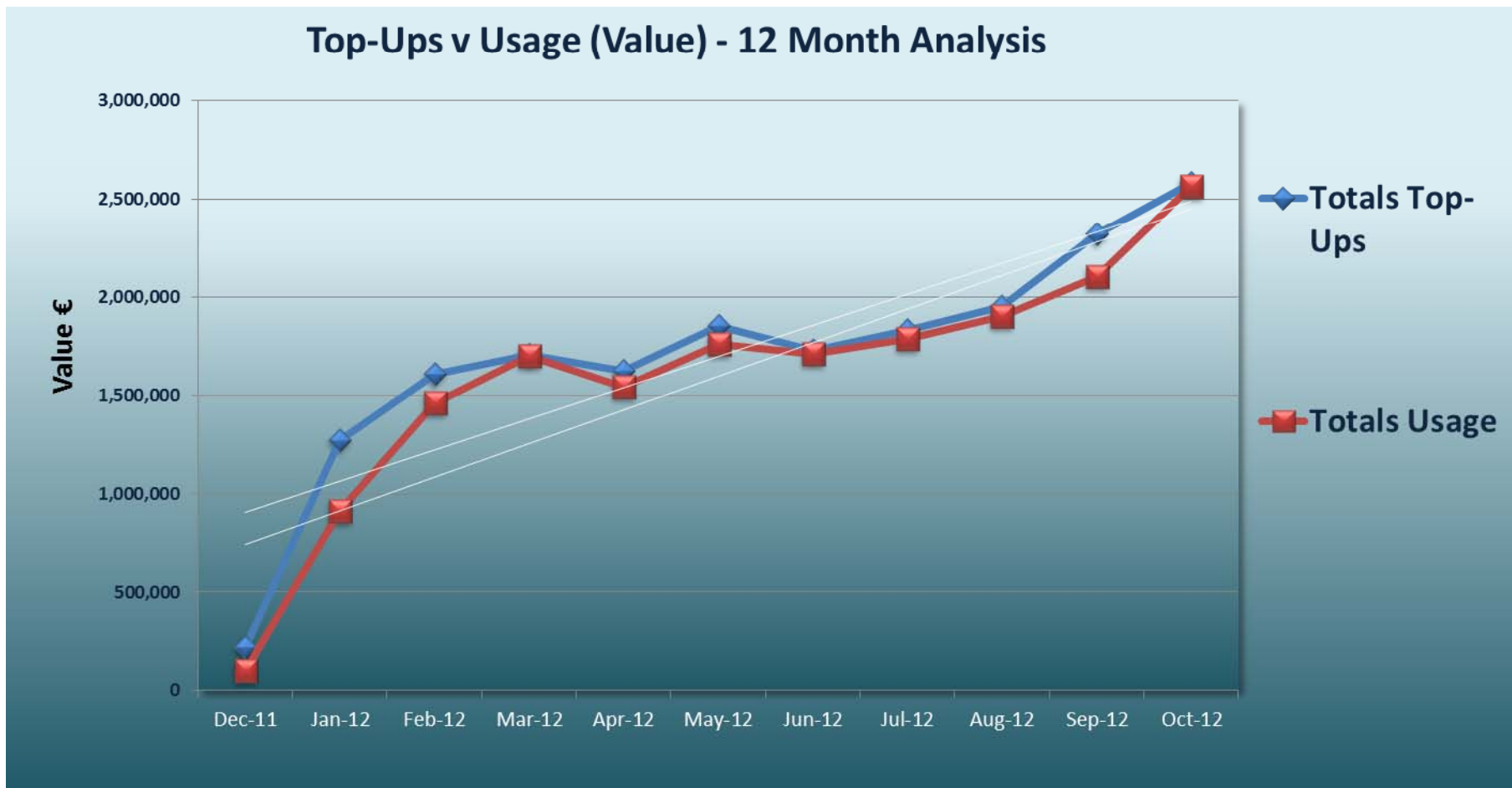
# Leap Card Highlights

<u>KEY HIGHLIGHTS</u>		<u>Cumulative (30 Oct)</u>
Total Cards issued	Luas replacements	7,666
	Irish Rail replacements	3,106
	Payzone sales	97,097
	Web sales	26,306
	Student travel Leap cards	28,473
	Irish Rail TVM sales	<u>6,263</u>
Total Card Issues		<u>168,910</u>
Top-up Value Cumulative		€18.7 million
Usage Value Cumulative		€17.6 million
Total journeys		9.9 million

# Leap Card enhancements

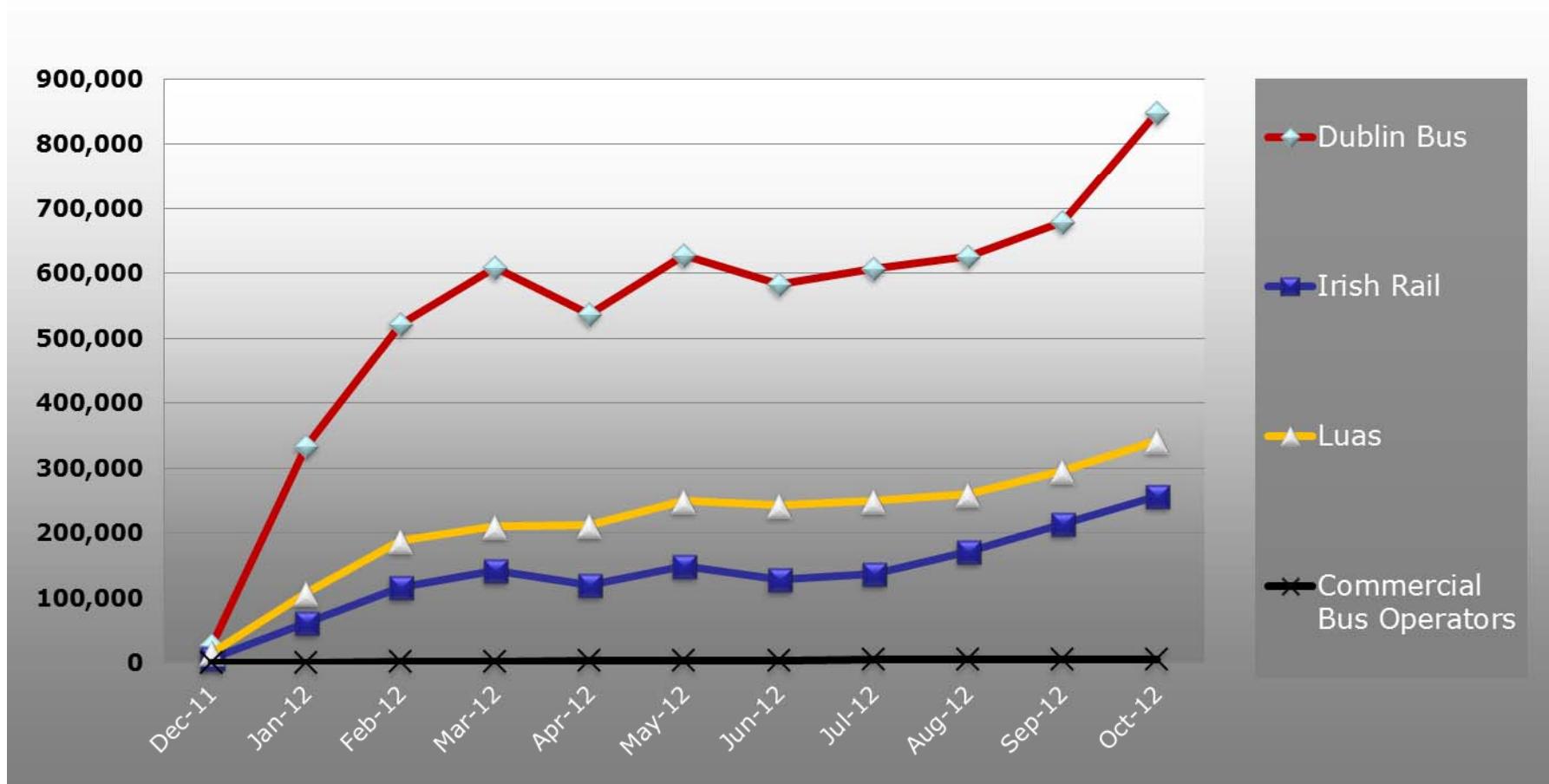
<b>Q3</b>	<ul style="list-style-type: none"><li>• Luas &amp; Iarnród Éireann vending being enabled for web collection ✓</li><li>• Iarnród Éireann vending of card sales &amp; top ups ✓</li><li>• Student travel card scheme launch ✓</li><li>• Bus Éireann customer pilot ✓</li></ul>
<b>Q4/Q1</b>	<ul style="list-style-type: none"><li>• Fare capping on Luas</li><li>• Auto-top facility customer pilot</li><li>• Bus Éireann launch</li><li>• Additional private bus operators</li></ul>
<b>Q1/Q2</b>	<ul style="list-style-type: none"><li>• Fare capping on Iarnród Éireann &amp; Dublin Bus</li><li>• Tax saver annual &amp; monthly cards</li><li>• Range of time-based products</li><li>• Integration with Free Travel Scheme</li></ul>

# Leap Card Usage & Top-ups



# Leap Card Journeys

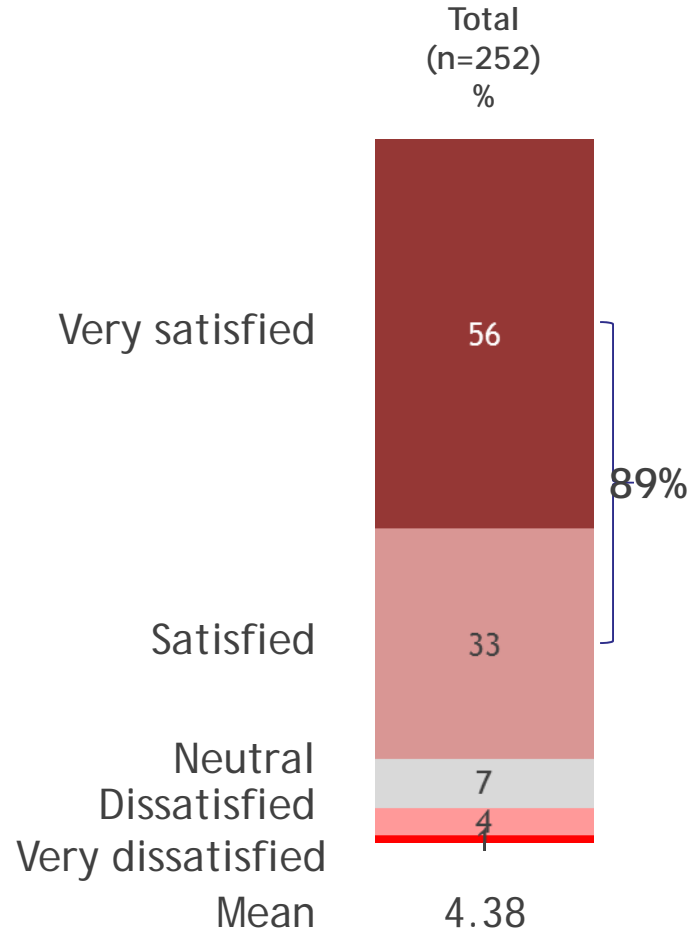
## Journeys Taken (Volume) - 12 Months Analysis



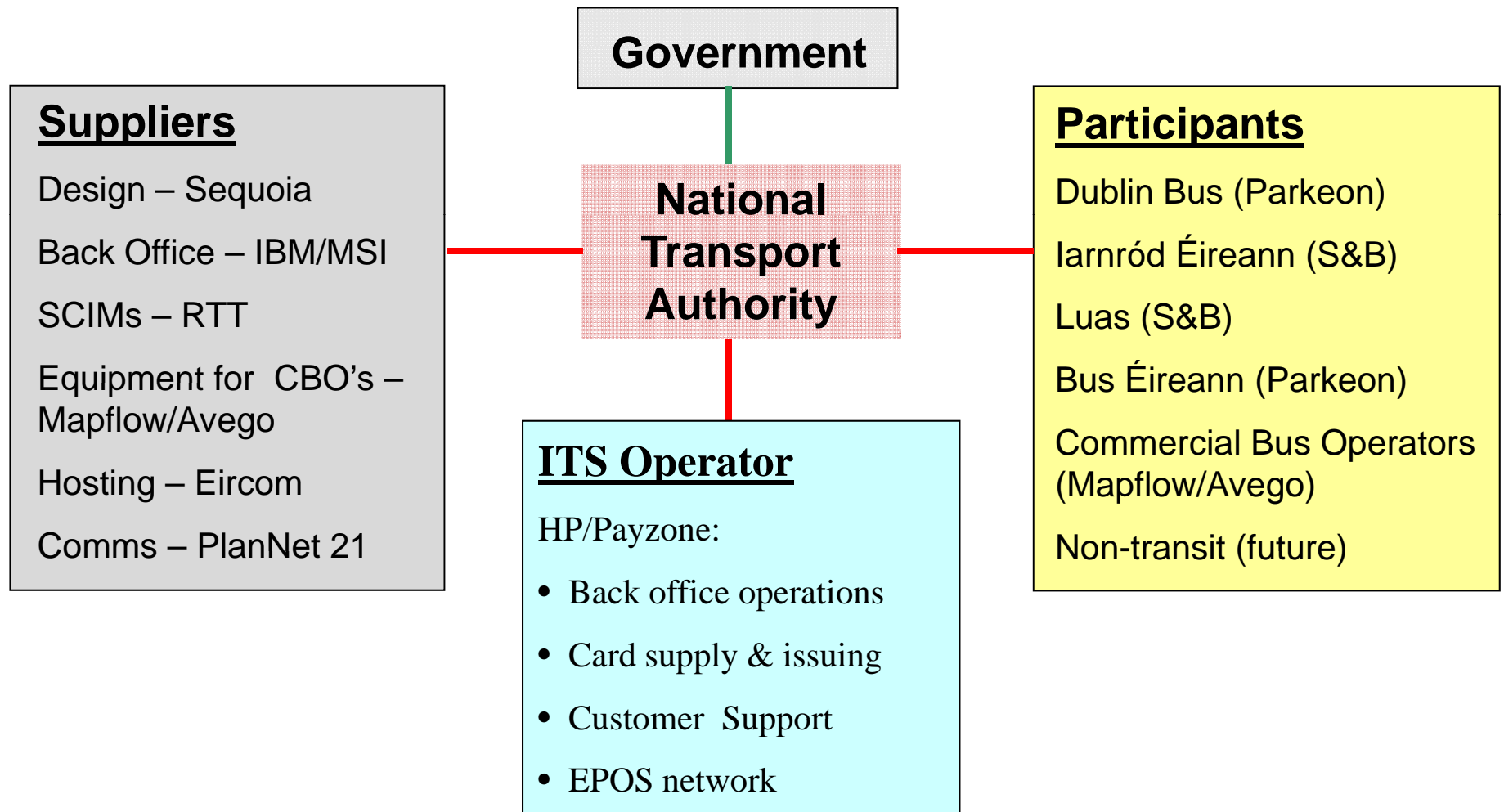
# Leap Card Satisfaction



Overall satisfaction is positive with nearly 9 in 10 people scoring satisfied or very satisfied (this is a high score by anyone's standards)



# Leap Card – Contract structure



# Leapcard Integration Approach

