

## **DELIVERING SMARTER TRAVEL**

Stagecoach is committed to delivering greater convenience for its bus and rail customers through the delivery of smart ticketing options. The Group has its own smart ticketing scheme called StagecoachSmart which allows customers to store their travel electronically on a smartcard.

More than 350million smart transactions are made each year on Stagecoach's bus and rail services.

Stagecoach has also completed a project with other operators and external partners to deliver multi-operator smart ticketing to all city regions in England and a similar project is underway in Scotland with multi-operator ticketing now available in Aberdeen and Dundee.

In addition, the country's major bus operators are working on a business case for the delivery of contactless payments on every bus in the UK by 2022, with Stagecoach committing to introduce the payment method on all of its buses by 2018.

### **Where is smart ticketing available?**

Our StagecoachSmart scheme is available at all of our regional bus companies. It is also live on East Midlands Trains, South West Trains and Stagecoach Supertram.

In London, passengers using our buses – and our South West Trains services – can pay using contactless payments and Oyster cards.

Across the UK, all of our bus companies accept concessionary smartcards.

### **What is StagecoachSmart?**

StagecoachSmart enables Stagecoach bus, rail and tram customers to store their travel electronically on a smartcard, meaning they no longer need a paper ticket. Tickets are stored on the card and new travel can be loaded on either online, at rail ticket vending machines or on board the bus.

### **What are the benefits of StagecoachSmart?**

Customers with StagecoachSmart travel cards can save time, and often money. Through StagecoachSmart, bus passengers can renew their travel through hassle-free automatic monthly payments through our Megarider Xtra product.

There is also better protection for StagecoachSmart customers who have registered their cards, should the card get lost or stolen while it has valid travel stored on it.

### **Does Stagecoach offer mobile ticketing?**

Yes. Through the StagecoachBus smartphone app, customers can buy and download mobile tickets straight to their smartphone which they can then use to travel. Mobile ticketing is now available at virtually all Stagecoach bus companies in the UK.

### **What about contactless payments?**

Stagecoach has committed to introducing contactless payments on all of its UK buses by 2018. Contactless payments are already available on Stagecoach buses across Oxfordshire and the north east of England, as well as on the Little & Often service in East Kent.