

Practical Information

Dates and venues

Date: 21-22 May 2015

Venue: NS Headquarters,
Laan van Puntenburg 100,
3511 ER - Utrecht,
THE NETHERLANDS

Language

The workshop will be held in English.

Registration fee

Free of charge for UIC and/or CIT members,
100 € for non UIC and/or CIT members.
This fee comprises the two sessions, dinner
on 21 May and working materials.

Travel to and from Utrecht and
accommodation costs are not included.

Hotels

The event organisers have arranged some
special room rates at the:

**Hotel NH Utrecht, Jaarbeursplein, 24,
3521AR Utrecht**

100 metres away from NS Headquarters.

To benefit from this special rate, please
contact the hotel either by telephone
(Tel: +49 30 2238 0233 | +800 0115 0116)
or email them in reference to the booking with
the following key words:

"INTERNATIONAL UNION OF RAILWAYS"

How to get there?

You can travel from Amsterdam Schiphol
Airport to Utrecht Centraal Station directly
by train (30 minutes). NS Headquarters are
located opposite Utrecht Centraal Station.



To register please go to:

www.uic.org/spip.php?article3378

For any additional details please contact:

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2nd e-ticketing workshop



21-22 May 2015
UTRECHT, NETHERLANDS



JUST THINK:
HOW LONG SINCE YOU LAST TRAVELLED WITH A TRADITIONAL TRAIN TICKET? WHAT PERCENTAGE OF THE TICKETS YOUR COMPANY SELLS IS PRINTED? WHAT PERCENTAGE IS SOLD BY INTERNET? WHAT ARE THE OPTIONS TECHNOLOGY OFFERS FOR PAPERLESS TICKETING? HOW MANY TRADITIONAL PAPER TICKETS WILL BE SOLD IN 2020? AND IN 2050? WE CANNOT PREDICT THE FUTURE, BUT WE KNOW THE FUTURE IS E-TICKETING, AND E-TICKETING IS ALREADY HERE.

E-ticketing is not only a technical, legal or commercial subject. It is a part of a complex reality in which many different agents are involved and interlinked.

Technology has made the world change; also travelling by train is being changed by technology. The task is to develop new systems of ticketing in order to reduce costs and meet customer expectations. In a world where time is the worthiest value, railway companies from all over the world are working to develop new systems that allow passengers to travel faster, safer and in a more comfortable way. In this regard, railway companies develop coherent solutions of ticket inspection procedures according to the e-ticketing systems they are using, and try to achieve a balanced result.

Ticketing, multimodality and interoperability in a global world raise practical questions every day, and railway companies face the task of combining technology and customer oriented policies to provide a better and up-to-date service to travellers, who benefit from these policies, making travelling overall easier. Railway companies and consultancies from all over the world are searching for an optimal solution to make travelling by train more attractive in every possible way. UIC and the CIT are offering a possibility to learn about the subject from a technical and a practical perspective. If you want to learn about recent developments in e-ticketing, join us in Utrecht.



Objectives

- ▼ Provide a vision of the current e-ticketing world from a legal, a commercial and a technical point of view
- ▼ Get up-to-date with the major sector initiatives in e-ticketing
- ▼ Learn about new technologies that will significantly impact your ticketing strategies
- ▼ Understand the legal and regulatory pressures on e-ticketing and how to manage them
- ▼ Review the benefits of standards in e-ticketing
- ▼ Work together with other experts on resolving key e-ticketing issues

Target audience

- ▼ Managers, experts, decision-makers in e-ticketing from legal, commercial and technical departments
- ▼ Ticket vendors, railway companies, consultancies

Speakers

- ▼ Speakers are experts in their fields, who come from different railway undertakings, ticket vendor companies or railway organisations and work daily in this field to improve the competitiveness of their companies or to offer new products that can be successfully implemented in the market.

PROGRAMME

Thursday 21 May 2015

13:00 **Arrival and Registration of Participants**

13:40 *E-ticketing in the Digital Era: setting the scene*

14:00 TECHNOLOGIES AND RAIL TICKETING INNOVATION (part I)

- ▶ **Mastercard Solutions for Railways:** Mastercard
- ▶ **Bluetooth Low Energy (BLE) on the Service of E-ticketing:** Jeremy Acklam (GTA)
- ▶ **Host Card Emulation (NCE) a Solution for NFC Ticketing:** John Elliott (CHYP)
- ▶ **An Overview about E-ticketing from Ticket Vendors:** Klaus Kreher (Travelport)
- ▶ Questions

15:30 *Coffee*

16:00 TECHNOLOGIES AND RAIL TICKETING INNOVATION (part II)

- ▶ **The Universal Railway Ticketing:** David Sarfatti (UIC)
- ▶ **NS Technologies on E-ticketing:** Joost Mortier (NS)
- ▶ **New Developments of NFC:** Nicolas Generali (SNCF)
- ▶ **New Developments of Touch and Travel:** Ruetger Fenkes (DB)
- ▶ Questions

17:30 LEGAL SETTING FOR E-TICKETING

- ▶ **Legal Requirement for E-tickets:** Tetyana Payosova (CIT)
- ▶ **Data Protection Issues in E-ticketing:** Victorine Kossi (DB)
- ▶ Questions

18:00 *End of Sessions*

19:30 Drinks Reception/ Networking

20:00 Dinner

Friday 22 May 2015

09:00 PANEL DISCUSSION (introduction for the workshops)

Obstacles to e-ticketing on a European scale and standardizing as the solution; trend and obstacles towards multimodal e-ticketing; difficulties in international distribution of chip-cards or tickets with security in medium; challenges for TCO and after-sales (who can / must do what), etc.: Chris Queree, Ruetger Fenkes, Jan Svensson, Luis Casado

09:45 WORKSHOP

Participants will be offered a possibility to choose from different issues and the groups will be chaired by experts in the field. Each group will study two e-ticketing topics and concerns, separated by the coffee break. Participants can choose from several groups dealing with topics, relating to commercial, legal and technical issues.

12:15 **Presentation of Workshop Results:** Workshop Chairs

12:45 Conclusions and closing speech

13:00 *End of the conference*

