

Project name:	Workshop roadmap ticketing	
Date:	02/04/2019, 10.00-12.00	
Notes:	Kurt Marquet & Peter Van der Perre	
Location:	Bluepoint building Brussels	
Name	Organisation	Present
Amélie Cardyn	Agoria	√
Stéphane Jacobs	Be-Mobile	√
Hans Van Winckel	Be-Mobile	√
Guy De Lathouwer	BMC	√
Tom Geerts	De Lijn	√
Geert Vanderstukken	Govoit	√
Patrick Van Cappellen	Mastercard	√
Thibaut Piraux	Olympus Mobility	√
David Schoenmaekers	FOD Mobility & Transport	√
Julien Vandichel	Drivenow	√
Stéphanie Vandendries	FOD Mobility & Transport	√
Benoïo Lorent	FOD Mobility & Transport	√
Pierre-Paul Bertiaux	New mobility consulting	√
Xavier Girard	Ingestic	√
Ine Wouters	Mobly	√
Jens Verhiest	Pikaway	√
Bernard Petit	MIVB/STIB	√
Rob Roemers	MIVB/STIB	√
Jean-Luc Van Ginder Deuren	MIVB/STIB	√
Dimitri Arts	Localyse	√
Didier Joos	MaaS Global	√
Stijn Vernailen	Stad Antwerpen	√
Ariel Casado	Instant system	√
Bart De Wolf	TomTom	√
Eloïse De Villegas	VBO/FEB	√
Bernard van der Lande	Worldline	√
Maxime Michel	Worldline	√
Michel Genot	MIVB/STIB	√
Siegfried Praille	Fujitsu	√
François Chung	Fujitsu	√
Peter Van der Perre	ITS.be	√
Kurt Marquet	ITS.be	√
Agenda		
<ol style="list-style-type: none"> Existing ticketing systems globally and projects under development (<i>New Mobility Consulting</i>) Ticketing roadmap MIVB/STIB (<i>MIVB/STIB</i>) EMV and account based ticketing (<i>Worldline</i>) Debate (<i>PTO's & MaaS-providers</i>) 		

Notes & decisions

0.

Peter Van der Perre (ITS.be) welcomes all participants and highlights the importance of this workshop. After 3 presentations, a debate is foreseen to discuss the evolution of ticketing systems at the level of the public transport operators (PTO's) and the private MaaS-providers. Goal of this workshop is to build up knowledge, share insights and discuss how to move to "the best" user experience in the future.

1.

Pierre-Paul Bertiaux (New Mobility Consulting) gives an overview of existing ticketing systems globally and highlights new projects that are interesting for Belgium (see [presentation](#)).

Pierre-Paul's presentation started with some key definitions such as:

- contract types (1. tickets/multi-tickets, 2. season passes, 3. pay as you go (value contracts)),
- different integration levels (1. unique wallet buy tickets separately, 2. unique wallet buy tickets from different operators in 1 transaction, 3. pay as you go across operators remaining price-addition, 4. fixed price multimodal ticket/Netflix/MaaS)
- from card-based, to account-based with cache to Account-Based Ticketing.

He talked about 3 roles:

- operators/service providers
- account managers
- integrators/MaaS providers

as well as about different technologies:

- cards
- smartphones
- ABT
- MaaS
- Blockchain.

The key user expectations he covered are:

- Seamless travel
- Best price
- Flexibility
- Transparency

And concluded how the market is evolving from a captive market to a market of users by choice. This is the great opportunity for all operators and especially PT operators and their ticketing systems will need to be re-thought for this huge new market.

In sum, ticketing evolution has gone from: paper to magnetic and smart card to the current hybrid solutions (card, EMV, mobile phone, ...) will all be moving to fully digital and account-based systems.

2.

Michel Genot, head of ticketing at MIVB/STIB gives an overview of the roadmap regarding ticketing

at MIVB/STIB (see [presentation](#)). The MIVB/MIVB is open to co-operation with MaaS-providers since Q4 2018 (also mentioned in their new [management contract](#) published a few days after this workshop) and is already working with 3 MaaS-providers in testing fase. In 2019 it will be studies how to go full digital (option without Mobib card). In principle end 2019 NFC-enabled payment.

3.

Bernard van der Lande (head of new business development) shares the Worldline perspective and offer for future ticketing systems (see [presentation](#)). They see converging markets between ticketing and payment and provide a platform and/or engage themselves a settlement enabler between co-operating mobility providers (eg UK).

4.

To open the discussion, Peter Van der Perre highlights the 3 most important topics (see [presentation](#)):

- A. Public transport - steps towards common user experience for end-users?
- B. Public transport & MaaS-providers - better cooperation possible?
- C. Policy level - what can cities/regions/the federal level do

Q&A:

- MIVB: there is no common roadmap between the 4 PTO's, but we follow the same road;
- De Lijn: we align in terms of technology, approach and ecosystem. There is no standardized open ticketing API for the 4 PTO's, but we're open to discuss this within the BE MaaS alliance;
- MIVB: ticketing is bigger than Belgium (eg TGV-travel);
- De Lijn: Ticketing is a tactical discussion, strategically on the policy level it should be clear that PT gets a higher priority than for instance cars;
- All best-practices between PTO's and MaaS-providers should be known and shared. Working towards a MaaS tier – standard contract;
- FOD Mobility & Transport: we are leading a new EU working group on ticketing;
- Need for strong vision to make the business model work (today commission at De Lijn is 3,3% at MIVB it is 0%).

In conclusion:

General co-operation between PTO's towards a common user experience:

- regional autonomy has to be respected
- different technologies are being used and explored which is good

Concrete:

- all moving to EMV which is in principle a common and interoperable technology
- open ticketing APIs that are likely to be standardised (at the European level?)
- products: digital Jump ticket is being looked into
- cross-border developments are important and being followed
- (Mobib/Calypso standard offers opportunities, common exchange platform exist for four

operators (Sensy) that can be upgraded for account-based ticketing)

Suggestions:

- harmonise contracts for MaaS providers
- instead of governance body by PT operators most likely public-private governance is necessary, including all players on an equal basis and with extended functionality (eg calculating common fares).

Clearly interoperable ticketing is a part of overall mobility policy – it is just one element in a complete chain that enables multimodality and MaaS.

Other upcoming events/workshops:

- ~~Thursday 25 April (10.00-12.00): workshop – ITS benefits cyclists and pedestrians - POSTPONED~~
- Tuesday 21 May (9.00-13.00): BE MaaS alliance all-hands meeting @Deloitte Ghent
- 3-6 June European ITS congress @Eindhoven NLD
- Tuesday 18 June (10.00-12.00): workshop - carpooling
- **Thursday 3 Oct Belgian ITS congress Brussels @Bluepoint Brussels**
- 18-23 Oct Busworld Europe (Brussels) – 21 Oct MaaS-session
- 21-25 Oct ITS World congress @Singapore
- Thursday 14 November (10.00-12.00): workshop - solutions cut-through-traffic
- Wednesday 20 November (10.00-12.00): workshop - need for competence centre
- Tuesday 3 December (13.00-16:00): BE MaaS alliance all-hands meeting @FOD Mobility & Transport
- Wednesday 11 December (10.00-12.00): workshop - state-of-the-art road charging