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### **2nd UIC e-ticketing workshop successfully held on 21 – 22 May 2015 in Utrecht, Netherlands**

*(Utrecht, 22 May 2015)* Further to the success of the previous workshop held in Frankfurt am Main, Germany, from 24 – 25 October 2012, the second edition of the UIC e-ticketing workshop took place in Utrecht, Netherlands from 21 to 22 May 2015 at NS Headquarters.

The event was jointly organised by UIC (International Union of Railways) in cooperation with CIT, the International Rail Transport Committee, NS, the National Railways of Netherlands, and supported by Mastercard.

Travelling by train has been changed by technology and railway companies face the task of developing new systems of ticketing in order to reduce costs and meet customer expectations. According to this evolution, the aim of the workshop was to look for an optimal solution to make travelling by train more attractive in every possible way and to allow participants to get in touch with the latest tendencies in this field:

The objectives of this two-day workshop were:

- 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

Participants were managers, experts, decision makers in e-ticketing from legal, commercial, and technical departments as well as ticket vendors, railway companies and consultancies.

Mr Luis Casado, Senior Advisor within the UIC Passenger Department, thanked the participants on behalf of UIC for attending the event and showed his satisfaction at having almost 90 attendees from all over the world.

The event was the opportunity to learn about the recent developments in e-ticketing. The main themes of Day 1 were on strategic topics on Technologies and Rail Ticketing Innovation:

- **Mastercard Solutions for Railways:** Andrew Slattery, 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)
- **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)

The third part of the Day 1 dealt with the legal setting for e-ticketing and was presented by Mrs Tetyana Payosova, CIT Legal Advisor. She spoke about the legal requirement for e-tickets and the need to have coherence between ticketing requirements, concerning the legal, functional and technical specifications. The subject of data protection was then evoked by Mrs Victorine Kossi from the Legal Department of DB. She highlighted the importance of privacy and data minimisation in e-ticketing.

Day 2 was dedicated to workshops, analysis and discussion. Participants were offered the possibility to choose a group that studied two e-ticketing topics and concerns related to commercial, legal or technical issues in the workshop. Participants could choose between several groups chaired by experts in their field.

The day began with the Panel Discussion to introduce the workshops. The proposed topics were as follows:

- **Can national transport smartcards be used for international rail tickets?** By Chris Querée
- **Is NFC needed as we already have barcode tickets?** Moderated by David Sarfatti, UIC
- **Are international transport-owning groups more interested in ticketing standards than domestic railways?** By Ruetger Fenkes
- **Has the internet removed the need for a ticket “issuer”?** By Luis Casado, UIC
- **Does e-ticketing remove the need for a central settlement clearing function?** By Kurt de Vriendt
- **Can we integrate IRT and NRT and just use ART – all rail tickets?** By Fabrice Setta, UIC
- **Should all long-distance ticketing use airline-style e-ticketing?** By Clemens Gantert
- **Do your e-tickets conform with the requirements of the international rail transport law?** By Tetyana Payosova

Finally, Mr Querée addressed the audience to summarise what had been done over the last two days and Mr Casado and Mrs Payosova thanked the participants and the people involved in the organisation and invited the representatives of the different companies to the next edition of the e-ticketing workshop in two years' time.

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