Training Programme on Ticketing and Fare Management

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Operations Departments</th>
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<tr>
<td></td>
<td>Planners</td>
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<td>Policy Developers</td>
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<td>IT Departments</td>
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| Duration | 3 Days |

| Programme Topics                                                                 |
|-------------------------------------|--------------------------------------------------------------------------------|
|                                    | Fare policy: Fare structure, product range, fare levels, payment media          |
|                                    | From ticketing to E-ticketing                                                 |
|                                    | The technology: How does it work?                                             |
|                                    | Automated Fare Collection Systems, Smart Card Systems                         |
|                                    | Advantages and disadvantages                                                 |
|                                    | Open or closed systems                                                       |
|                                    | Examples of check-in systems and check-in/check-out systems                   |
|                                    | Trends (NFC, EMV, ID-based ticketing)                                         |

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<tr>
<th>Methodology</th>
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<tr>
<td>Interactive plenary sessions including overview of the topic, presentation and discussion of the latest trends and developments</td>
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<td>Presentation of good practice examples by experts and students</td>
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<td>Additional opportunity to exchange experiences and discuss key topics during workshops in smaller groups</td>
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<tr>
<td>High-level public transport experts with extensive knowledge and expertise in fare management and ticketing in public transport</td>
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All training content, format, methodologies and length can be customized to the company's needs and interests.