



Training Programme on Ticketing and Fare Management

Target Audience	<ul style="list-style-type: none">• Operations Departments• Planners• Policy Developers• IT Departments
Duration	3 Days
Programme Topics	<ul style="list-style-type: none">• 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)
Methodology	<ul style="list-style-type: none">• Interactive plenary sessions including overview of the topic, presentation and discussion of the latest trends and developments• Presentation of good practice examples by experts and students• Additional opportunity to exchange experiences and discuss key topics during workshops in smaller groups
Trainers	<ul style="list-style-type: none">• High-level public transport experts with extensive knowledge and expertise in fare management and ticketing in public transport