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Government of India

Ministry of Housing and Urban Affairs

# Transport Payments South Asia

*Strategies for Expanding the Transport Payments Landscape*

**14-15 March 2019**

**The Lalit Hotel, New Delhi**

**INFORMATION BROCHURE**

- Emerging Tolling Technologies in India
- Electronic Road Parking Systems
- Government Transport Payments Policy
- National Common Mobility Card (NCMC)
- Open Loop Transport Payment Systems
- Reloading & Single Journey Tickets
- Integrated Transport Ticketing
- Synergies with Retail Payments
- Mobility Solutions for Smart Cities
- Bank-led Transport Payments Models
- Mobile Transit Ticketing Solutions
- Cloud-based Transport Payments

**The only annual event for transport ticketing stakeholders in South Asia**



For the last 13 years APSCA has organised highly successful forums for operators of transport revenue collection, ticketing, tolling and e-payments schemes in the Asian region. Transport Payments South Asia 2018 was attended by nearly 200 delegates and supported by the Ministry of Housing and Urban Affairs, Government of India. In 2019 this unique conference will again provide unique opportunities for transport authorities, transit operators and banks to meet with industry experts to discuss the issues that are driving the transport payments business in South Asia today.

## Target Audience

APSCA India will invite transport authorities, metro rail corporations and bus public transport operators to attend the forum using our database of transport industry stakeholders. In a market where transport revenue collection is increasingly outsourced we will be inviting the leading managed services providers including banks that are targeting transport ticketing to grow their payments businesses. Transit systems integrators and transport ticketing solutions providers from South Asia and international markets will both attend and exhibit.

## Public Transport in India

Transport Payments South Asia will focus on the business and technology decisions for transport revenue collection in India and South Asia, markets where public transport systems are among the most heavily used in the world with revenue collection almost entirely cash-based. India has one of the world's most rapidly developing mass rail transit public transport infrastructures, with more than ten metro rail projects launched, planning or implementing. However today buses make up over 90% of public transport in most Indian cities, account for most journeys and are usually not integrated with metro rail.

## Business Opportunities in India

India's multi-tiered public transport market includes a vast base tier of customers for whom prepaid transport cards and metro rail fares are unaffordable, a rapidly growing middle class who may already have their own road transport and an upper tier unlikely to choose public transport. This scenario presents significant challenges but also huge opportunities in a market with 1.2 billion potential public transport users.

## Closed-Loop and Open-Loop Ticketing

Recent and ongoing tenders for automated fare collection systems for major metro rail projects in India illustrate transport operator interest in both closed-loop and open-loop ticketing systems.

## National Common Mobility Card (NCMC)

The Government of India is driving the NCMC initiative which employs EMV-based open-loop ticketing products, combined with EMV-based stored value, to create a synergy with the EMV contactless payment products issued by banks. NCMC is part of the Government of India digital payments strategy to accelerate adoption of e-payments in a "less-cash" economy.

## Common Mobility Card Initiatives

There are already several cities in India that have implemented their own common mobility card schemes. The conference will explore these case studies and the outlook for transport authorities in other Indian cities to launch open-loop transport payments systems.





# Understand the World's Fastest Developing Public Transport Infrastructures

## Emerging Tolling Technologies in India

Latest updates on easy-to-use, reloadable tags that enable automatic deduction of toll charges for customers to pass through toll plazas without stopping. The opportunities for banks in driving this important segment of transport payments in India.

## Payments in Parking Systems

Developments in payment systems for parking systems in smart cities, synergies with other transport payments and the opportunities for banks and government transport departments to work together to provide convenience for customers and solutions for congestion.

## Status of Government Transport Policy

Understanding the objectives of Government of India initiatives for smart integrated ticketing in Indian cities that can drive e-payments in transport, improve profitability and reduce costs for transit authorities and while also combating fraud.

## National Common Mobility Card (NCMC)

The current status of the National Common Mobility Card (NCMC) initiative, how it is being adopted in public transport systems, opportunities for banks as well as transport authorities and challenges would still need to be overcome.

## New Open-Loop Payment Solutions

Latest developments in open-loop payments systems that meet the needs of transport authorities, operators, banks and their systems integrator partners in implementing automated fare collection and transport payment systems in India.

## Managing Single Journey Tickets

Fare media and ticketing solutions that can address the single journey ticket problem created by itinerant customers that include customers unable or unwilling to pay for stored value, business travellers, tourists and other occasional riders.

## Smart Integrated Ticketing

The importance of smart integrated intermodal ticketing that enables customers to use a single ticket to complete a journey across multiple transport modes and services provided by different transport operators within the same city.

## Transport & Non-Transport Retail Payments

Case studies of how transport operators and ticketing schemes have expanded from transport revenue collection to contactless micropayments and best practices for developing retail consumer payments and loyalty businesses with retail partners.

## Bus Transit Systems and Revenue Collection

The challenges of revenue collection in bus public transport systems particularly where bus rapid transit is not feasible, and the need for cost-effective solutions that are within the financial means and technical capabilities of state-owned bus operators.

## Outsourcing Transport Revenue Collection

Business models for outsourcing transport revenue collection to managed service providers including banks willing to underwrite the cost of fare collection schemes to drive the growth of low value contactless retail payments.

## Developments in Mobile Transport Ticketing

The state of play for mobile proximity transport ticketing. This includes NFC mobile ticketing driven by transport ticketing schemes, banks or mobile operators using either secure elements or host card emulation (HCE). This will also explore QR code-based mobile transport ticketing.

## Cloud-based Transport Payments

Cloud-based approaches that enable pay-per-use transport ticketing services for smaller PTOs that require lower upfront capital investment and simpler operations. How cloud-based ticketing can simplify introduction of mobile and Internet-driven services for customers.



# PROGRAM OUTLINE

## DAY 1

### **Session 1: Integration and Interoperability of Ticketing Systems**

- Benefits and challenges for smart integrated ticketing schemes
- Key requirements specific to PTO ticketing scenarios in India
- Multi-modal and multi-operator interoperable transport payments
- Migrating closed loop solutions to open loop payments
- Integrated public transit, private transport and retail payments

### **Session 2: Partnerships and Collaboration for Successful Transport Payments**

- Collaboration between transit agencies, mobile operators and banks
- Recognising market complexities to ensure growth of the entire ecosystem
- Ensuring interoperability across platforms, access points, agents & customers
- Delivering reliable, secure and high-quality service infrastructure to customers
- The importance of consumer trust: protecting client data, grievance redressal mechanisms, transparency of operations, reasonable cost of services, etc;

### **Session 3: Role of Transit Ticketing In Building Smart Cities**

- Integrating transport payments with non-transport services in smart cities
- Greater flexibility through access to new ticket and payment types
- Easy-to-manage services via credit/debit cards, smartphones, Internet
- Strengthening customer security and increasing fraud protection
- Faster boarding/transactions to reduce congestion and traveller frustration
- Enhancing the user experience through access to real time journey information

### **Session 4: Accepting Third Party Open-Loop Payments**

- The national migration to NCMC-based contactless bank payment cards
- Utilising the opportunity of NCMC offline wallet for public transport payments
- Improving the business model between transit operators and banks
- Exploring ways to reduce burden of CAPEX investment by banks
- Roles and responsibilities between PTOs and card-issuing banks

### **Session 5: Transport Payments Policy & Strategy**

- Transit ticketing and modal share for sustainable public transport
- Increasing smart ticketing & transport payments offerings and adoption
- Improving information about journeys and transport payments options
- Simplifying and improving access to the right price for customers
- Transport ticketing and payment schemes to meet local requirements
- Multi-modal and multi-operator concessionary travel schemes

# PROGRAM OUTLINE

## DAY 2

### Session 6: Mobile Transport Payments

- Integrating mobile payments and wallets in existing ticketing systems
- Adopting NFC and QR code in public transport ticketing schemes
- Mobile payments as a solution for ticket vending and single journey tickets
- Working with third-party mobile payment solutions providers and OEMs

### Session 7: Cloud-based Transport Payments

- Ticketing-as-a-service solutions suitable for transport operators in India
- Implementing cloud-based pay-per-use transport ticketing services
- Hosted AFC transport ticketing systems that can serve multiple PTOs
- Cloud-based pay-per-use ticketing in NCMC-based public transport schemes

### Session 8: Emerging Tolling Technology and implementation Challenges

- The changing technology landscape of solutions for toll plazas and highways
- Suitability of tolling technologies and solutions for implementation in India
- Key features and functionalities of National Electronic Toll Collection system
- Progress of FASTag deployment & adoption of NETC on state highways
- What are the key issues and challenges encountered in India so far?

### Session 9: Electronic Road Parking System

- The parking and mobility challenges faced by cities in India
- Intelligent parking solutions to improve safety and reduce congestion
- Combining traffic management and smart parking for smart cities in India
- Latest technologies for on-street and off-street garage parking



## Track Record

Since 2006, APSCA's transport ticketing forums have become the largest meetings of senior executives from transport revenue collection schemes and transport operators managing smart integrated ticketing and automated fare collection schemes in Asia. Each forum has successfully attracted senior decision-makers from transport fare collection and transport ticketing end-users from over 10 Asian countries and territories. These senior executives attend the forum to meet their peers, learn about updates to other Asian transport card schemes and hear case studies and best practices. They view the forum as a unique opportunity to discuss business, technology and operational issues with other senior managers from transport operators and ticketing schemes. The previous 11 forums were held in Singapore, Taipei, Bangkok, Seoul, Kuala Lumpur, Hong Kong, Tokyo, Sydney and India, with local government transport authorities, transport ticketing companies and transport operators either hosting or supporting the forum, or organising site visits.

Year	Host, Supporters and/or Site Visit Organisers	Location
2006	Land Transport Authority of Singapore	Singapore
2007	Institution of Transportation of the Ministry of Transportation & Communication	Taipei
2008	Office of Transport Traffic Policy and Planning (OPT) of the Ministry of Transport	Bangkok
2010	Seoul Metropolitan Government and Korea Smart Card Co. Ltd (KSCC)	Seoul
2011	Touch 'n Go	Kuala Lumpur
2012	Octopus Holdings Limited (OHL)	Hong Kong
2013	East Japan Railway Company (JREast)	Japan
2014	Transport for New South Wales	Sydney
2015	Delhi Metro Rail Corporation & Delhi Integrated Multi-Modal Transit System	New Delhi
2017	2017 Land Transport Authority of Singapore	Singapore
2018	Ministry of Housing and Urban Affairs, Government of India	New Delhi

## Hear What People Said about the 2018 Conference:

The workshop was very informative and a good platform to connect people from different platforms of the Transport System to discuss the upcoming technologies and sharing the hiccups faced in implementation which provided a good insight.

*Samidha Parashar, AM/S&T, AFC Department, Delhi Metro Rail Corporation*

Excellent place to share experiences and challenges being faced in the current environment. Further, since there is a good mix of companies from various verticals, it helps to brainstorm new ideas and technology.

*Sabeeta Ratra, Country Director, Famoco Solutions*



## Business Opportunities

**Transport Payments South Asia 2019** will provide one of the best opportunities for senior decision-makers from operators to discuss current and future business issues with their peers from other schemes and industry experts.

The Forum is a highly effective channel for leading technology providers and systems integrators to communicate their understanding of business and technology requirements to transport operators and their associated companies that operate, or are planning to operate, transit revenue collection systems and contactless transport card schemes. The government initiative to build 100 Smart Cities throughout India is expected to lead to market opportunities for ITS and AFC projects in India.

## Technology Exposition

A technology expo of latest solutions for revenue collection in transport will be held concurrently with **Transport Payments South Asia 2019**. The exposition will provide an opportunity for transport card schemes, transport operators, transport agencies and payment service providers to learn about latest development trends in automated fare collection.

## Past Sponsors & Exhibitors



## Delegate Distribution of the Transport Payments South Asia 2018



## Contact Us for More Information!

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