

PAYERLESS TICKETING

OPEN PAYMENT

Keolis, an innovative player in ticketing systems, has started introducing Open Payment onto its transport networks. Using Europay-MasterCard-Visa (EMV) standards, Open Payment allows passengers to purchase, store and validate transport tickets using their contactless credit or debit cards.

The solution differs from contactless payment, where users swipe their card to pay for a ticket 'on the spot'. Open Payment uses back-office infrastructure to manage smart ticketing and fare collection processes.

THE BENEFITS

For passengers:

A fast, seamless experience. Passengers can use their contactless payment card or smartphone-based 'mobile wallet', without any need for prior registration.

'Smart' pricing. Thanks to a post-payment system, passengers always pay the lowest fare based on their actual usage.

KEY INDUSTRY STATS

France

At the end of November 2017, **71% of all French payment cards** were contactless. In 2017, more than 1 billion purchases were made using contactless cards, a **65% increase on 2016**.

England

In mid-2017, Open Payment accounted for **40% of all payments** on the Transport for London (TfL) bus and metro network, compared to **25% in 2016**.

For public transport:

Fluid, simplified passenger journeys that boost the appeal of public transport networks. A new, complementary payment solution, targeted mainly at tourists and occasional travellers.

For Keolis:

A new, unique service offer for passengers and public transport authorities, in line with current usage trends.

An easy-to-use system that helps reduce the risk of fare evasion, thanks to simultaneous ticket purchase and validation.



SMART SOLUTIONS

KEY ACHIEVEMENTS

KEY KEOLIS MILESTONES

Group level

December 2017: Keolis signs preferential partnership with Worldline*.

Subsidiary level - France

March 2018: Launch of Open Payment trial on Dijon's tram network, in partnership with Worldline.

Several Keolis subsidiaries have also incorporated Open Payment solutions in their tender submissions.

* Worldline - a subsidiary of the Atos Group - is the European leader in e-payment services. Worldline acts as an intermediary between Keolis and the banking industry.



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CLOSE-UP OF DIJON TRIAL

Across the network's 33 trams:

- **4** validation terminals per tram
- **15** ticket-control devices
- The weekly validation targets forecast for six months after launch were reached in just a few weeks
- **20,000** different passengers have used this new payment solution to date**

Key stakeholders

Centralised system implementation, hosting and operation: Worldline

Bank for transaction processing: Caisse d'Epargne Bourgogne Franche-Comté

Project supervision and operational management: Keolis-Dijon

PTA: Dijon Métropole
Keolis subsidiary: Keolis Dijon

Next steps

By the end of 2018, the service will be extended to the bus network with one validation terminal per vehicle, across the fleet of 102 buses.

** Data as of August 2018

