

**23<sup>rd</sup> & 24<sup>th</sup> September 2025**

**Cardiff Marriott Hotel, Mill Lane, Cardiff CF10 1EZ**

*What direction is public transport going in and what is the value-add of smart technology?*

DAY 1		TUESDAY, 23 <sup>rd</sup> SEPTEMBER 2025	
No.	Time	Session	Speaker
<b>9.00</b>		<b>Arrivals, Registration, Refreshments and Exhibition</b>	
1	09.30	Opening statements and welcoming address	Simon Ardron, <b>Department for Transport</b> Annabel Cartwright, <b>Smartex</b>
2	09.40	Keynote: Welcome from Transport for Wales	Alexia Course, Chief Commercial Officer, <b>Transport for Wales</b>
3	09.50	Smart Ticketing in Wales - a bus and rail perspective	Chris Williams and Ian Robinson, <b>Transport for Wales</b>
4	10.10	NCT's Commercial Easy Rider going Real Time ABT	Jens Mullak, <b>INIT</b>
5	10.40	Digital Ticketing Strategy and Delivery to Rail	Thomas Kounnas & Kamelia Jones, <b>RDG</b>
<b>11.00</b>		<b>Refreshment Break and Exhibition</b>	
6	11.30	How fare policies and smart retail affect customer choices	John Henshall, <b>TravelMaster</b>
7	11.50	A 'STAR' is born – supporting new approaches for multi-modal ticketing in Scotland	Andrew Seedhouse, <b>NSTAB</b>
8	12.10	Update from Northern Ireland	William McGookin, <b>Translink</b>
9	12.30	TfGM Bee Network Project - Powering bus franchising with improved passenger information	Andrew Steele, <b>You. Smart. Thing.</b>
10	12.50	Investigations into providing concessions digitally	Mostafa Gulam, <b>Innovatious</b>
<b>1.10</b>		<b>Luncheon and Exhibition</b>	
11	2.00	Ticketing and Beyond	Minesh Vandra, <b>TransMach</b>
12	2.20	HID's Perspective on the Evolution of Ticketing Technologies	Alan Prudden, <b>HID Global</b>
13	2.40	Travel Passes in the Age of Contactless Ticketing	t.b.c., <b>Littlepay</b>
14	3.00	Smart technology, Smart Engineering: The Power of Specialist Technical Outsourcing Support	John Berry & Annabel Roddy, <b>Qcom Technology</b>
15	3.20	Future ticketing – focus on the customer	Matt Smallwood, <b>Worldline</b>
<b>3.40</b>		<b>Refreshment Break and Exhibition</b>	
16	4.00	Tower Transit's experience in franchising	Sam Greaves, <b>Tower Transit</b>
17	4.20	Train operator perspective on the future of smart ticketing and payments	<b>Train Operator</b> (t.b.c.)
18	4.40	Smart Moves: How AI is reshaping transit ticketing	t.b.c., <b>Osmodal</b>
19	5.00	Routing Reimagined: Real-Time Public Transport Recovery with AI	John-Peter Veldamp, <b>Ximedes</b>
20	5.20	Supporting an integrated transport network through technology	Max Sugarman, <b>ITS UK</b>
<b>5.40</b>		<b>End Day 1 and Drinks Reception</b>	
<b>7.15</b>		<b>Event Dinner at <a href="#">Browns Cardiff</a></b>	

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DAY 2		WEDNESDAY, 24 <sup>th</sup> SEPTEMBER 2025	
No.	Time	Session	Speaker
<b>9.00</b>		<b>Arrivals, Registration, Refreshments and Exhibition</b>	
21	9.30	Welcome back: opening remarks	Simon Ardron, <b>Department for Transport</b> Annabel Cartwright, <b>Smartex</b>
22	9.35	What transport users are saying	Louise Coward, <b>Transport Focus</b>
23	9.55	From Data to Delight: How Passenger's Insights & Partnerships are Transforming Public Transport CX	Greg Hepworth, <b>Passenger</b>
24	10.15	Smart Data & Transport	Hayden Sutherland, <b>Founder of The Open Transport Initiative;</b> Andrew Churchill, <b>Technology Strategy</b>
25	10.35	A perspective on the digital central retail solution for UK Rail	Tim Roberts, <b>OnTrack Retail</b>
26	10.55	Ticket to the Future: How Europe's Public Transport is Going Smart	Steve Broadley, <b>FAIRTIQ</b>
<b>11.15</b>		<b>Refreshment Break and Exhibition</b>	
27	11.40	A tokenastic race to the finish – How multi-token ABT will change our options for multi-operator travel	Andrew Seedhouse, <b>SAM</b>
28	12.00	Delivering a Single National Multi-Modal Barcode for the UK – The successful Phase One Pilot	James Bloor, <b>SAM</b>
29	12.20	Update from Transport for Greater Manchester	Daniel Wilkinson, <b>TfGM</b>
30	12.40	Current smart ticketing and payment activities, and aspirations for the future	t.b.c., <b>Hertfordshire County Council</b>
31	1.00	Update from Nottinghamshire, and the transition to a Combined Authority	Dave Bennett, <b>Nottinghamshire County Council</b>
<b>1.20</b>		<b>Luncheon and Exhibition</b>	
32	2.10	Payment optimisation for transportation	David Robinson, <b>Smart Payment Technologies</b>
33	2.30	Autonomous Vehicles: where next?	t.b.c.
34	2.50	Transport's next leap: What happens when transport infrastructure can see as well as humans?	Jeremy Acklam, <b>NVISIQ</b>
35	3.10	The future of smart ticketing and payments in transport	t.b.c.
36	3.30	Event closing remarks	Annabel Cartwright, <b>Smartex</b>
<b>3.40</b>		<b>TCF25 closes</b>	

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