

**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><br>Annabel Cartwright, <b>Smartex</b> |
| 2            | 09.40 | Keynote: Welcome from Transport for Wales  | Alexia Course, Chief Commercial Officer,<br><b>Transport for Wales</b>              |
| 3            | 09.50 | Smart Ticketing in Wales - a bus and rail perspective                                      | Chris Williams and Ian Robinson,<br><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 & Mark Johnston,<br><b>Rail Delivery Group</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,<br><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  | Rail operator perspective on the future of smart ticketing and payments                    | Julian Phatarfod, <b>Chiltern Railways</b>  |
| 18           | 4.40  | Smart Moves: How AI is reshaping transit ticketing   | Dave Roat, <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 <u>Browns Cardiff</u></b>   |   |

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| DAY 2 |       | WEDNESDAY, 24 <sup>th</sup> SEPTEMBER 2025  |   |
|-------|-------|---|---|
| No.   | Time  | Session   | Speaker   |
| 9.00  |       | <i>Arrivals, Registration, Refreshments and Exhibition</i>  |   |
| 21    | 9.30  | Welcome back: opening remarks   | Simon Ardron, <b>Department for Transport</b><br>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><br>Andrew Churchill, <b>Technology Strategy</b> |
| 25    | 10.35 | A perspective on the digital central retail solution for UK Rail  | James Watson, <b>OnTrack Retail</b>   |
| 26    | 10.55 | Ticket to the Future: How Europe's Public Transport is Going Smart                                      | Steve Broadley and Paula Ruoff, <b>FAIRTIQ</b>  |
| 11.15 |       | <i>Refreshment Break and Exhibition</i>   |   |
| 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                          | John Wiseman, <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>   |
| 1.20  |       | <i>Luncheon and Exhibition</i>  |   |
| 32    | 2.10  | The future of EVs   | David Hytch, <b>Park Gate Consultants</b>   |
| 33    | 2.30  | Autonomous Vehicles: where next?  | Richard Barrington, <b>RSBConsulting</b>  |
| 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  | A Global View and what the UK can learn   | Matthew Hudson, <b>Rebel Group</b>  |
| 36    | 3.30  | Event closing remarks   | Annabel Cartwright, <b>Smartex</b>  |
| 3.40  |       | <i>TCF25 closes</i>   |   |

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