

22nd & 23rd September 2026
Treehouse Hotel, Blackfriars Street, Manchester M3 2EQ
How far can we go with Connected Travel?

DAY 1		TUESDAY, 22 nd SEPTEMBER 2026	
No.	Time	Session	Speaker
9.00		Arrivals, Registrations, Refreshments and Exhibition	
1	09.30	Opening statements and welcoming address	Simon Ardron, Department for Transport Annabel Cartwright, Smartex
2	09.40	Keynote: Welcome from Transport for Greater Manchester	t.b.c., TfGM
3	09.50	Digitising Greater Manchester's young person's pass... a model for concessions?	Philippa Shellard & Martin Bell, TfGM
4	10.10	Connected Travel Strategy update	t.b.c., DfT
5	10.40	Lead Sponsor address: Keeping customers happy in a devolved Britain	Alison Pilling, Innovatious
11.00		Refreshment Break and Exhibition	
6	11.30	Fares, Ticketing & Retail and RDG update	Merel Van Den Booman, Lucy Dean, Thomas Kounnas & Mark Johnston Fares, Ticketing & Retail Team & Rail Delivery Group
7	12.10	CPT update	Aaron Hill, Confederation of Passenger Transport
8	12.30	Why customers don't care about ABT	Emma Handby, Liverpool City Region CA
9	12.50	Integrating buses, trams and trains without juggling multiple tickets	Jay Clifford, East Midlands Combined CA
1.10		Luncheon and Exhibition	
10	2.00	Ticketing & Payments vs Retail in Connected Transport	John Henshall, TravelMaster
11	2.20	How connected are we, using public transport in Lancashire?	Ian Barratt, Lancashire CC
12	2.40	Connected Travel: Mobilising Towards an Integrated Transport Network	Suzanne Hutchinson, Gareth Mead & Joe Sutherland, South Yorkshire Mayoral CA
13	3.00	Project Coral update	Sam Basford, West Midlands CA & t.b.c., Littlepay
14	3.30	Better Connected promises the seamless journey. Who delivers it?	Antony Lain, Osmodal
3.50		Refreshment Break and Exhibition	
15	4.10	We've Digitised the Journey, But Have We Improved It?	Paul Windsor, Vix Technology
16	4.30	Supplier and Operator Partnerships for the Future of Ticketing	Jason Stevens-Read, TransMach
17	4.50	Ticket retailing in the West Midlands across Bus, Tram and Train	Lance Cole & Louise Bessant, West Midlands CA
18	5.10	Levelling the Playing Field: How Accessible AI Empowers the Transport Industry	Richard McLester, JourneyRight
19	5.30	Update from INIT	t.b.c., INIT
5.50		End Day 1 and Drinks Reception	
7.15		Event Dinner at Gusto Manchester	

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DAY 2		WEDNESDAY, 23 rd SEPTEMBER 2026	
No.	Time	Session	Speaker
08.30		Arrivals, Registration, Refreshments and Exhibition	
20	9.00	Welcome back: opening remarks	Simon Ardron, Department for Transport Annabel Cartwright, Smartex
21	9.05	The customer perspective	Louise Coward, Transport Focus
22	9.25	Connected on Paper, Disconnected in Practice: Why Multi-Operator Data Rarely Behaves	Iko-ei-Ojo Akoh, Lighthouse Data Analytics
23	9.45	Mobile validation and inspection of contactless PAYG cards	Matt Smallwood & Hannah Southerington, Magellan
24	10.05	Why we need to stop saying 'London-style' integrated transport	Thomas Ableman, Freewheeling
25	10.20	Seamless, connected, multimodal, Joined-up Journeys: the CiCoBW (Germany) model for UK cross-mayoral-border ticketing	Paula Ruoff, FAIRTIQ
26	10.40	The Payment Footprint: Using Payment Data to Enable Connected Travel	Wido Beekman, XPP
11.00		Refreshment Break and Exhibition	
27	11.30	Update from Ticketer	Adam Toone, Ticketer
28	11.50	Making the most of Project Coral in non-combined authority areas	Andrew Seedhouse, SAM
29	12.10	Regional update from Scotland	Juliet Bell, Transport Scotland
30	12.30	Bus Data Analytics in Wales in preparation for Franchising	Ian Robinsons, Transport for Wales
31	12.50	Translink Ticketing - Better. Connected	Mark Davidson, Translink
32	1.10	Train operator perspective on Connected Travel	t.b.c., Train Operator
33	1.30	Franchising, technologies and data from an operator perspective	Sam Greaves, Tower Transit
1.50		Luncheon and Exhibition	
34	2.35	TellUs: A national Passenger Safety Reporting scheme for the UK	Steve Bulley, Intelligent Transport Advisory
35	2.55	The future of AI in transit	t.b.c.
36	3.15	A view of the future	Max Sugarman, ITS UK
37	3.35	Event closing remarks	Annabel Cartwright, Smartex
3.40		TCF26 closes	

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