

Webcast Technical Forum: *AFC Cardless Solution*

Date: 30th March 2021, Tuesday

Time: 18:15 hrs - 19:15 hrs

Venue: Video Conference (Link will be provided later)

Speaker: Mr. Keith O

All Members and MTR Staff are welcome

Synopsis - AFC Cardless solution (or Hands-free Ticketing solution)

With the growth of population, public transportation becomes a basic mobility need for people who live in the city. From the operator's prospective, it is always their objectives to deliver a customer satisfied services, as well as giving a seamless travelling experience. However, on the other side, it is equally important for the operator to collect the fare and revenue on time accurately.

Ticketing solutions have been used for many years, as a start, it was all about manual inspection, gradually, it moved towards automatic fare collection. At the Ticket Media level, it transformed from a Paper Ticket to Magnetic Ticket, and even Contactless Smart Card (CSC), EMV Credit Card or QR Ticket. At the System level, it moved from Card Centric to Account Based Ticketing solution. And these are mostly used by the Transport Operators around the world nowadays.

However, is this end of the story? If not, what will be the next? With the raise of biometric technology, 5G network, and other wireless communications, can these be the enablers to bring the user experience up to next level? Can we further de-materializing the media to make it becomes "cardless" or "ticketless"? What are the benefits and drawbacks? Are the transport operators and the passengers ready for it?

Speaker:

Mr. Keith O is the Head of Engineering (HoE) of Revenue Collections Systems Hong Kong (RCS HK) since 2016. He has been working for Automatic Fare Collection Systems in Thales Ground Transportation Systems for almost 20 years. Before being appointed as HoE, he has involved in both Project and Technical Management activities for different scales of projects in the ticketing business.



In 2009, the decision made from the Business Line in Thales France, to set up a Competency Centre in Hong Kong. The team has been growing up from 5 to 70 staff within a year. Since then, this team continue to support all the AFC business in Asia Pacific, such as China, Hong Kong, Taiwan, Thailand, Vietnam, Singapore, Malaysia, Australia and New Zealand, etc.

Fees: Free-of-charge

No. of Participants: 80

Registration Methods: **Prior registration is required.** Applications will be accepted on a *first-come, first-served* basis.

(1) Members of IRSE(HK) can make registration via the [Activity] page of the IRSE(HK) website. The IRSE(HK) website will offer a service of record of CPD hours for members who make registration via the website and attend the activity as scheduled.

URL: <https://irse.org.hk/activity/>

(2) Staff of MTR are invited to make registration by sending an e-mail with his/her FULL Name, Mobile No. and E-mail to **Mr. P Y CHEUNG** (E-mail: pycheung@mtr.com.hk).

Successful applicants will be notified by a separate e-mail with a link to access the on-line forum.

Closing Date of Registration: **25 March 2021 (Thursday)**

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