

Minutes

Date 23.05.2016
Time 12.00-16.00
Location Ruter's customer centre, Jernbanetorget 1, meeting room Bjørvika
Attending Ruter AS, Skyss

Suppliers:

Indra, Init, Making Waves, Mikroelektronika, Parkeon, Scheidt & Bachmann, Thales, Xerox

Supplier conference regarding passenger counting solutions

Agenda

Topic/activity	
Registration	
Welcome and introduction	Terje Storhaug, Director, IT Service Development & System Management
Ruter – the PTA in Oslo and Akershus	Endre Angelvik, CIO Ruter
Ticket Vending Machines as a sales channel	Claes Kanold, Director, Ticketing & Payment Solutions
Short break	
Supplier presentations	All suppliers, maximum 10 minutes presentation each
1. Indra	
2. Init	
3. Making Waves	
4. Mikroelektronika	
5. Parkeon	
6. Scheidt & Bachmann	
7. Thales	
8. Xerox	

Background information: aim of the conference

As a large public procurement organization, Ruter depends on strong and competent suppliers to reach our goals. Ruter is bound by the public procurement rules and regulations for government agencies in Norway, and we need to make sure we abide by these rules and regulations before, during and after our procurements. Ruter also needs to keep up with what goes on in the markets we procure from, and this is why Ruter regards a supplier conference to be suitable for this process.

Target audience for the conference were all potential suppliers of Ticket Vending Machines and adjacent services. Ruter considers the following to be essential output for this conference:

- Challenge market participants to give input on how Ruter's needs can be clearly defined, how these needs can be fulfilled and what the market can offer in terms of innovative and cost efficient solutions



- Give potential suppliers a better understanding of Ruter's Challenges and provide input and advice on how these challenges can be handled moving forward
- Inform the market about Ruter

Welcome and introduction – presentation from Terje Storhaug director, IT Service Development & System Management at Ruter

Terje started the conference by going through the agenda for the conference, as well as presenting the participants from Ruter.

The full presentation is published on kollektivanbud.no together with this document. The presentation name is: "0 Introduction.pdf"

Information about Ruter – presentation from Endre Angelvik, CIO of Ruter

Endre Angelvik started by giving some background on Ruter, its partners in public transport in Oslo and Akershus and the role of public transport in the region. Furthermore, Ruter's long-term goals (M2020), and how Ruter needs to develop going forward in order to achieve these goals were described. Digitalisation and individualisation were mentioned as key drivers for mobility in the future. Endre also presented the key principles for our technology solutions going forward. One of the key aspects is that a potential TVM will be a thin client connected to Ruter's own APIs.

The full presentation is published on kollektivanbud.no together with this document. The presentation name is: "1 Ruter.pdf"

Question from supplier: Is it expected that the supplier should be responsible for mobile connectivity?

Answer: Ruter has high trust in the availability of the mobile networks in the Oslo area. Mobile connectivity is by law considered a national interest which puts high demands and requirements on the mobile operators.

Ticket Vending Machines as a sales channel – presentation from Claes Kanold, Director, Ticketing & Payment Solutions at Ruter

Claes started by giving an example of how Ruter is moving fast into the mobile future. Right now Ruter is testing out a system with iBeacons together with its mobile ticketing app on bus line 60. This allows customers to seamlessly check in and out of buses and allows for many new opportunities.

Another example is that last week Ruter's mobile ticketing app broke a new record with 125 000 purchases in one day alone. Every week now the mobile ticketing app sells around 500 000 tickets.

Claes continued with presenting Ruter's sales channels in general, where more and more of the sales goes through the mobile channels. The focus right now is to downscale the traditional card based ticketing systems and migrate systems over to Ruter's own API/back office. But still the TVM is an important sales channel for some of Ruter's customers, e.g. tourists, children and elderly people. More cost efficient TVMs could also be places in locations such as hotels or cinemas. The big questions is how Ruter can run a customer friendly and cost efficient TVM-channel.

The full presentation is published on kollektivanbud.no together with this document. The presentation name is: "2 TVMs as a sales channel.pdf"



Question 2: Is there any validation for mobile devices?

Answer: No, Ruter has an open system. The only validation is in ticket inspection situations. This also means that the possibility of removing the travel card would do something dramatic to the Ruter infrastructure – a lot less advanced devices would be needed on buses, trams, in the metro and in other places.

Supplier presentations

Each of the participating suppliers held a presentation of a maximum of ten minutes, answering/discussing the focus area questions that had been published before the conference:

- How can Ruter maintain a cost efficient TVM channel with a small and declining share of the sales?
 - What are the key design issues to address this challenge?
 - What are the key operational/life-cycle issues to address this challenge?
- How can such a cost efficient TVM channel still be flexible and adaptable, without driving cost upwards?
- What possible ownership and operating models should Ruter consider if Ruter decides to move forward with a procurement process (buy, lease, rent, TVM-as-a-Service, shared vending services, etc)?
- What functionality should Ruter consider in a TVM that could help us improve our services?
- What do you consider important that Ruter do, and how, in order to make it possible/interesting for you to participate in a tender?

All the supplier presentations are publicly available at www.kollektivanbud.no.

Final remarks

Ruter wants to thank all parties involved at the conference for their participation and for the insight delivered.

Oslo, May 23rd 2016

Erik Englund
Meeting recorder