

ITSBE26 CONGRESS

BETTER MOBILITY THROUGH INNOVATION

TOWARDS MOBILITY THAT WORKS.



Open Payment

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Open Payment: A Global Revolution

+700

Networks equipped worldwide

A major adoption movement, pioneered by London in 2014.

> 70 %

of Pay-As-You-Go journeys at TfL

39% to 55% of TfL's total revenue comes from open payment.

> 50 %

of single tickets at STIB

More than 40 million transactions completed.

THE SIGNAL

Open payment is moving from pioneering project to standard for occasional travellers.

Adoption is already visible worldwide and in the Belgian market.

Why Open Payment Is Taking Off

01

EVERYDAY TECHNOLOGY

Bank card
Smartphone
Smartwatch

02

MORE SUSTAINABLE

No paper tickets

03

FRICTIONLESS

Easy access
No fare knowledge required

Paying becomes the way to access public transport.

A Simpler Experience — for Everyone

FOR PASSENGERS

- Immediate access to the network
- No fare-system knowledge required
- Ideal for tourists
- Shorter queues
- Higher customer satisfaction

FOR OPERATORS

- More occasional journeys sold
- Less cash handling => commercial speed improvement
- Lower distribution costs
- Fewer accidental fare violations
- Usage data

Same principle: less friction at entry, more value in use.

The Belgian Market: Adoption Is Underway

STIB

Adoption leader

>50% of single tickets

De Lijn

Regional rollout

Open payment is part of a broader rollout

LETEC

The next major step

LeTEC: the next stage of transformation

STIB → De Lijn → LeTEC

The LETEC Project : A Three-Stage Journey

OBJECTIVES

- Simplify access to the network
- Replace the ticket paper by digital services
- Modernise the customer experience : less friction, less waiting time
- Maintain and develop interoperability and multimodality

TRANSFORMATION ROADMAP



A gradual transformation

from payment to an integrated mobility journey.

What Open Payment Changes in Practice at LETEC

PASSENGER

Simpler access : Tap & Go
No waiting time (On board, TVM or agency)

OPERATOR

- + More occasional user
- Less cash management
- + Improve the recovery fund

SCALABLE

Foundation for digital services like M-Ticketing and Mobile Application

NETWORK-SPECIFIC NEEDS

A solution tailored to how the LETEC network is used
Fares adapted to the mode of transport

What's Next? Towards More Interoperable Mobility

TODAY

Open Payment

Payment becomes a simple gateway to the network.

TOMORROW

Multimodality & national interoperability

Integration with rail and multimodal journeys with SNCB, STIB, DE LIJN & BRUPASS (BMC).

Open payment is more than just a payment method.

It is the gateway to the digital mobility and intermodality of tomorrow.