

Program: Thursday 26 September 2019

- 10.30 AM **Meeting point for the Technical Visit: *Vaporetto Station - Isola Nova del Tronchetto***
- 1.00 PM **Welcome Lunch at the Casinò di Venezia: *Vaporetto Station - San Marcuola***
- 2.30 PM **Start of the Conference at the Casinò di Venezia - Welcome introduction**
Giovanni Seno, General Manager ACTV -Venice
Philippe Vappereau, Chairman CNA
- 2.40 PM **The new frontier: the relationship with the customer in the context of integrated mobility**
Moderator, Andrea Gallo - FASI
Mohamed Mezghani, General Secretary UITP
Emanuele Proia, General Manager ASSTRA
Giuseppina Gualtieri, Chairwoman TPER-Emilia Romagna
Giovanni Seno, General Manager ACTV-Venice
- 3.40 PM **Best practices for an efficient ticketing system - White Paper**
Valentina Zajackowski, Marketing Manager CNA
- 4.00 PM **Calypso new brand policy, how rules will change in 2022**
Philippe Vappereau, Chairman CNA
- 4.20 PM **Pause**
- 4.40 PM **How to respond to the needs and challenges of MaaS**
Ralph Gambetta, Board Member Smart Ticketing Alliance
Piero Sassoli, Chairman Club Italia & General Director Tiemme- South of Tuscany
Benoit Boute, Ticketing and Customer Experience Manager IDFM- Paris region area
Barbara Covilli, General Manager Free Now
- 5.30 PM **Calypso today: a full range of certified products**
Philippe Guillaumin, Technical Coordinator CNA
Ramona Mache, Head Marketing & Business Development Transport & Ticketing Infineon
Ludovic Verecque, General Manager Paycert
- 6.15 PM Conclusion of the first day
- 8.30 PM **Diner offered by ACTV at the Casinò di Venezia**

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- 9.00 AM **Welcome Coffee at the Casinò di Venezia - Vaporetto Station - San Marcuola**
- 9.30 AM **Start of the second day of the conference**
Gianluca Cuzzolin, Operation Manager ACTV
Philippe Vappereau, Chairman CNA
- 9.40 AM **Ticketing contribution to the sustainable city**
Roberto Andreoli, Chief Information and Technology Officer ATM
Morgan Chirici, Chief Information Officer ACTV
Roland Cracco, CEO Interparking
- 10.30 AM **Opening ticketing and payment**
Nicolas Generali, Technical Manager CNA
Marco Ciurcina, Lawyer, Open source legislation in Italy and Europe
- 11.15 AM **Pause**
- 11.35 AM **Return of experience and new perspectives for mobile ticketing**
Pierre Terrée, Technical Expert CNA
Laurent Chauvin, Innovation & Ticketing Manager Lignes d'Azur - Nice
Jin Kim, Head Services for Europe & Africa Samsung and for France
François Cortés, Program Manager Samsung Pay & Transit
- 12.20 PM **Mobility and Ticketing projects in Latin America**
Manon Chaix, PR Manager CNA
Juan Carlos Gonzalez Calderon, Jefe de Gabinete - Ministerio de Transportes y Telecomunicaciones Chile
Carlos Orellana, Gerente de ITS del Directorio de Transporte Público Metropolitano, Chile
Alves Wagner, COO SP Trans, São Paulo
- 1.00 PM **Conclusion**
Philippe Vappereau, CNA Chairman
- 1.15 PM **Light Lunch and end of the conference**