REJSEKORT IN DENMARK

NATIONWIDE INTEROPERABLE TICKETING SYSTEM AND SERVICES
The Danish Ministry of Transport wished a unified ticketing solution for better passenger convenience, nationwide. They also wanted a reliable partner to provide and operate this interoperable and multimodal system.

WHAT WAS THE CHALLENGE?

The Ministry of Transport project was to make it simple and easy to use public transport anywhere in Denmark – any time, any place.

This means replacing various existing ticketing systems by a nationwide integrated fare management system based on contactless technology that encompasses all transport operators in the country.

This also means managing a large number of business participants and proposing new business rules, new business processes and new operations to make it work nationwide, for the long run.

HOW DID WE ANSWER?

Thales, with its consortium, was awarded the furniture of the Danish Travel Card system. During the project, Thales has taken over its partner’s responsibility and has lead the project to its termination up to the final system delivery in 2015.

Thales designed and delivered the station equipment and onboard devices so that passengers can select, buy Rejsekorts, check in and out during their travels.

Thales delivered a centralized Back Office system to collect transactions, manage check ins and check outs then, split the fare revenue into the different operators and invoice travelers.

And beyond the system delivery, the Thales teams in Denmark are managing the everyday operation and maintenance either on site or at the workshop for at least ten years from the system full operation start.

THE RESULTS

In 2016, 1.6 million cards have already been sold. Ticketing system manages over than 1 billion transactions.

The Rejsekort system is contactless with stored value and period passes for commuters, and paper tickets for occasional travellers. The fare structure is one of the most complex worldwide, based on flying distance, regardless the number of operators, and incentives are granted for intensive Rejsekort riders.