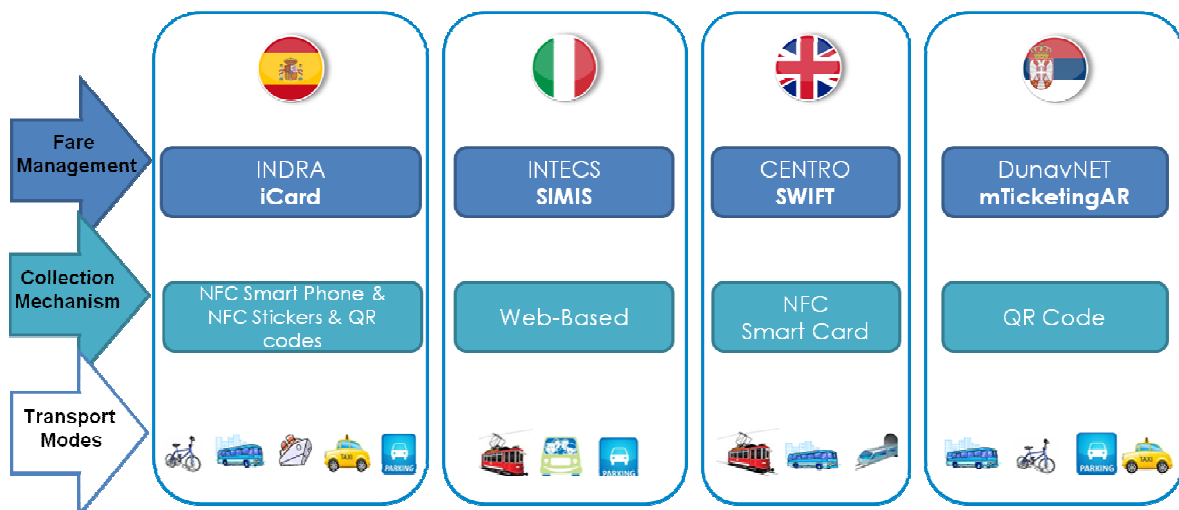


1 Publishable summary

Started in February 2014 and with a budget of €4.3 million, of which €2,2 million is directly financed through the EU Innovation and Competitiveness Framework Program (CIP), MobiWallet is focused in implementing solutions for Interoperable Fare Management, providing transport users and cities with new technologies, promoting smarter, cheaper and more sustainable mobility, and fostering the transition toward smart cities. The main goal of this European R&D&i project is to encourage modal shift and facilitate ease of use of multiple transport options by tearing down interoperability barriers and taking advance of the latest ICT advances and Smartphone capabilities. This is expected to have a positive social and environmental impact, as it is expected to encourage modal shift, and facilitate ease of use of multiple transport options, improve efficiency and reduce energy consumption, promote enhanced and sustainable mobility for all users, and improve cross border transportation capabilities

MobiWallet’s partners are designing, developing and testing platforms flexible enough to be adapted to disparate realities so as to allow European citizens to pay for their travel regardless of the specific transit mode they opt for. Cutting-edge technologies for payment based on the web, NFC and 2D smart codes are used to extend the capabilities of the payment platforms. Information services and multi-modal travel time-calculating software are considered so as to provide on-the-spot/on-the-go information and payment services to promote awareness of the availability of alternatives to individual conventional transport. In order to demonstrate these technologies and validate the benefits that they can have, four pilots from across Europe have been selected in Santander (Spain), Tuscany (Italy), West Midlands (UK) and Novi Sad (Serbia). Different scenarios, technologies, services and transport modes are involved in each of them, but sharing the same approach, methodology and common vision of the project towards achieving interoperability at pilot level, and, ultimately, at cross border level.



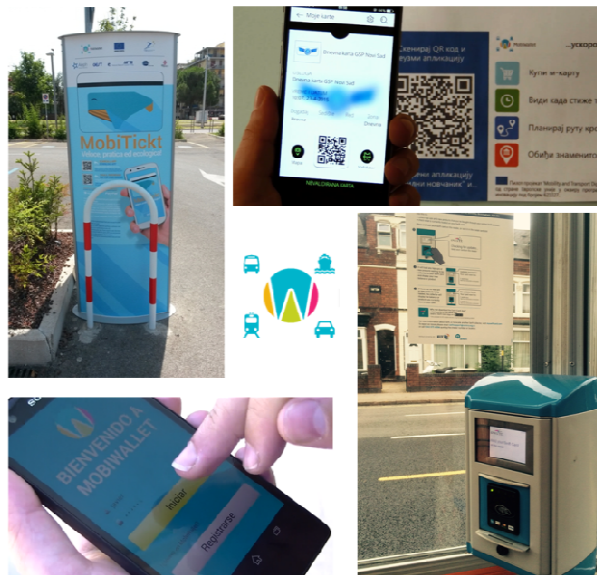
The whole value chain is involved in each pilot in order to ensure an effective deployment in each pilot as well as ensure the sustainability beyond the pilot phase. MobiWallet includes the participation of hundreds of users in the four pilot cities across and is collecting and analyzing their feedback to guarantee that the implementation of the technological solutions is well founded on the

actual needs of the citizenship and that the solutions provided by these achieve the utmost impact in paving the way for the transportation systems of the future.

1.1 Work progress and main achievements of the Reporting Period

Since the beginning of the project (February 2014) until now (January 2016), several activities have been performed in order to progress in the achievement of the project objectives. In the first year of activities (1st Reporting Period, M1-M12), the *MobiWallet Methodology* was defined, addressing interoperability standards, pilot site definition and an initial gathering of interoperability requirements, both internally at each pilot site with a plan for implementation, and also considering the wider picture of inter-pilot interoperability. Besides, the scenarios in the four Pilot Studies were clearly defined thanks to deep conversations with all affected transport operators, which led to define and start *deployment activities* at each pilot site.

Starting from this point, during this 2nd year of project (2nd Reporting Period, M13-M24) activities have mainly focused on finishing the developments of core software components, as well as their adaptation to the pilot sites. All pilots have been deployed and put in operation in real environments and end-users have started to use the systems. *Monitoring and evaluation* tasks are being carried with the results obtained from the testing. It is worth mentioning that most developments have followed an incremental approach, and still some developments are due for the next year, in order to extend the pilot to new modes and accomplish improvements identified during the first months of testing thanks to the feedback of operators and users.



Examples of developments done in the different pilots

More specifically, the main tasks and achievements carried out during this period are briefly introduced below:

- Pilot adaptations were implemented in order to complete the core developments carried out in the first Reporting Period. Intense meetings and discussions have been held with the

different operators involved in order to develop solutions complying with legacy systems and current financial processes.

- Pilots have been put into operation in each of the test sites, and useful feedback was received from end-users (both travellers and operators) after first weeks of testing, allowing to do improvements in the systems.
- User recruitment was started, and the number of transactions was being monitored to know the acceptance by the partners. Specific measures, such as the introduction of new payment methods, have been adopted to increase usage.
- Workshops have been organized with end-users (travellers and operators), and manuals have been provided to them in order to ease their experience using MobiWallet.
- Several use cases of pilot-to-pilot interoperability have been analyzed and implemented, allowing Italian and Serbian users to purchase easily urban transport tickets in the other city, as well as allowing a Spanish user to buy tickets through the Serbian APP without the need of registering and using the credit available in his Spanish Virtual Wallet.
- Important advances have done towards increasing visibility of the project, with particular attention to target transport operators and end-users that will be the beneficiaries of MobiWallet results. Efforts have also been dedicated at this stage to begin to draft Exploitation and Sustainability plans.


These activities have allowed to reach the planned Milestones of the period, consisting of *Pilot Adaptation Implemented and Interoperable Fare management Solutions Ready to be Deployed (MS3)*, *Pilots Running in Each Country and 1st Demonstrators (MS4)* and *Evaluation of contactless technologies and 2nd Demonstrator (MS5)*.

It is worth mentioning that two demonstrations were planned for this period in order to present the deployments and operational of each pilot:

- During 1st demonstration event (M18, Italy), pilot leaders presented the operation of all the core components that had been deployed, being in some cases already adapted to each mode operational and used by travelers in the corresponding cities.
- During 2nd demonstration event (M24, Serbia), pilot leaders focused in the most recent developments done within each pilot, including adaptations of the core components to the different transport modes and operators involved. By this date, all pilots were already running in real operational environments, and receiving feedback from the users through the evaluation questionnaires designed as part of the *Monitoring and Evaluation* tasks.

Through all the project life, several activities have been carried out in order to strengthen position of the project and the market uptake of the solutions beyond the end of the project, including *dissemination activities* (press notes, newsletters, attendance to events etc), as well as defining the corresponding *business cases and exploitation plan* for the solutions deployed. During this period it is worth mentioning the publication of an articles in the magazine Azienda Blanca, as well as the participation in POLIS conference, the CIVINET event, and a workshop organized by Hope project to establish links with this and other related projects. It is worth mentioning the important achievement of the *Light Rail Awards 2015* granted to MobiWallet



 <p>MobiWallet</p>	<p>Web & Social Media:</p> <p>http://www.mobiwallet-project.eu</p> <p>twitter.com/MobiWallet_EU</p> <p>www.linkedin.com/company/mobiwallet</p>	<p>Contact:</p> <p>coordinator@mobiwallet-project.eu</p> <p>jacid@indra.es</p>
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