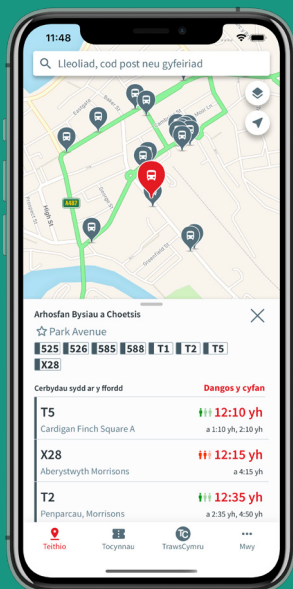


In October 2020, UrbanThings launched Ticketless™ to multiple operators serving the TrawsCymru network in Wales. The solution is the first phase of a larger project, conducted in partnership with the Welsh Government. The solution consists of a single TrawsCymru passenger app which provides real-time information and mobile ticketing for services run by operators First Cymru, Richards Bros and Lloyds Coaches.

The TrawsCymru app also presents passengers with innovative social distancing technology that shows live vehicle occupancy on services. The solution is supported by a smart mobility back-office for detailed reporting and rich passenger metrics.

The platform has been fully localised to Welsh.



UrbanThings partnered with the Welsh Government to provide a multi-operator ticketing solution across the TrawsCymru network in Wales



## THE URBANTHINGS SOLUTION

- Multi-modal real time information for national bus and national rail
- Bike dock locations and real time information
- Multi-modal journey planning
- Multi-operator app with Ticketing and fully-blended RTI
- Barcode ticketing via ETM integration
- Cloud-based back-office with passenger analytics
- Localised to Welsh
- Operator apportionment
- Live occupancy data
- Rapid deployment



Giving passengers real-time information and a mobile ticketing system will make using the TrawsCymru network more accessible and convenient, and I look forward to seeing the system's introduction. This will be on a select number of services initially, with a view to a wider rollout including seat booking. Our transport network continues to adjust to the challenges of coronavirus and this is another way to help people travel with confidence. We've worked closely with UrbanThings and alongside Transport for Wales to deliver this innovative system for passengers.

**Ken Skates**  
Minister for Economy, Transport and North Wales

