Mind the gap!

Delivering on ever-changing passenger needs

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shaping tomorrow with you

Human Centric Innovation

Driving a Trusted Future

Introducing our Panellists

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Rabih Arzouni
CTO, Transport Industry, Fujitsu

Michael Pattinson
Head of Projects and Programme Services, Network Rail

Simon Moorhead
Chief Information Officer, Rail Delivery Group

John Backway
Head of Retail, Southeastern Railway

Industry: Transport

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11.50 - Bouzy

Our research suggests...

- UK consumers are <u>dissatisfied with their everyday use</u> of public transport.

- Many of them spend a long time commuting to and from work, and <u>services are not meeting expectations</u> of efficiency and modernisation found in other sectors.

- There is a <u>lack of trust in the reliability of services</u>, in spite of newer technologies being introduced to the sector in recent years, and <u>people do not believe public and private entities will collaborate</u> to improve things.
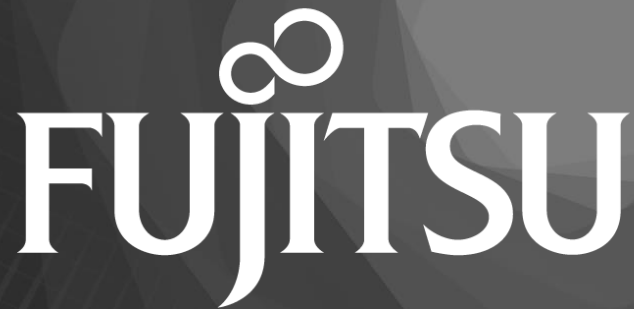
50% of consumers do not trust the public transport system to get them from A to B on time

Over a quarter (29%) of the public spends between 45 mins – 2 hrs commuting every day

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80% do not anticipate the use of facial recognition in five years

Over three-quarters (78%) do not expect to see AI, IoT and ML in the next five years

Less than 1 in 10 (9%) people expect to see VR used in the next five years