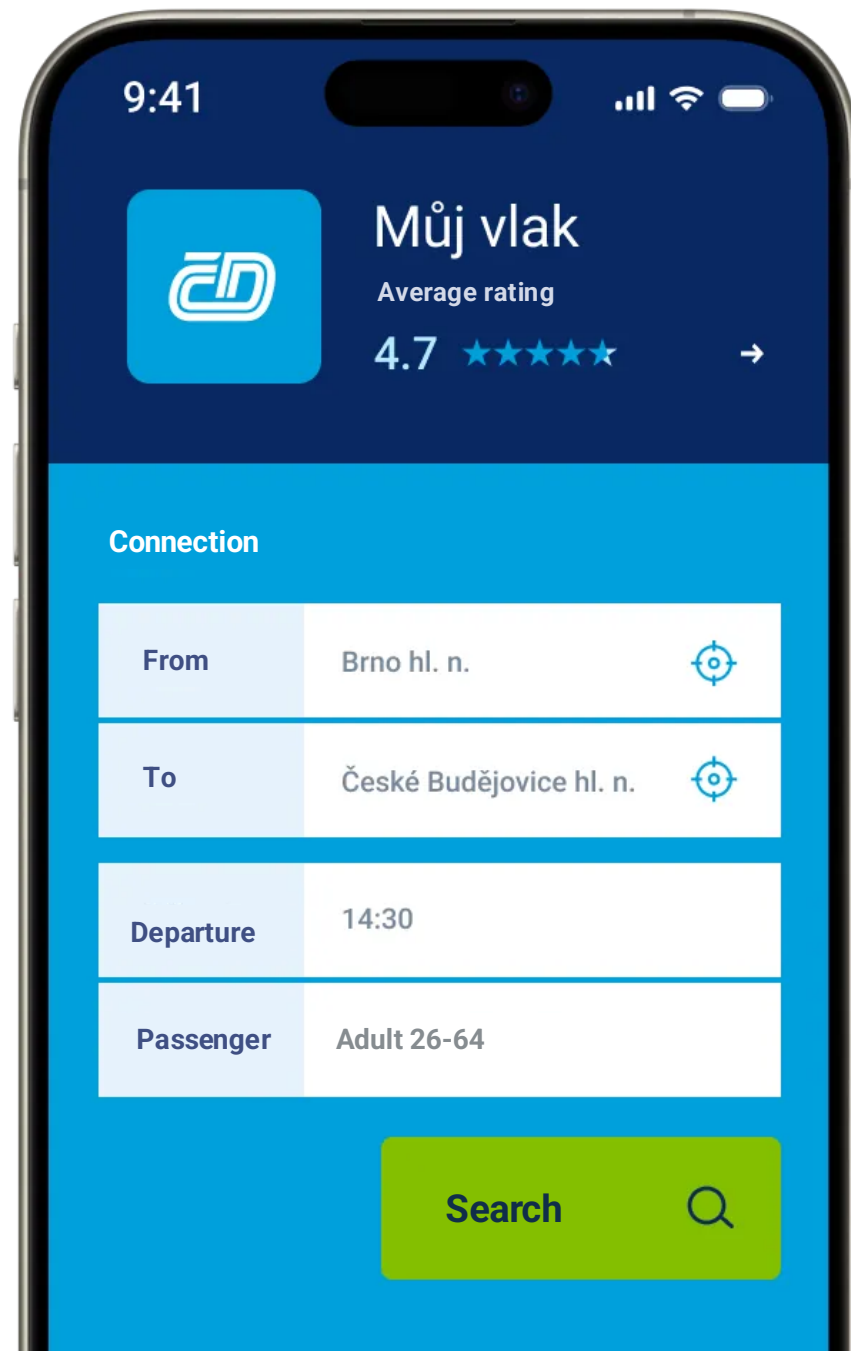


ČESKÉ DRÁHY

CONTINUOUS DEVELOPMENT OF „MŮJ VLAK“ (MY TRAIN) APP



5.3.2025, TRANSPORT TICKETING GLOBAL



MŮJ VLAK (MY TRAIN)

Introduced in 2014

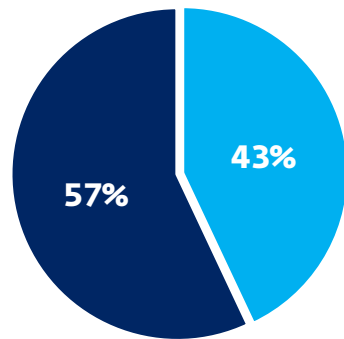
Comprehensive information service and ticket office in one place = ideally in your pocket

All-in-one app that corresponds with the life cycle of your journey

1.5 million users per year

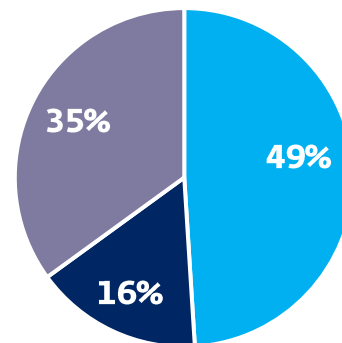
User-friendly, intuitive UI, highly rated by our users

ONLINE VS OFFLINE SALES



■ Online ■ Offline

ONLINE SALES



■ App ■ Website ■ Other



GOOD TO KNOW...

FREE

the app is completely free of charge on AppStore and Google Play

NO ADS

even though the app is free, you won't be bothered by any ads

REWARDS FOR PURCHASES

purchasing tickets through the app offers a range of discounts and benefits

MINIMAL DATA USAGE

even without WiFi access, you don't have to worry about the app using too much mobile data

NO REGISTRATION REQUIRED

there's no need to create an account if you're in a hurry or do not wish to provide personal data

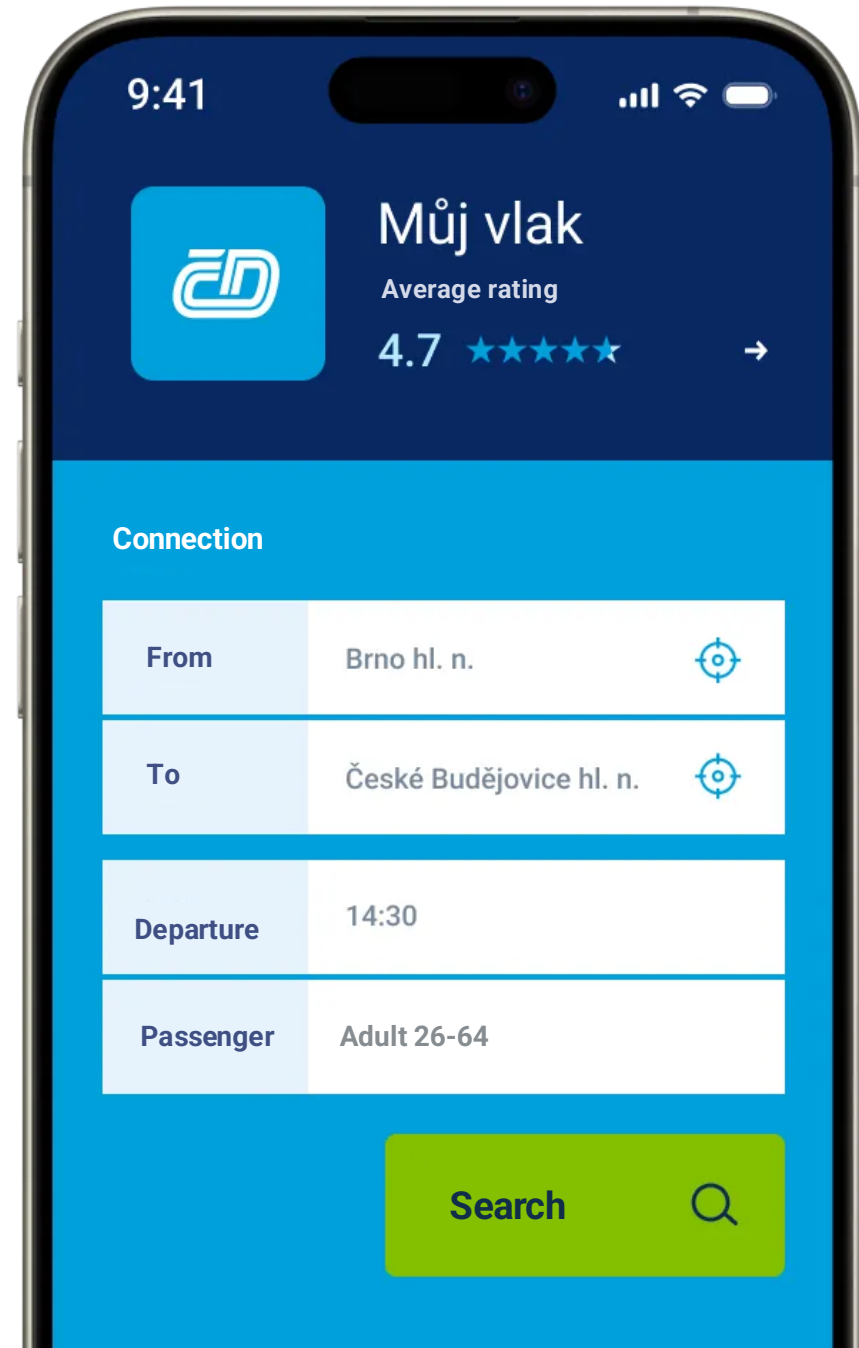
WORKS OFFLINE

information data search available offline, even abroad, only ticket payments require an internet connection



APP FUNCTIONS

Complete travel navigation



CONNECTION SEARCH



Find a connection that suits you and obtain comprehensive information about the selected journey.

Nationally + internationally

Connection search + ticket purchase available for selected domestic services in other EU countries

Ambition – to expand our international ticketing offers through sector initiatives, OSDM

Connections

From

Praha hl.n.

To

Hradec Králové

Departure

Now

Passenger

Adult 26—64 years / no discount

2nd class

Search

Favourite connections

- Praha hl.n. - Hradec Králové
- Praha hl.n. - Plzeň hl.n.
- Praha hl.n. - Brno

Recommended connections

- Železná Ruda - Praha
- Železná Ruda - Praha hl.n.

Up-to-date

Adult 26—64 years / no discount

2nd class

R 893 Slovácký expres (R18), Sp 1482 (V6)

Praha hl.n.

1 transfer: Pardubice hl.n.

Hradec Králové hl.n.

15:01

16:26

1:25

11/02

267 CZK

R 949 Hradečan (R10)

Praha hl.n.

Without a transfer

Hradec Králové hl.n.

15:10

16:50

1:40

11/02

155 CZK

EC 221 Valašský expres (Ex2), Os 6246

Praha hl.n.

1 transfer: Pardubice hl.n.

Hradec Králové hl.n.

15:22

16:52

1:30

11/02

267 CZK

EC 281 Metropolitan (Ex3), R 1072





CER MEMBERS TICKETING MAP



SELECTING SERVICE: TRAFFIC LIGHT



Traffic light system enables customers to find out expected occupancy of selected connection and, if applicable, recommends a seat reservation.



GREEN low occupancy, reservation not necessary



ORANGE medium occupancy, reservation is advised



RED high occupancy, peak times,
may also include a „seat almost sold out“ icon

planning



R 893 Slováký expres (R18),
Sp 1482 (V6)

Praha hl.n.

1 transfer: Pardubice hl.n.

Hradec Králové hl.n.

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Hradec Králové hl.n.

15:22
16:52

>

1:30 11/02

267 CZK

SEAT SELECTION



Our seat selection system allows you to choose your preferred seat

Automatic allocation or selection from the map

You can also add extra services, bicycle or a ticket for a dog

Real time information about train composition changes

Automated seat reassignment in case of change in train composition

←

Seat selection

EC 174 Berliner

Praha hl.n. - Berlin Hbf

^ direction of travel

Locomotive

Coach 255

Coach 256

Coach 257

2

2

2

116

114

115

117

106

104

105

107

108

102

103

101

carriage: 258

seat: 105

Confirm selection

Cancel

Your journey

Praha hl.n.

Without a transfer

Departure: 31/03/2025 10:...

Berlin Hbf

Departure: 31/03/2025 14:54

+ Add a return journey

☒ 2nd class

☐ 1st class

☐ Business

Passengers

Adult 26—64 years / no discount

>

Ticket

☒ I do not want a ticket

First Minute Europe ticket

2nd class, 1 person

742 CZK

>

Reservation

☒ I do not want a reservation

EC 174 Praha hl.n. - Berlin Hbf

Compartment: undefined

0 CZK

>

Additional services

+

Bike

+

Dog

+

Travel insurance



TICKET



Management of purchased tickets, easy repeat purchase, no registration required for quick purchase

3-4 clicks to your ticket

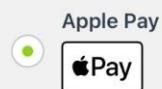
Electronic QR ticket for easy display to conductor or Code (even no device needed)

Payments by card, Apple Pay, Google Pay or through ČD Kredit

15 minutes FREE return prior departure (domestic only)

If you search train connection again, you see your ticket directly with the train service

Payment methods



Pay 469 CZK




PRE-JOURNEY




Continuous monitoring of journey information
Complete information about train, journey, incl. transfers and station

Pre-journey notifications 30 minutes before departure – information about departure time and any planned closures or extraordinary events.

Once available, you will receive a notification informing you about platform/track you will be departing from – you are informed about travel data on your way to the station.




Train Os 8849
The train is unrestricted and on time, arriving at platform 3.



České dráhy
The delay on train Os 8849 increased to 2 minutes

Praha hl.n.

+2 minutes



10:19

No transfer

23.09.2024

Ostrava hl.n.

13:48

EC 115 Cracovia (Ex1)

356

3:29

Pardubice hl.n.

Budapest-Nyugati pu

No delay

10:19

Brno hl.n., Břeclav, Bratislava hl.st.

23.09.2024

EC 277 Metropolitan, ČD Ex3

Track 8



ON-BOARD INFORMATION



In-app information about closures, extraordinary events and related measures during the journey.

Delay, planned works on infrastructure that could influence punctuality

Notifications regarding the platform your train will be arriving at in your final station

Depending on the region, you may receive information about how to purchase additional tickets for public transport

Post-journey trip rating – directly in the app, you can share your experience

Up-to-date

EC 378 Berliner (Ex5)

On-board portal

11 min. delay

Calculate delay

11/02/2025

Next station

Bad Schandau [*D]

arr. in 9 min.

arrival departure
14:24 14:25

Get off at

Berlin Hbf (tief) [*D]

arr. in 2 h 28 min

arrival departure
16:43 17:06

Operational restrictions on the route

2x closure

Connections

Train

Station

Tickets

E-shop

STATION



Complete overview
information about the
selected station

Current departure times (overview of train
departures, including information about
platform, track and delay).

The app also shows you what services are
available at the selected station (ČD do not
operate stations).

←

● Up-to-date

☆

↗

● ● ● ● ●

🏠 Plzeň hlavní nádraží

Departures – direction

Departures <>

Klatovy

Without delay

📍 Plzeň zast., Dobřany, Chlumčany u Dobřan

🚆 R 766 Berounka, ČD R16

14:40

>

Beroun

Without delay

📍 Rokycany, Hořovice, Zdice

🚆 Os 7819, ČD P2

14:41

>

Plzeň-Jižní Předměstí

Without delay

📍 Os 8938, ARR P1

14:48

>

Bezručice

Without delay

📍 Plzeň-Jižní Předměstí, Kozolupy, Pňovany

🚆 Os 27308, ČD P13

14:51

>

Strakonice

📍 Nezvěstice, Nepomuk, Horažďovice předm.

🚆 Sp 1697, ČD P1

14:59

>

🔍

🚆

🏠

🎫

🛒

Connections

Train

Station

Tickets

E-shop

←

● Up-to-date

☆

● ● ● ● ●

🏠 Plzeň hlavní nádraží

Services at the station

🎫

International Ticket Counter

International Ticket Counter

Tel.: 725 113 215

Hours of operation:
Mon-Sat: 03:45-05:40, 06:05-11:15, 11:45-15:15,
15:30-17:10, 17:35-23:00
Sun: 04:40-05:40, 06:05-11:15, 11:45-15:15,
15:30-17:10, 17:35-23:00

🎫

Inland Ticket Counter

Inland Ticket Counter

Tel.: 607716470,724495524

Hours of operation:
Mon-Sat: 03:45-23:00
Sun: 04:40-23:00

€

Payment in Euros

It is possible to pay in EUR in the station.

Tel.: 725 113 215

Hours of operation:
Unknown

🛒

Payment with a Payment Card

It is possible to pay with a payment card in the station.

Tel.: 725113215,724495524

🔍

🚆

🏠

🎫

🛒

Connections

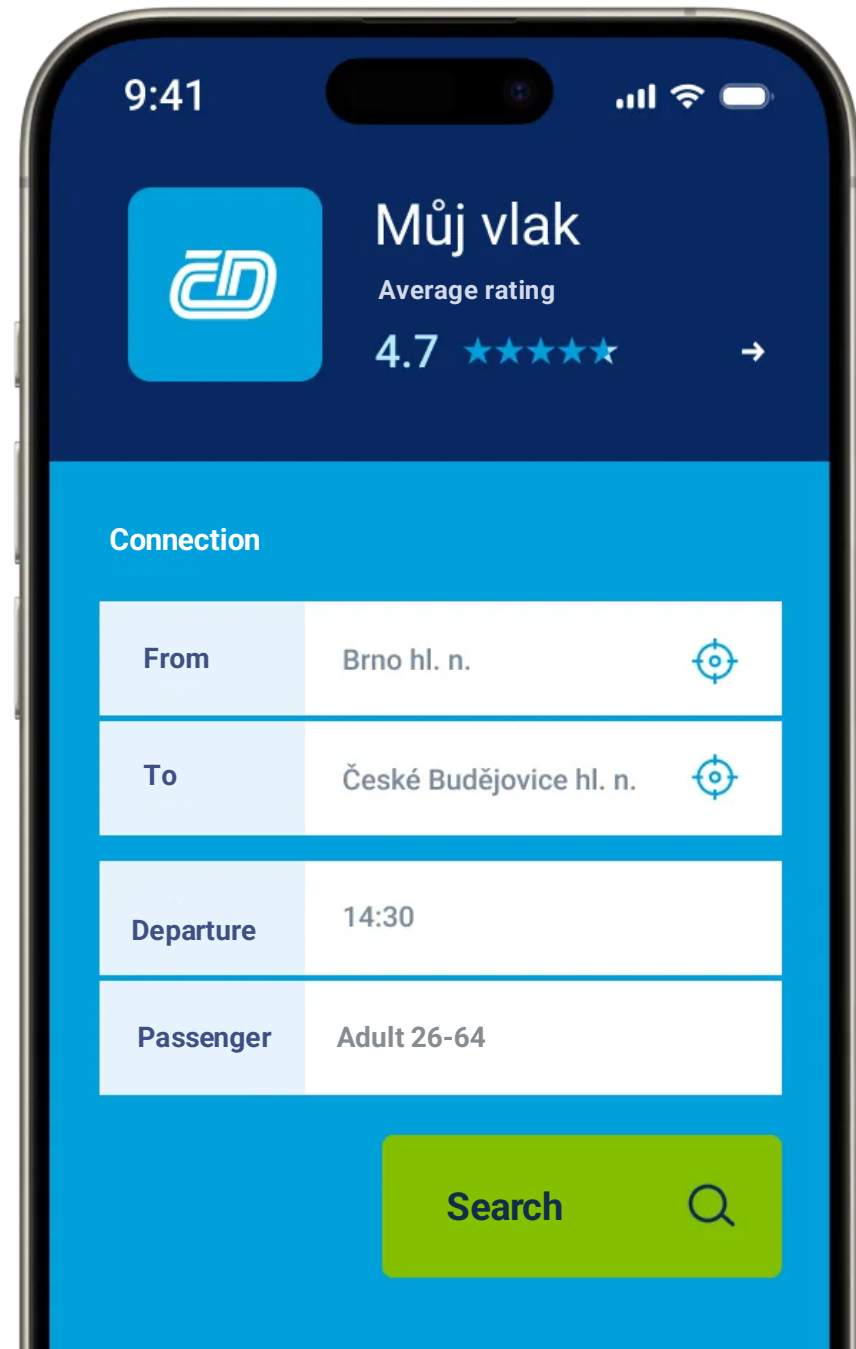
Train

Station

Tickets

E-shop

WHAT MAKES IT STAND OUT



PURCHASING TICKETS FOR DELAYED TRAINS

PREVIOUSLY

online ticket purchase only possible up until scheduled departure time, ticket counter to purchase tickets for delayed trains

NOW

app takes delay into account, ticket purchase possible up until actual departure time. Includes changes to conditions for return and compensation

RETURN

delay taken into account, free return possible in accordance with our conditions up until certain period of time prior to actual departure

COMPENSATION

delay time in starting station subtracted from actual arrival to final station

The screenshot shows a mobile app interface for booking train tickets. At the top, there's a dark header with 'Cancel' and 'Your journey'. Below this, the journey details are shown: 'Kolín' with a departure time of '26/02/2025 12:...' and a 'Without a transfer' button, followed by 'Praha hl.n.' with a departure time of '26/02/2025 13:36'. A blue button '+ Add a return journey' is visible. Below the journey details, there are radio buttons for '2nd class' (selected), '1st class', and 'Business'. A modal dialog is open in the center, titled 'Ticketing for a delayed train after its scheduled departure'. The dialog text reads: 'I agree to ticketing for this delayed train. The current delay at the time of travel document's purchase will not be included in the calculation of a request for a refund or indemnity for a delayed arrival at the destination station.' The dialog has 'Cancel' and 'Continue' buttons. Below the dialog, there's a 'Reservation' section with a red 'X' and the text 'I do not want a reservation'. Below that, the train details are shown: 'EC 116 Kolín - Praha hl.n.' and 'Compartment: undefined', with a price of '0 CZK'. At the bottom, there's an 'Additional services' section with icons for 'Bike', 'Luggage', and 'Dog', each with a '+' button.

NIGHT TRAIN BOOKING

PREVIOUSLY

app did not display neither complex price nor number free couchettes or sleepers

NOW

new booking system is much more transparent, enables passengers to see all available options

 EN 443 Slovakia  


 Praha hl.n. 

22:16

Without a transfer

 Košice

08:12

 from 947 CZK
55 spaces

 from 1100 CZK
23 spaces

 from 1331 CZK
135 spaces



 9:56  27/02

947 CZK 



PRE-BOOKING ONBOARD REFRESHMENTS

First class passengers travelling on SuperCity Pendolino trains

Standardized refreshment service included

Pre-book complimentary onboard refreshments through the app.

Ambition – shortening of pre-booking time prior departure

Cancel

Your journey

Ticket

Flexi základní jednosměrná
1st class, 1 person

941 CZK >

Reservation

SC 507 Praha hl.n. -
Ostrava hl.n.
Compartment: undefined

100 CZK >

Additional services

+

Paid
refreshments

+

Bike

+

Luggage

...

Free
refreshments

+

Rent a
ČD bike

Bonus refreshment SC 507

0 CZK

Document terms and conditions

Amount due 1041 CZK

104p.

<

Bonus refreshment

SC 507 Pendolino

Free

Cocoa muffin with chocolate chunks
Cocoa muffin with chocolate chunks

-

0

+

Opochensky yogurt - flavour according
to the current offer

-

0

+

Tiramisu
Tiramisu

-

0

+

Sendvič s tuňákem, sladkou kukuřičkou
na petželkovém dipu a s červenou
cibulkou

-

0

+

Couscous with roast chicken and
dried tomatoes

-

0

+

Vegetable Pasta Salad with Gran
Moravia cheese
Vegetable Pasta Salad with Gran
Moravia cheese

-

0

+

DOOR 2 DOOR MOBILITY

Instead of station to station, we plan to get our passenger from door to door with one single ticket

NOW

The app informs you about public transport options and ticket purchase (region-specific)

SMS ticket notification for all major Czech cities

FUTURE VISION

Multimodal search engine – walking, driving, parking, bicycles, scooters and other MaaS transport

First step – integration of regional data about connections and tariff (some regions already included)

– first regions included

Challenging step – willingness of regions and MaaS providers to sign a contract



CHOOSE YOUR PLATFORM AND... GET STARTED!

Q&A at

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