高速鐵路票務系統功能之建立

This study deals with the measures for passenger's convenience and equity, and the operator's performance in the ticketing system of Taiwan's high-speed railway (HSR). For the measures regarding passenger's convenience and equity, this study specifies the booking system, the fare class structure, the ticket identification system, the procedures for the integration of various ticketing systems , and the terms and conditions for passenger's compensation. For the measures regarding operator's performance, this paper proposes some feasible seat inventory control strategies, such as different fare classes between the reserved and the non-reserved seats, to regain the consumer's surplus. Therefore, both passenger's welfare and operator's profit are well reserved in the functional specification on HSR's ticketing system. As a result, the objectives to increase the rate of self-financing and to maintain a sustainable HSR system can be achieved.