

Fare-dodgers were robbing a transit system of revenue. We put an end to the free rides.

We provided Lyon with a better fare-collection solution, as well as a complete overhaul of its central information-gathering.



We provided the French city with better fare collection – plus valuable, actionable data on commuters' riding habits.

The Challenge

The public transport system in Lyon, France, was faced with rampant fare-dodging. With 200 million transactions recorded each year, nearly 20 percent of the City's annual revenue was being lost.

Clearly, a better system was needed to change passenger behavior. The Greater Lyon transport authority, Sytral, needed to change how it collected fares. Not only was Sytral losing revenue from commuters side-stepping the current system, but it was also missing a major opportunity to gather data that could be used in future system development and improvements.

Any changes or added functionality had to be integrated into a complex environment of existing systems. To strengthen both access control and security, Sytral also decided to end free access to its metro stations.

The Solution

In designing a new system, we knew it had to be integrated with a complex environment of existing systems: alarms, AVLs (automatic vehicle locators) and the passenger information system. To manage access, the City's four metro rail lines were equipped with a new gate control system. Then, all fare collection equipment was replaced, so that both magnetic tickets and contactless cards could be accepted.

We implemented an interoperable system that could be integrated with multiple transportation modes. Ultimately, one ticket could take an individual wherever he or she wanted to go – all while gathering data that could be used for detailed analyses of these transport modes. New system additions included the following:

- Gate control systems at all City metro stations to limit and monitor access
- Use of both MIFARE and CALYPSO smart card technologies for maximum system flexibility and ISO compatibility
- Enhancement of the system to accept new smart card tickets of the regional railroad network, offering seamless multimodal transport ticketing service.

The Results

The new system is far easier for people to use... with payments that are far more difficult to bypass. Sytral's investment – both through expanding its network and by installing the new equipment such as our ticketing system – led to an increase of 29 percent in ticket validations in three years' time.

In addition to better public compliance with the fare system, Sytral is gathering an abundance of useful consumer data – information that has helped in analyzing typical users, peak periods and preferred transportation modes.



Sector: Local Government

Solution: Fare Collection

Client: The Greater Lyon Transport Authority, Sytral

Challenge: Reduce fare-dodging by commuters; manage 200 million transactions per year

Results: Recaptured missed revenue; accumulated valuable commuter data; simplified system and equipment maintenance

The Bottom Line

The public transport system in Lyon, France, was faced with rampant fare-dodging. With 200 million transactions recorded each year, nearly 20 percent of the City's annual

revenue was being lost. We provided the City with a better fare-collection solution, as well as a complete overhaul of its central information system.

“ACS has successfully integrated a complete ticketing system on all our transport systems (subway, funicular, trolley-bus and bus) within a particularly complex environment, and has managed to adapt interoperability changes in the scope of our transport network.”

Sylvain Barcat,
Director of Asset Management Department,
Sytral

You can learn more about us at
www.acs-inc.com.