

Now in Dubai.

One of the world's most advanced interoperable e-ticketing systems.

In Dubai, now there is one ticket for bus, water bus metro and parking. Thanks to our multi-operator e-ticketing system for bus and water bus, operating convenience and efficiency have been optimised in the RTA Dubai transport network. And thanks to the system interoperability our tickets can also be used for metro and parking.



We supplied a flexible and user-friendly ticketing system for road and water routes.

The challenge

In 2007, RTA, the Roads and Transport Authority in Dubai, decided to improve and to simplify public transportation over land as well as on the water. And they selected us for this ambitious project.

The solution

Our automatic fare collection system has enabled the RTA Bus and Marine Agency to dispense tickets that can be used for the entire public transportation system in Dubai, whether bus, metro, or water bus. The contactless, interoperable e-ticketing system provides the RTA in Dubai with an uninterrupted and updated information flow. The prompt and reliable exchange of information and the actuality of the supplied data, as well processing of the data are extremely important for our client. With the automated fare collection system from ACS, daily updated sales and use data is available to the RTA operators. The system is modularly structured and can be extended accordingly. The advantage of the new system for passengers is that the tickets can be purchased, i.e. charged at metro, bus, and marine sales points. Thereafter the interoperability enables system-wide use of the travel authorisation.

We have also been commissioned to extend the system. New products and discount levels will be introduced. In addition the passenger will have the possibility of charging his purse on-line and also of purchasing other products in the Internet shop. Extended functions for the ticket control round out the function scope of this system extension. Additional extensions steps are in the planning stage.

The result

The system allows ticket sales or charging of the electronic purse at the counter and in self-service. Through the new system the number of sales points has been significantly increased. The electronic purse enables the customer to use bus, metro, and ship without having to worry about the purchase of a physical ticket. During the trip the system debits the appropriate price on the purse. This ensures "fare-capping", i.e. the passenger never pays more than the price of a corresponding day ticket for his daily travel.



Area: Public Transportation

Customer: Roads and Transport Authority, Dubai

Challenge: Project handling in record time, in one multi-operator environment and at temperatures over 45 °C

Solution: Establishment of a ticket system for various existing commuter areas

Result: One ticket for bus, metro, and water bus

The essentials

Only one year after project start a first e-ticketing system was commissioned. Since September 2009, now approximately 10,000 sales devices are in use area-wide. The 80 air-conditioned outdoor ticket vending machines are suitable for

temperatures up to 72 °C. Thirty ticket office machines have been set up in buses, and 8 have been set up in boat traffic. 9,700 cancellation units enable easy use of the network.

Contact

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