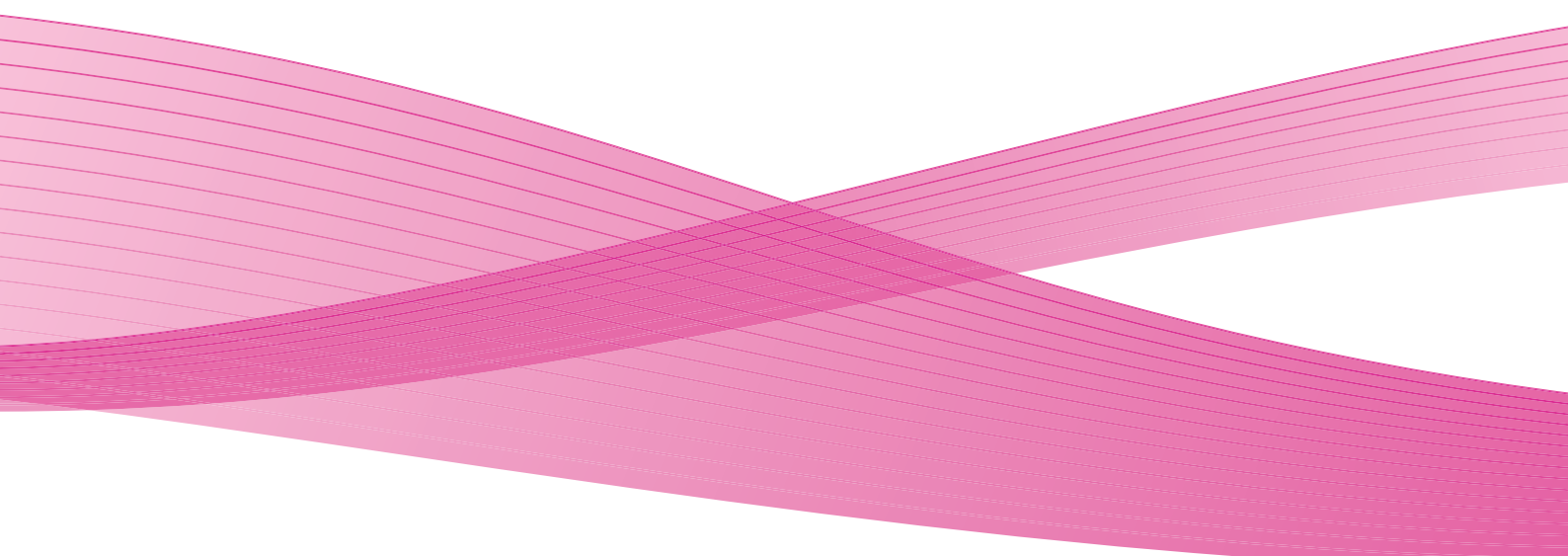


Riga imagined an extremely novel public-private partnership... We created it

Through an original BOT – Build, Operate, Transfer – scheme, we set up a joint venture and provided the Latvian capital with the latest technology – and the funds to implement it.



We financed and deployed the ticketing system and are helping to operate it until 2020

In March 2009, the 750,000 inhabitants of Riga found it was suddenly much easier to travel by public transport thanks to a fully contactless intermodal ticketing system. The network managed by Riga Satiksme became the most modern in Eastern Europe. To achieve this ambition, the operator invented an extremely novel public-private partnership in the area of fare collection with us in the framework of a joint venture.

The Challenge

Riga Satiksme, responsible for urban transport in the Latvian capital, had been asking itself a question since the turn of the century. How could it finance an ambitious fare collection project that would certainly be profitable in the long term but cost more than it could afford? With an eye to its future within Europe, Riga hoped to equip its 80 bus and trolleybus lines and its 11 tram lines (totalling 1,050 vehicles) with fully contactless ticketing, making traffic flow more smoothly and offering greater convenience for passengers. Its six sales offices and 300 retail outlets also needed to be equipped to sell the new tickets...

The Solution

We offered to provide Riga Satiksme with the technology, finance and operational know-how in the context of a BOT (Build, Operate, Transfer) scheme. This exclusive ACS service consists in introducing and funding the solution ourselves. We are then responsible for operating the system for a number of years, during which we will pay off our investment by selling tickets and operating the fare collection system. We will eventually hand over the keys to the solution to our partner. This BOT implemented with Riga Satiksme is an original one, as the operator will both operate the

system and coordinate network sales with us via a joint venture (Rigas Karte). The assets of Rigas Karte are scheduled to be handed over to Rigas Satiksme in 2020. A highly original public-private partnership!

The Result

The entire network is accessible to users carrying contactless season tickets or contactless single-journey tickets in the case of occasional travellers. These are easily available thanks to the creation of a local vending network comprising more than 350 points of sale: six sales offices, 300 retail outlets and 45 automatic vending machines. We adapted some of the street-level equipment to withstand temperatures of the order of -30 °C. The tickets are validated inside the 1,150 buses, trolleybuses and trams by VPE 415 on-board validators. It took us less than 15 months to deploy all this equipment, which is supervised and controlled by our Atlas® system. Lastly, we paid special attention to communicating with passengers, who can now use terminals that display information in Latvian, Russian, German or English and contact the Rigas Karte call center seven days a week.



Sector: Local Government

Solution: Fare Collection

Client: Riga Satiksme

Challenge: Financing ultra-modern ticketing in the long term

Result: A cutting-edge solution for the Latvian capital

Key Figures

Network

- 800 buses and trolleybuses running on nearly 80 lines
- 250 trams operating on 11 lines
- 6 Rigas Karte sales offices
- 300 retail outlets

Equipment

- 3,000 VPE 415 contactless validators
- 1,000 PCE 415 driver consoles

Street-level vending and reloading equipment

- 300 point-of-sale terminals
- 45 DAS 202 vending machines
- Atlas® system hosted and operated by Rigas Karte

In a nutshell...

As a novel solution in the field of public-private partnerships for fare collection systems, the joint venture we set up with the Riga public transport operator

is helping to finance a state-of-the-art ticketing solution that has become a showcase in Eastern Europe – without putting a strain on finances.

Affiliated Computer Services Solutions France SAS - Rue Claude Chappe - BP 345 - F-07503 - Guilhaud Granges
Tél. : +33 4 75 81 44 44 - www.acs-publictransport.com - publictransport@acs-inc.com

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