

# Ticketing-System Glasgow

Definition of a new ticketing System for Glasgow's metro and preparation of tendering documents for the system



## Tariff & ticketing studies

Client: Strathclyde Passenger Transport (SPT)  
Partner: Atkins Rail Ltd.

End: 2006



Together with Atkins Rail Ltd. TTK assisted Glasgow's metro operator SPT during the tendering process of a new ticketing system for their semi-closed system (entering gates).

The system's framework was provided by SPT. and details were later developed in discussion with SPT. The system should be adaptable to a planned tariff integration of other PT operators in the Glasgow region (e.g. Scotrail). In addition parking should be integrated in the ticketing system right from the start.

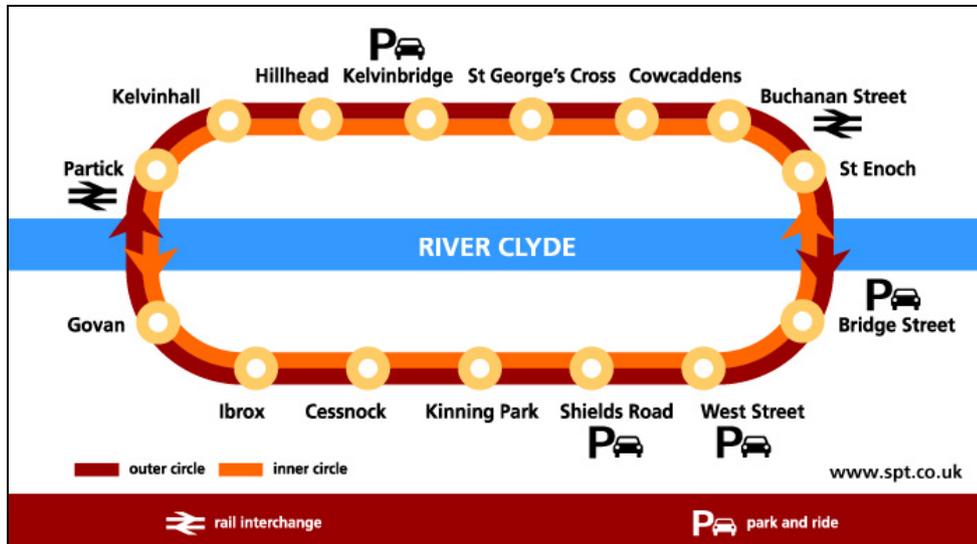
With the new ticketing system SPT intends to shift ticket vending from counters to the new vending machines. The existing vending machines aren't well received due to limitations in the number of tickets offered and uncomfortable handling. In addition data collection and handling as well as statistics should be made easier.

Based on SPT's requirements TTK developed a concept covering both the actual and the future needs of the system (integration of ITSO compliant smartcards).

To get an impression of the state of practice TTK looked at several operators and their ticketing systems world-wide. Interviews were carried out with the most relevant operators discussing with some about their tender documents too. To consider a planned tariff integration of other operators TTK talked to these concerning their tariff structure and ticketing system. The state of practice and possible technologies were also discussed with some suppliers.

All this information formed part of the basis to create the tendering documents.

Finally TTK assisted Atkins throughout the tendering process.



Glasgow subway map



Comparison of old and new ticket vending machines in Karlsruhe (Germany)



Magnetic paper and smart card ticket readers in one gate system (Lisbon, Portugal)