



Reference Case Calgary Transit

Calgary's commuter train system is ready for the future



Facts & Figures

- 105 Ticket Vending Machines
- Integration Arcos Management system
- 105 Ticket Cancellors

Customer

Calgary Transit
P. O. Box 2100
Calgary, Alberta
T2P 2M5
Canada
www.calgarytransit.com

The population of Calgary is rapidly approaching the one million mark. The population explosion the city has witnessed over the past ten years has been accompanied by an equally sharp rise in public transport requirements. Addressing this demand is one of the greatest challenges facing this attractive city in the province of Alberta, since an efficient, cost-effective transport system is essential for future economic growth.

Having tackled this challenge through a series of ongoing improvements in its public transport system, Calgary is now focusing more than ever before on user-

friendliness. ACS¹ has witnessed these rapid changes, developments and enhancements at close quarters, having played a key role in these improvements over the past twenty years.

User-friendliness is the Number One priority

ACS developed a new design for Calgary's transport operations and was commissioned to install and network 105 new ticket vending machines and the same number of ticket validators. Passengers operate the machines by using the softkeys at the side of the screen. ACS' proven Arcos management system handles the central control of this

latest-generation, future-proof system.

"The new machines are much more user-friendly than the first machines we put into operation all those years ago," says Jerry Anderson, Ticketing System Supervisor of Calgary Transit, the public transport operator. He should know: after all, he has seen the introduction of all three TVM generations in his time in office.

Ticket issue within seconds

With the support of two ACS service technicians, Calgary Transit installed 93 machines on station platforms throughout the city within the space of only three weeks.





Another 12 machines will be installed at new stations during the autumn of 2003, while one is kept as a test machine in Calgary.

Besides user-friendliness, everyone agrees that the most outstanding advantage of the new machines is their rapid processing capability. The model accepts 15 different Canadian and American coins. At the touch of a button, passengers can consult a transport network map on the computer screen, and select either English or French as the user guidance language.

“That makes things much easier for passengers, and in only a few seconds their ticket is in their hand,” says ACS technician Heinz Furer. Within the foreseeable future the machines will also be able to accept credit and debit cards, if required. The system is already equipped for this facility. The new machines also offer much lower maintenance and even function at temperatures of -20° Celsius, thanks to a built-

in heating system that ensures the necessary operating temperature. Moreover, the Arcos management system with remote diagnostic functions allows for central monitoring of ticket supplies and error reports, so that rapid corrective action can be taken as required.

Know-how and experience

A look at the statistics for 2002 shows just how important an efficient public transport management-system is for Calgary: In a total of 1.88 million operating hours, the city transported 76.1 million passengers over 170 routes and three C-Train lines: equivalent to almost 180.000 persons a day. Calgary Transit now operates 95 Siemens-Duwag city trains covering 33 stations and 32 kilometers of track. The service began with one line in 1981, and now covers two lines. The ticketing system is based on free entry and exit: passengers purchase their tickets before boarding the C-Train either at a TVM, ticket counter or another sales outlet.

“We decided on Ascom (now ACS) back in 1984 because of the outstandingly high quality of their product range,” says Don Monette, Head of Calgary Transit’s Ticketing Service, recalling the early days of planning for the commuter train system. “Ascom (now ACS) was the only provider to meet our clearly defined specifications and offered a better coin verification system than the competition.”

To this day, ACS’ objective has remained the same: to offer its customers tailor-made solutions based on innovative technologies, supported by first-class service. The latest project in Calgary fulfilled this objective in every respect, thanks to ACS’ superior technical know-how and extensive experience in the management of complex tasks.

¹ This project was executed by Ascom’s Transport Revenue Division. The Division was sold to Affiliated Computer Services, Inc. (ACS) in December 2005.