ticketer

A world of public transport possibilities

PERSONALISING PUBLIC TRANSPORTATION

Ticketer is the UK's most innovative ETM supplier, with ticketing machines on thousands of buses across the UK, from Cornwall to the Hebrides. And it's not just buses. In fact, there are Ticketer devices and software on every form of public transport, including trams, trains, hovercraft, and even horse trams.

We also offer handheld devices featuring all the functionality of our ETMs, but with the added advantage of being mobile, so that our technology can be used on foot, to get people on the move.

We're here to make public transportation personal. Because to you and your customers it is. That's why our technology is customised to operators and individualised to the lives that passengers lead, now and into the future.

And as technology progresses, and passenger preferences changes, so do our ticketing systems, future-proofing your business.

"Tap On, Tap Off contactless has made it even easier to use our services without passengers needing to know the fare or how many journeys they'll make. This is reflected in the strong take-up locally and the fact that fewer people are paying by cash on the bus than ever before. In turn, that can make boarding quicker, helping to make everyone's journey a little bit smoother."

NICK HILL, COMMERCIAL DIRECTOR, BRIGHTON & HOVE BUSES

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"Since the Government's announcements regarding social distancing on public transport, we have been working round the clock to find ways to innovate so that on our buses we can ensure safe, socially distanced space for our passengers. We are immensely proud that we have been able to develop this new system so quickly with Ticketer, empowering our drivers to be able to manage the capacity of each bus."

DAVE LYNCH, CHIEF INFORMATION OFFICER FIRSTGROUP

To get on board with Ticketer:

Call: +44 (0)20 3195 8800
Email: sales@ticketer.co.uk
Twitter: @ticketer_uk
www.ticketer.com

ALWAYS ONLINE

EASY TO USE

NO HIDDEN COSTS

SOLUTIONS FOR YOU AND YOUR PASSENGERS

ACCOUNT BASED TICKETING (ABT)

We see Account Based Systems as the next generation of payment for mobility services. It's more than just a technology; it is a new customer-relationship model that brings an incredible user experience. Today we see convenient ways for people to be identified when entering transit networks, such as contactless bank cards, mobile phones or smart watches. With the passenger as the focus, ABT enables operators to identify who is moving across the mobility network, where, how, and more importantly identifies a payment agreement or entitlement to travel associated to the user, so that the trips can be charged. The flexibility to define and change fare structures, and the possibility of using third party IDs, along with the way the new mobility modes are accessed make ABT systems the perfect ticketing and payment infrastructure for MaaS initiatives.

PASSENGER OCCUPANCY

A simple, but effective, enhancement to allow drivers to record passengers alighting the vehicle that together with the ticket transactions keep a total count of passengers on board, measured against capacity thresholds which are defined per vehicle.

The occupancy data is also available in the back office, both available to show control room staff the current occupancy level of all vehicles across the operational screens available in the Ticketer Portal, and historically, showing the passenger count on any day / any service and every stop.

Not only can the occupancy data be viewed and reported in the back office, but it can be made available to operator apps, central RTI systems and even displayed on destination blinds (with compatible hardware), therefore making sure everyone has access to this key information.

BUS OPEN DATA

The Bus Open Data Service requires operators to share their data, such as timetables, locations and fares which will enable passengers to plan their routes and simplify paying for their bus journeys by understanding fare costs. Operators will be impacted in different ways depending on their existing infrastructure, resource and capability and Ticketer are delighted to say that we are ready to help any of our operators who need it to meet their open data obligations. As we already collect, store and manage data across the Ticketer ecosystem on behalf our operators and prepare and export it into the wider world, this service is a natural evolution of our data services.
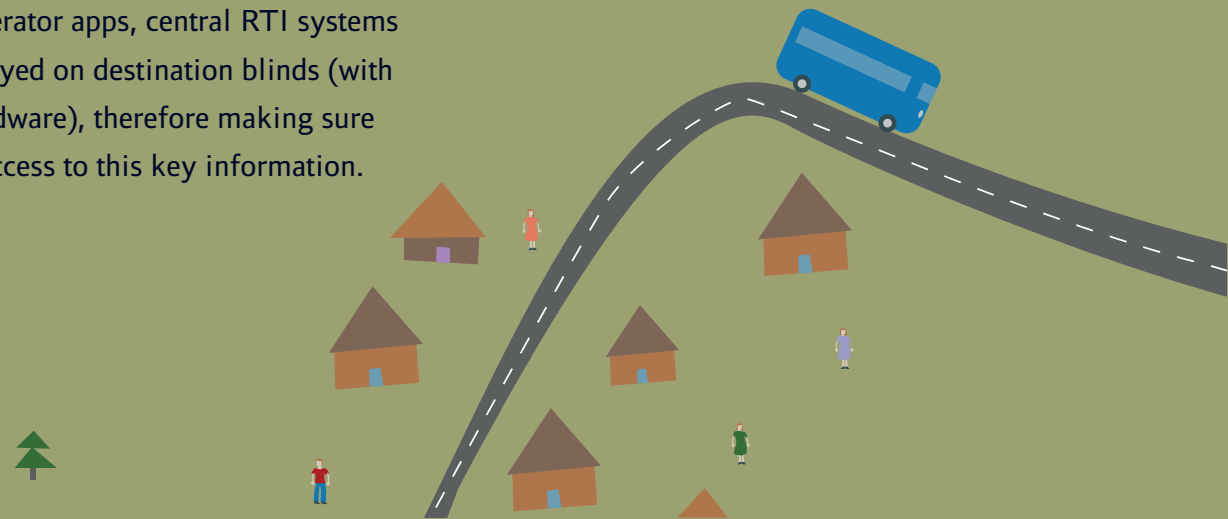
SMART TICKETING TECHNOLOGY

MULTIPLE PAYMENT OPTIONS

Our ticket machines support contactless EMV (both via Tap On / Tap Off and retail modes), ITSO, mTickets and cash, giving operators the insight and the flexibility to meet the changing needs of passengers, and enabling passengers to pay in a way that suits them. With cash payments decreasing, boarding times are becoming quicker. A win-win for everyone.

ANYTIME, ANYWHERE ACCESS

Our cloud-based back office, means everything is delivered remotely. With noting installed on site, deployment is fast, avoids costly call outs and provides a joined-up view of all your information. Configuration and reporting can be accessed via the portal from anywhere you have an internet connection.

VISIBILITY OF VEHICLE DEFECTS

Our vehicle checklist feature allows real-time visibility of any reported vehicle defects, saving time and money by reducing operational and reporting administration.

SCHEDULE ADHERENCE

Per-stop timetables can be loaded for back office monitoring and reporting, but also made available on the ETM.Operators can see when buses are running to timetable, drivers know when to take action to avoid early running and passengers are provided with up to date information on the services they plan to take.

LOCATION AWARE

With GPS tracking on all machines, operators have accurate, real-time visibility of the location of all vehicles,with data integrated into all functions of the ETM.This vehicle tracking information can be shared easily with local authorities without any extra hardware on the bus.

DRIVER MESSAGING

Ticketer ETMs support a driver messaging feature which enables operators to keep in touch with drivers through text messages, allowing for important announcements and service updates to be made available to drivers efficiently and effectively. Messages can be targeted to individual drivers, services or a specific vehicle. Messages can also be sent to multiple email addresses.
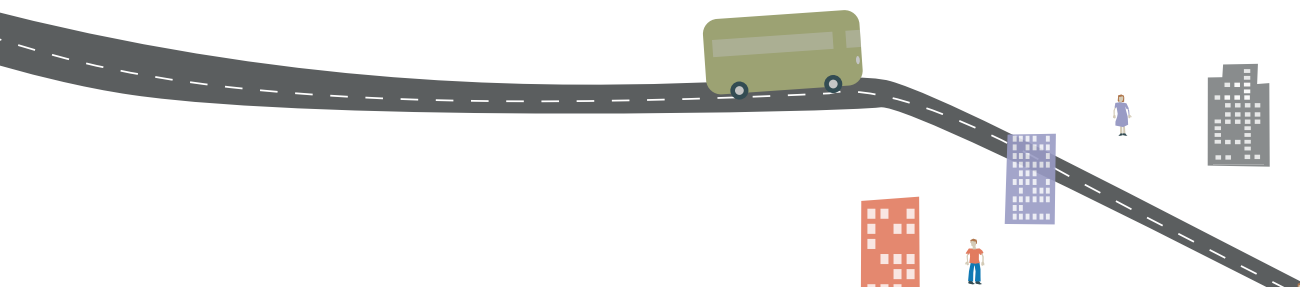
THE RIGHT PRODUCT FOR YOU

Whether you've a fleet of 5 or 5000, there's a Ticketer model to suit you. We provide single, on-vehicle devices with integrated functionality to reduce the need for extra kit on the bus. Everything you need for smooth, intuitive, efficient ticketing, all in one place.

TICKETER STANDARD

Our most popular ticket machine, already used on thousands of buses. It has an adjustable screen, printer, ITSO and EMV certified card reader supporting contactless payments and an optional barcode scanner.

Great for... anyone who needs a reliable ticketing platform that accepts multiple payment methods and integrates multiple features.

TICKETER HANDHELD

Delivers virtually the same funtionality as the Ticketer Standard, but with the added bonus of being completely mobile.

Great for... smaller passenger vehicles, or if you need an off-bus ticketing systems, suitable for queue-busting at major events.

TICKETER TAP ON / TAP OFF

Working in tandem with our Ticketer standard ETM, the Tap On / Tap Off reader can be pole-fitted to offer maximum convenience to passengers.

Great for... busy routes which need a more efficient boarding process.

TICKETER COMPACT

The Ticketer compact has the same size screen as the Ticketer standard, but with a smaller printer and a separate smartcard reader.

Great for... vehicles that can't easily accomadate a standard ETM, for example smaller vehicles where passengers board away from the driver.

TICKETER IN A CASE

This is a self-contained machine in a stainless-steel travel case. Just plug into the main and go.

Great for... operators that need a mobile ticketing machine for use in different locations, for example, schools, libraries and job centres.