Adapting Global Smart Ticketing Solutions to Local Realities

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AF Payments

- 10-year Concession Agreement under a Public-Private Partnership (PPP) Project with the Philippine DOTr in 2014 (Full System Acceptance since December 16, 2015)

- 138 Ticket Vending Machines, 755 Automatic Gates, 219 Point-of-Sale Terminals, 44 Station Computers and a Central Computer System covering 44 stations across 3 light rail lines (LRT 1, LRT 2 and MRT 3)

- More than 6 million reloadable beep™ cards issued to date

- More than 1.4 billion beep™ transactions processed since 2015 (includes entry, exit and card sale)

- Average 60% beep™ acceptance across all three light rail lines (vs. Single Journey Tickets)

- Beyond rail, beep™ is now interoperable with buses, modern PUVs, ferry terminals, e-Trikes nationwide

How to adapt AFC solutions created for developed countries to the needs of a developing nation such as the Philippines

(including trains, Jeepneys, buses and PV Express)

What are the Needs?

- Low initial investment,

- Reasonable operational cost,

- Realistic assumptions about infrastructure readiness (such as network reliability)

- Taking into account the multitude practices that have developed in the transport industry over many years

What is so unique?

- Fragmented transport operator market (some operators operate only a few, sometimes only one, vehicle)

- More than 50% of passengers have no banking relationship and generally cannot allocate funds for more than one or two trips at a time

- Routes and fare tables have been established over many years

- Passengers are allowed to enter and exit vehicles at any point along the route

- Vehicles may take different route to get around traffic congestions

- Staff is often not salaried but works on a "boundary" system, which is similar to a mini-franchise setup

- Vehicles are not standardised, even for one single operator

- Vehicles may be used by different operators (on loan)

AFCS Features

- Cost efficiency (both investment and operation)

- Support passengers who need to pay cash for their ticket

- Flexibility in the creation and application of routes and fares

- Change management for existing employees (drivers, conductors, inspectors, tellers, …)

- Support for the transition to larger more sustainable transport operator business by reducing cash and improve reporting

- Revenue assurance built into the solution

Beyond AFCS - Passenger Service Solutions

- Need to get the basics right first

- Reduce time in overcrowded ticketing areas

- Reduce cash handling by offering mobile phone based ticketing

- Basic information about available routes, fares etc.