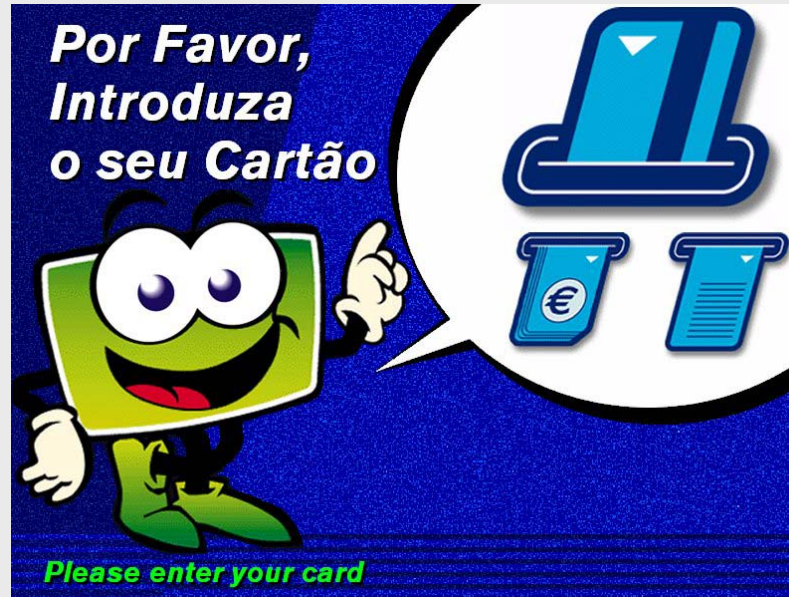


# 23rd Club Conference



## Reloading on ATM and Costs management

# How did we get there?

**What were the conditions that lead us to achieve the reloading of transport tickets in ATM terminals?**

- 1. Lisbon environment and ticketing**
- 2. The creation of OTLIS**
- 3. The participation on Icare and Calypso Project**
- 4. The Lisbon Contactless Card – Lisboa Viva**
- 5. The creation of SIIT** - Central Information System of Lisbon Transport Operators
- 6. ATM network**

# 1. Lisbon environment and ticketing



Since 1976 all  
Lisbon  
Region Operators  
share  
an integrated tariff  
system  
Based on the  
existence  
of multimodal  
season tickets

## 2. The creation of OTLIS

**The Lisbon Intermodal tariff system allowed an open access to all Transport Operators, but demanded clear definition of validation rules and income partition**

**So, it was necessary to obtain more reliable data concerning the real use of each Operator network, and the consequent renewal of sales and control system.**

**This need led to the creation of OTLIS**

**OTLIS, a Complementary Enterprises Agreement, was founded in 1996, to represent seven operators from Lisbon area in the projects ICARE and CALYPSO;**

**The Board is composed with representatives of each of the seven initial Operators;**



### 3. Calypso Project

**In 1996 OTLIS decided to integrate an european project, along with RATP, for research and development of contactless technologies and its application on ticketing and exploitation systems of transport enterprises.**

**OTLIS was involved from 1996 to 2000 in the european projects ICARE / CALYPSO for the development of contactless technologies in transport operators and the integration of multiservices in the contactless card.**

# 3. Calypso Project

**The final products as a result of the intermodality requirements**

**interoperability**

**intermodality**

**safety**

→ A contactless card for the use of all transport operators

→ A Data Model which supports all specifications of the nowadays Lisbon tariff system

→ An Application Module of the data model (API)

→ Secure Interfaces for service suppliers

## 4. The Lisbon Contactless Card – Lisboa Viva

**A Calypso Card -Norma ISO 14 443/B-1,2,3,4, Dual interface was implemented and accepted by all the Operators as the Lisbon transportation card**



**LISBOA VIVA** is a contactless smartcard where the client ID and the title acquired is electronically loaded.

**Lisboa Viva Card, is used by more than 1 million clients**

## 4. The Lisbon Contactless Card – Lisboa Viva

**As result of Calypso technology characteristics of opening and modularity, any transport operator, that wants to adopt the Lisboa Viva Card, could negotiate with any of the contactless ticketing suppliers.**

**From all the 7 Operators associated in Otlis, 3 have implemented the contactless electronic ticketing: First Carris (Urban buses, tramways and elevators) and Metro(underground) and then Transtejo/Soflusa (boats)**

**That fact allowed the dematerialization of exclusive and common passes valid in Carris and Metro, which is absolutely essential to the reloading on ATM**

**The other 4 operators have implemented partially the new system (e.g. sales network, customer assistance, card issuance...)**



## 5. The creation of SIIT

**SIIT is the central information system of Lisbon Transport Operators - Data Model common to all Operators.**

**What objectives?**

**Obtain global integrated and detailed data**

- Integration with all the Operators of Lisbon Region, allowing that all the main systems communicate with SIIT;**
- Having always upgraded applications, without the need for new investments;**
- Reliable information (SAM's management and safety transactions);**
- Reporting and Business Intelligence (Clients, Sales and reloading, Validations);**

## 5. The creation of SIIT

The SIIT is based on a methodology of building-blocks

### Main System

- Customers and card management
- Card personalization in Front-end
- Contract Management
- Sales and Reloading Management
- Validations Management;
- Transactions Clearing;
- Global Security Management
- Secured Messaging Integration Platform
- Internet and Intranet Remote Sales and Reloading.

**The SIIT was essencial to the start of reloading on ATM and is indispensable to its operation**

# 6. ATM Network

## Advantage of ATM Network

### Tradicional sales network

### Reloading on ATM



**Less Point of Sales**

**~ 3.000 ATM in Lisbon  
10 000 all Country**



**Time table  
(8h-20h)**

**24h x 7d**



**Rush Hours**

**No Rush Hours**



**High Operational Costs**

**Lower Costs**  
(If shared with other services)

# Reloading on ATM

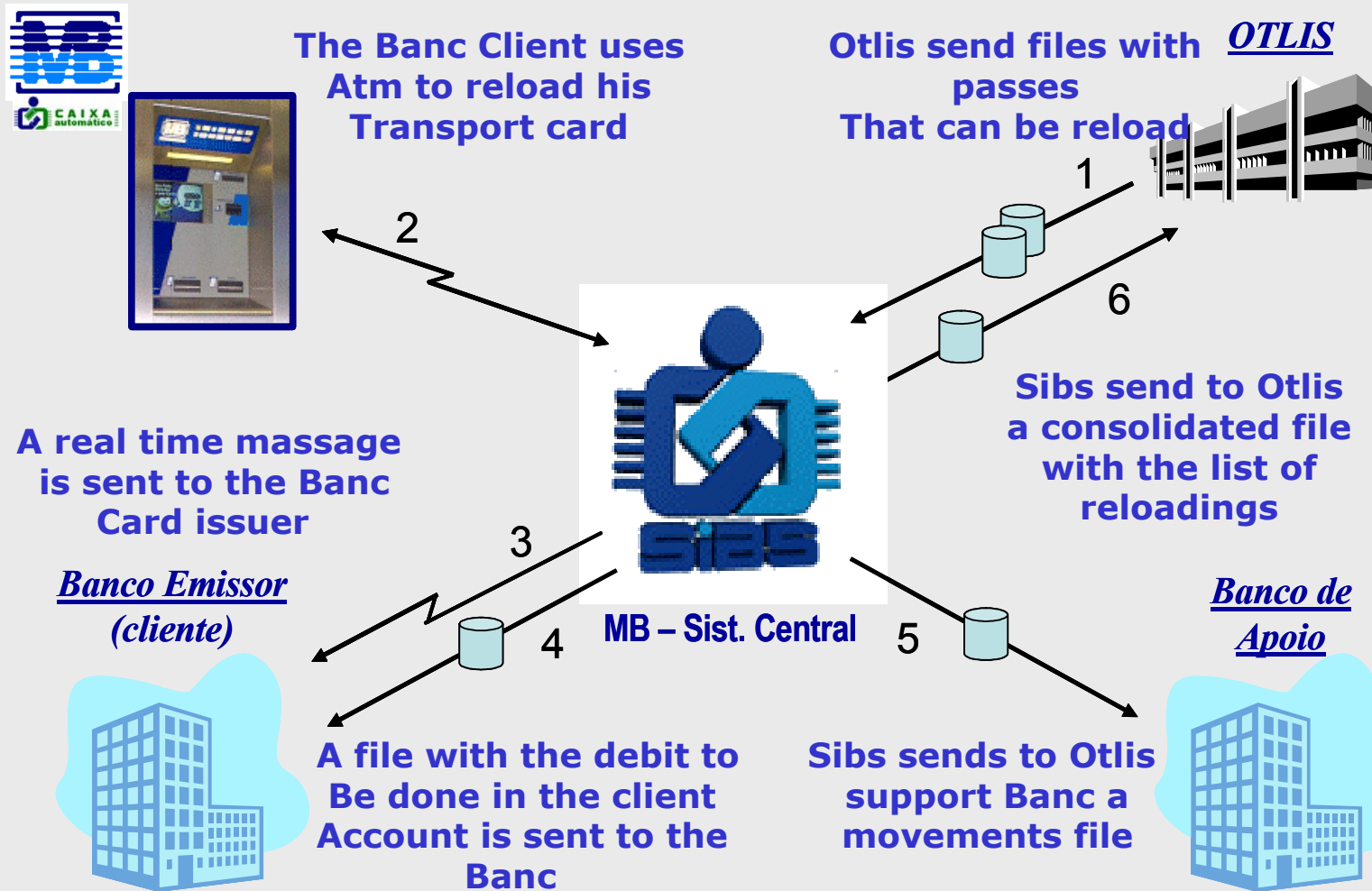
After the developing of all the required conditions, OTLIS, aiming to enlarge the use and multi-application of Lisboa Viva card, has signed a Contract with SIBS(Inter Bank Entity), with the purpose to offer to the clients the possibility to reload the Lisboa Viva on ATM terminals with the passes already desmaterialized.

In a first step it is only possible to reload passes on ATM that have already been loaded in the Lisboa Viva. That means that reloading on ATM is executed by reading what exists in the card.

In a second step the system will be able to reload any electronic ticket.

As Lisboa Viva is a dual interface card, with and without contact, it allows to execute all the operations required to the ATM reloading.

# Reloading on ATM





# Reloading on ATM

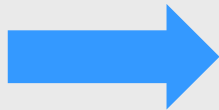




# Reloading on ATM

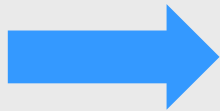


# Reloading on ATM

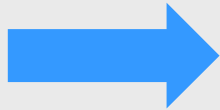




# Reloading on ATM



# Reloading on ATM





# Reloading on ATM



# Reloading on ATM



# Reloading on ATM

## CARREGAMENTO DE TÍTULOS DE TRANSPORTE

*Selecione o Título a carregar*

ML 30 dias

CA/ML 30 dias

Carris Rede



# Reloading on ATM



# Reloading Management

Recently OTLIS implemented an organizational structure, to support the daily activities contracted with several Lisbon Transport Operators.

OTLIS is now oriented for development of a group of business Lines and support activities for Operators and Clients:

- *Management of Lisboa Viva Cards*
- *Lisboa Viva customers support*
- *Operators systems support*
- ***Management of sales channels***  
***- Reloading on ATM***





# Reloading Management

The costs associated to the reloading supported by the Operators are:

- ATM Service Availability – 2000€ (per Month)
- Fixed cost per transaction – 0.30€ (degressive)
- Sibs Comission – 2.33% (over sales value)
- Otlis Cost management – 0.41% (over sales value)

At this moment only Carris and Metro have electronic passes to be reloaded on ATM.

Until 2010 is expected that all the Lisbon Operators will implement electronic ticketing, so that all tickets can be reloaded on ATM and that way the reloading costs will have an important decrease

# Reloading on ATM- The future

In 2010, with the contactless ticketing generalization to all transport Operators, and supposing that 50% of sales will be done in ATM terminals, the annual receipt from Atm sales will be about 100 million euros.

In the next years the generalization of ATM sales, Internet sales and other external channels, like mobil phone, will contribute to the Operators costs reduction and will increase client transfer to Public Transport

Will also increase intermodality within Lisbon Metropolitan Area, and external, for instance, with Porto Metropolitan Area or even with great cities like Paris, Bruxelas or any others Calypso adherents.

# The End

Thanks  
For  
your attention



**Anular**

**Corrigir**

**Confirmar**