


## Automation of ticket sales at the “Politechnika” SKM stop

 **University**  
Gdańsk University of Technology  
**Country**  
Poland

**Location**   
City center

**Size**   
Number of students [2015]: approx. 23800  
Number of employees [2015]: approx. 2750

**Mobility Organizational Structure**   
None

### Summary

Setting vending machines selling tickets for SKM trains (Tri-City railway transportation system). The machines in the underground passage are located near the stairs to the platform, so that passengers who are in a hurry can get the necessary ticket without wasting time. They enable the sale of tickets for the whole route, the purchase of tickets “TO” or “TO AND FROM”, the use of all concessions and season tickets. They also provide the option of extending the monthly and semester ticket. The machine, apart from the Polish language, also supports English and German.

### Aims

- Ticket sales automation is designed to support many passengers without having to hire additional staff.
- Sale in vending machines is supposed to speed up the process of buying tickets, as buying a ticket should take as short as possible.
- The option of choosing between Polish, English and German is to facilitate ticket purchase for foreigners, many of whom are students.

### Stakeholders

- PKP Szybka Kolej Miejska w Trójmieście Sp. z o.o. [Tricity Fast Urban Railway (SKM), Ltd.]
- Authorities of the city of Gdańsk.

### Background

Not available.



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### Description

Four ticket machines were set up in the tunnel under the SKM platform. They are located adjacent to the stairs to the platform. They occupy a small space as they are embedded in the wall. Ticket machines are visible. They are also available for people with reduced mobility. Using them is intuitive, the option of choosing German and English languages allows foreigners to purchase tickets without problems.



### Indicators

The main indicator used to assess the impact of the assembly of ticket machines can be the number of tickets sold in this machine and the change in the number of passengers using the SKM "Politechnika" station.



### Results

Many passengers use the machines on a daily basis. Queues at the ticket machines are frequent, which proves their popularity and encourages the installation of more devices. Passengers do not have to use ticket offices, they can buy a ticket on their way to the platform. Tickets sold in the discussed ticket machines are both single and periodic tickets.



### Expense

The cost of installing a ticket machine is related to the cost of purchasing the device, preparing the place, installing it, installing and testing the software, as well as informing the passengers on the Internet and through printed posters and cards about the creation of new ticket purchase points.



### Financing

Costs covered by the SKM budget and the city of Gdańsk.

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### Lessons Learnt

- Automation of many transport processes and activities is inevitable.
- Automation allows for the development of many areas and the reduction of human labor resources needed to perform certain activities.
- Ticket machines are commonly used by passengers.
- The number of machines should be constantly increased, and the process of using them should be improved.
- Machines should operate in several languages, as many foreigners, mostly students, use them.
- Introduction of a sufficient number of ticket machines at all SKM railway stations will improve the operation of this railway, as well as increase the quality of passenger service.

### Pictures



### Links

- <https://trojmiasto.tv/Zakup-biletow-strefowych-dobowych-w-biletomacie-SKM-7739.html>
- <https://www.skm.pkp.pl/>
- <https://www.bazakolejowa.pl/>

### Contact person

Not available.