

A photograph of a Stockholm cityscape, featuring historic buildings and a church spire, with a red overlay. A blurred train is visible in the foreground.

Agile implementation of a large scale transport ticketing solution in Stockholm

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Stockholm the capital of Sweden

2.4 million people and grows rapidly



Stockholm Public Transport, the PTA

- SL for public transportation
- Waxholmsbolaget for ferries in the archipelago
- Färdtjänsten for special transport
- Stockholm Transport Museum



→ Our mission

Make people use public transport instead of cars



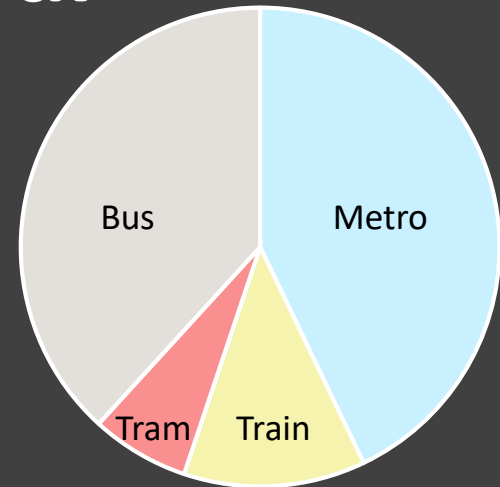
850.000 people make

2.900.000 trips per day

80% of all trips in rush hour

Financed

- 45% by taxes
- 55% by ticket sales



→ Traveling Authorization Platform

- A new solution for ticketing products
 - Tickets
 - MaaS
 - Travel planning



→ The program

- Build a ticket solution based on standards
- Set up an inhouse agile development environment



→ The Customer offer

Smartphone first your personal Ticket Vending Machine and travel buddy

Travel card for those who prefer cards

Sales agents offer personal service and accept cash

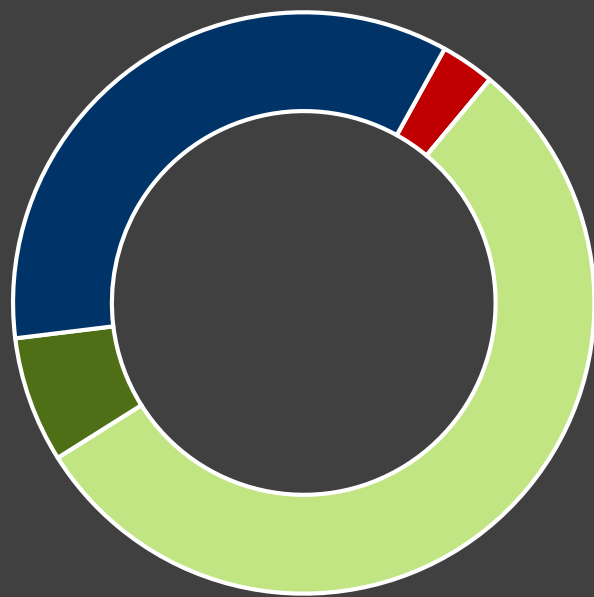
Contactless the best alternative for almost every single ride

Digital distribution of tickets for future sales channels and MaaS

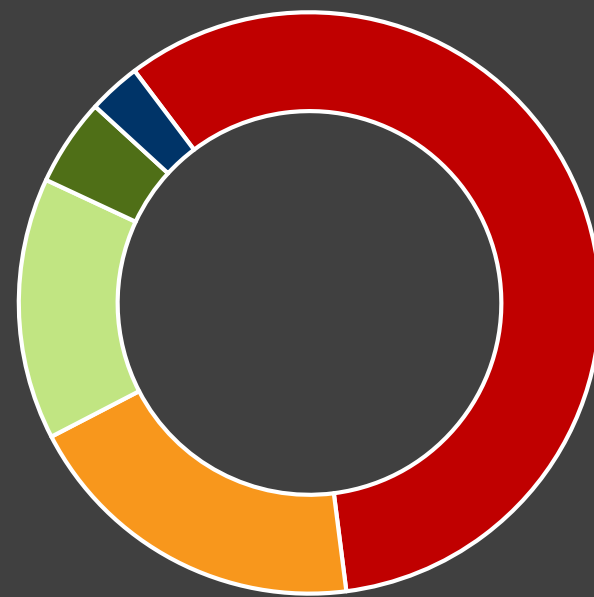
Simplified fares



→ Sales channel migration



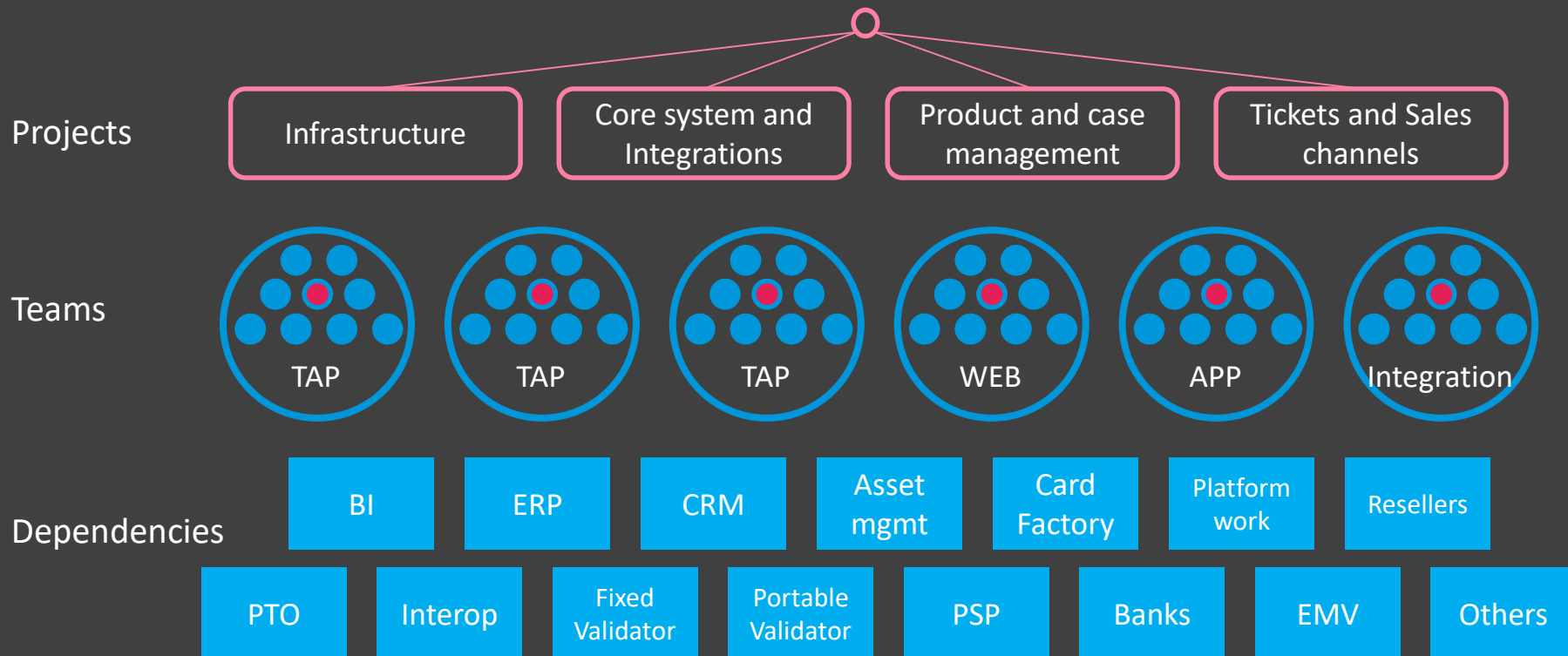
2019



2024



→ The ticketing program setup



→ The ticketing program

Infrastructure

Core system and
Integrations

Product and case
management

Tickets and Sales
channels

- Readers for validation (mobile app, SL card and contactless)
- Portable ticket inspection units
- 4G connection of validators (bus)
- Fundaments on train platforms



→ The ticketing program

Infrastructure

Core system and
Integrations

Product and case
management

Tickets and Sales
channels

- Account based system
- Cloud based architecture
- Compliant to national interoperability standard (BoB)
- Asset management
- Fraud detection
- Integrated to Banks, internal finance, customer service, and BI



→ The ticketing program

Infrastructure

Core system and
Integrations

Product and case
management

Tickets and Sales
channels

- CRM and case management for all customer segments
- Case management for infrastructure incidents



→ The ticketing program

Infrastructure

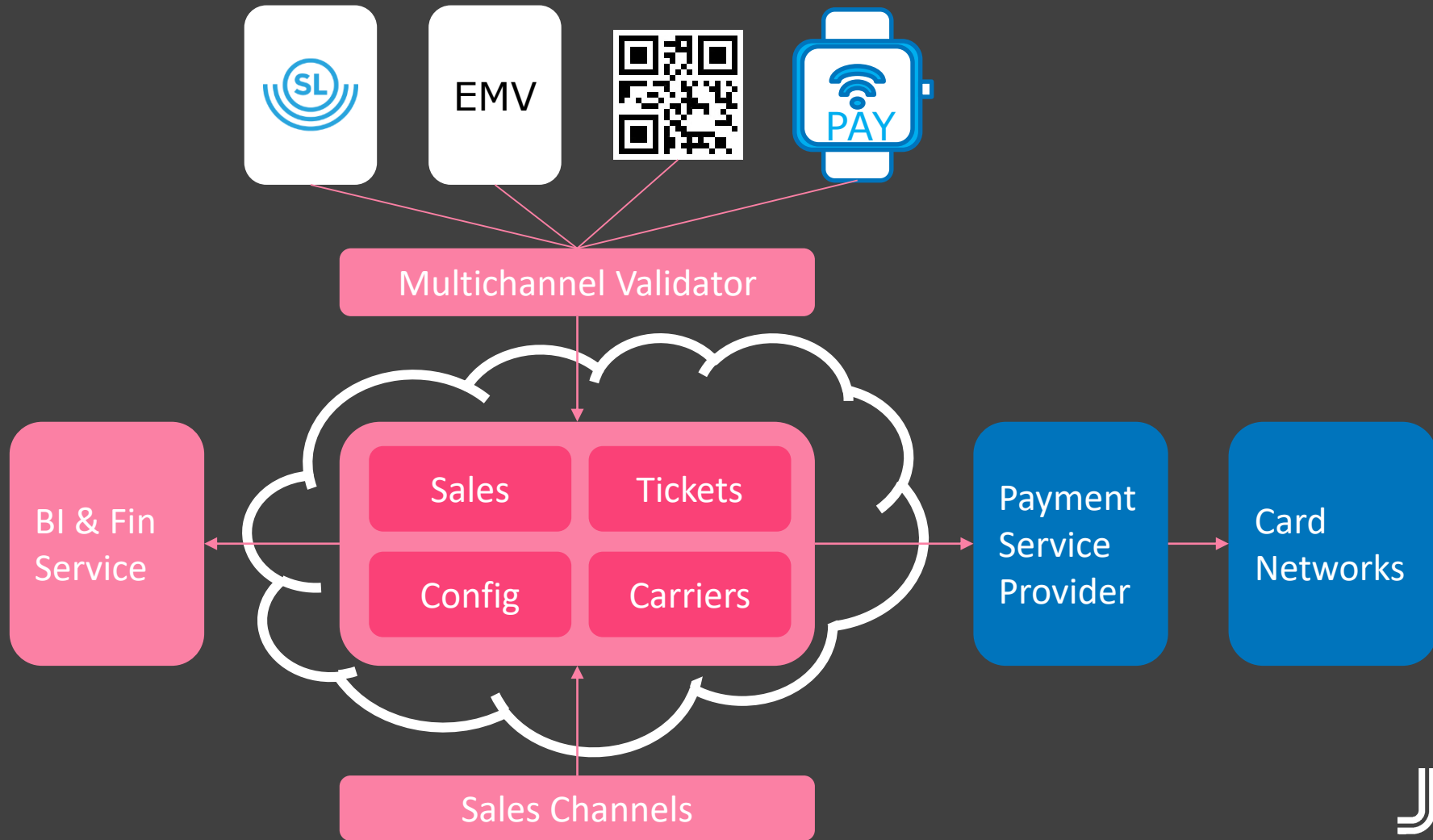
Core system and
Integrations

Product and case
management

Tickets and Sales
channels

- Self service through mobile and web
- Web shop for both retail and business customers
- Contactless payment for Single journey ticket, Save card in mobile
- SL travel card based on EMV standard
- Full range of tickets in app
- Support for resellers
- Digital resellers (two already in operation)





2020

- Harmonized prices
- New App GUI
- 72h, 7d, 30d tickets in app
- Contactless
- Finance Integration
- SL card Pilot

2021

- SL card
- Personal ticket mgmt
- Full ticket range in app
- Interoperability in app
- Digital resellers

2022

- E-shop
- Ferries included
- Close down legacy system



Thanks



