

Passenger Service Terminals

Some time in the near future, every commuter will be using a contactless smart card based fare card for commuting on buses and MRT. As part of the upgrade program to replace the current magnetic cards with contactless smartcards, ST Elect has been awarded a contract by the Land Transport Authority to develop and install Passenger Service Machines (PSMs) at all MRT stations. The PSMs are manned terminals which are used to perform ticketing functions such as ticket issuing, re-evaluation, replacements, refunds, customer claims and complaints. Payment for transaction is made using Cash, Cashcard, NETS or GIRO replacements, refunds, customer claims and complaints.

Additionally, the PSM also allows the MRT operator to monitor and control the gates within the station.



The gates' status are displayed in real time at the PSM, with an alarm window popping up to alert the operator should there be an equipment fault.

The PSM is designed to be simple to operate, so that only minimal operator training is required. In terms of functionality, the PSM is accessed by the operator through the touch panel, mouse or keyboard.

The PSM software is Windows NT based and developed with C++ using object-oriented methodology. C++ is chosen for its speed, modularity and reliability. Development using C++ will also speed up development through reusability of existing objects.

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