

## Kizoom in the news

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### Interactive ticket machines for unmanned stations

by Phil Robinson, Ellesmere Port Pioneer

INTERACTIVE ticket machines are being installed at five unmanned rail stations.

They are being introduced at Ellesmere Port, Overpool, Little Sutton, Capenhurst and Bache and are due to go live in May.

Train service operator Merseyrail awarded the contract for the work to Cityspace, which is installing complete customer information systems known as Smart Points to offer ticketing and travel permits.

Interactive touch-screens will allow passengers access to real-time travel information, online journey planning, timetables, local area maps with print-outs and customised digital travel content.

The screens will also provide live bus and rail departure summaries, planned engineering notices and publicity content. An emergency help-point will be fitted to each unit to address passenger safety concerns.

Merseyrail MD Bart Schmeink said: "Delivering information, services and security at our unstaffed stations is a priority to instilling passenger confidence across the network.

"This project will directly address security perceptions which affect people's decision to travel on public transport.

"It will also support our revenue protection drive through Permit to Travel services while delivering a vastly enhanced passenger waiting experience."

Mark Collin, UK development director for Cityspace, said: "The Smart Point is our latest modular range of information terminals, ideal to meet the precise passenger needs which Merseyrail is looking to deliver.

"While this is a pilot for the Cheshire/Wirral network, we believe the value the service will provide will make it an attractive proposition to deploy in larger stations and major interchanges."

