

# Ticket Vending Machines

Presented to: Organizational, Services &  
Performance Monitoring Committee

May 5, 2026

# Project Overview

- Purchase of seventy-five (75) new Ticket Vending Machines (TVM) for locations around GCRTA system

# Current TVM/CSK

- Current Total Machines 130
  - 117 Ticket Vending Machines (TVM)
  - 13 Customer Service Kiosks (CSK)
- Planned TVMs: 75
  - Based on revenue collection & machine usage data, reducing total number throughout GCRTA network by fifty-five (55)



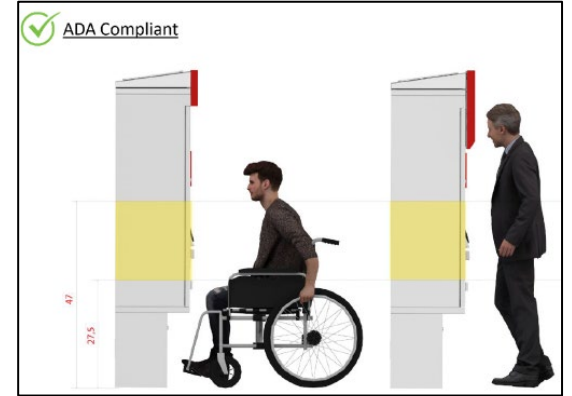
# TVM Scope & Panel

- January 2025: Contract with WSP USA Inc. for TVM scope of work (SOW) and independent cost estimate.
- SOW developed with representatives from:
  - Management Information Services (MIS)
  - Information Technology (IT)
  - Revenue
  - Electronic Repair
  - Service Management
- Same representatives on selection panel

# Highlights from TVM Scope

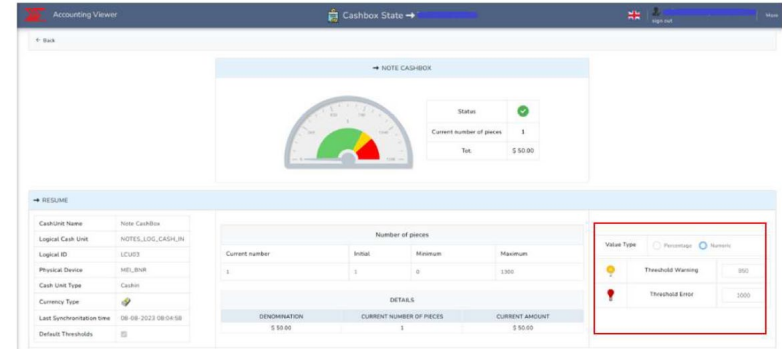
- Integrate with Masabi - smartcards & Account-Based Ticketing (ABT)
- Highlights of requirements:
  - Accessibility
  - Environmental Conditions
  - Hardware (enclosure, display, internal)
  - Maintainability, serviceability, & reliability
  - Service-Proven Design
  - Supply, availability, materials
  - Training
  - Ongoing Support

# Mock Photos of TVM



# Timeline

- June 1, 2026: Smartcard purchases online and at Tower City Customer Service
- Spring 2028: TVMs fully deployed allowing purchase of smartcards and new fare media and adding value to accounts.



# Procurement Overview

- Request for Proposals (RFP) issued September 28, 2025
- Accessed on the GCRTA website by forty-seven (47) interested parties
- Proposals were due December 9, 2025
- Seven (7) firms proposed

# Procurement Overview

## Evaluation Panel:

- Revenue Collection
- Electronic Repair
- Information Technology
- Management Information Services
- Service Management
- Procurement

# Procurement Overview

## Evaluation Criteria:

- Technical Qualifications and Experience
- System Design and Technical Approach
- Project Management and Implementation
- Operations & Maintenance Capabilities
- Cost

# Procurement Overview

Recommended Firm:

- SIGMA USA CORP
  - Located in Brooklyn, NY
- Proposed Ticket Vending Machine to be manufactured out of Chicago, IL, and will be Buy America Compliant.

# Procurement Overview

## SIGMA USA CORP:

- Wholly-owned subsidiary of SIGMA S.p.A., an Italian company based out of Monterubbiano
- Manufacturing since 1983
- 40+ years of continuous innovation in automated payment and ticketing systems.
- 4,000+ Ticket Vending Machines installed worldwide

# Procurement Overview

Other Clients Include:

- Metrolinx
- Trenitalia
- Rome Metro
- Athens Metro
- Comboios de Portugal

# Procurement Overview

## Recommendation:

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees an award to SIGMA USA CORP to provide Ticket Vending Machines for a total contract amount not to exceed \$6,589,767.

# Questions