Case Study
ATM S.p.A. – Milan Public Transport

"SMART" TURNTILES, SPEEDY ACCESS, SAFE SUBWAY

ATM Azienda Trasporti Milanesi and Aitek have developed firmware for 400 smart turnstiles of subway stations in Milan. Use your smartphone to gain access to trains.
An easy-to-use application that is both fast and secure, monitors access to trains and ticketing validation. Improved access to public transport is the strength of this innovative turnstile control system developed by ATM Milano and Aitek.

This solution is fully integrated with the existing mobile e-ticketing created by ATM Milano allowing for smartphone ticket purchases via app or SMS to a dedicated number. App purchasing sends a QR code to the user’s smartphone that is then read by the turnstile. SMS purchasing sends a message to the user’s smartphone containing a link to a QR code for smart use and a PNR number that can be presented to any vending machine for ticket printout.

**How it works**

Subway access is obtained by flashing the QR code displayed on the user’s smartphone before the turnstile-mounted reader. The Smart CNV system developed by IT experts at ATM and Aitek will then take care of real-time ticket validation and turnstile opening.

Two entry and 1 exit turnstiles at all stations are equipped with Smart CNV technology that reads QR codes, checks pricing conformity and links to the ATM central server to open the turnstile. Damaged phone screens will prevent ticket validation. In case of damage, QR codes must be printed out using the PNR code received after ticket purchase.

All 400 turnstiles are equipped with led devices signalling ticket validity. Two failed attempts will trigger an audio message indicating that the code is not valid.

The first in Europe to operate on such a vast network, this service, available throughout the Milan subway, is an absolute break-through for Italian public transport.

The future of urban mobility is, indeed, mobile ticketing: an innovative solution makes for transportation that is smoother, smarter and more sustainable.

**Revolutionising public transport**

- 400 turnstiles at stations of the 4 lines of the Milan subway network
- Running at 2 entrance and 1 exit turnstile per station
- Turnstile-mounted QR-code readers
- Real-time ticket validation and inspection; automatic opening of turnstiles
- Full integration into ATM Milano’s existing e-ticketing system

**Features**

**About Aitek**

Aitek is a leading company in the design and implementation of innovative technological solutions. It designs and implements intelligent systems for transportation and traffic, video surveillance for security, digital signage for communications. Since 1986 Aitek has consolidated its presence on national and international markets thanks to its continuing partnership with leading companies and its constant attention to technological evolution. Aitek is one of the few Italian companies to have been awarded by the European Union the prestigious IST Prize for technological production.

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