



The ticketing machines stand ready at the KL Sentral train station as part of KTMB's efforts to upgrade the system from using tickets to reusable plastic coins. However, the machines have yet to be used.

KTM begins installing new ticket machines

Commuters hope automated gates and electronic token system will end long queues at manned ticket counters

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TICKETING machines that have been lying idle at numerous KTM Komuter stations for some years now are finally being installed.

Checks revealed that the ticketing machines and automated gate system are being fitted at several stations.

StarMetro had in December 2014 highlighted the machines worth millions of ringgit were being kept at the stations.

Commuters claimed that some of the machines had been lying idle for more than three years.

The machines are part of plans to upgrade to a new electronic token system at Komuter stations in the Klang Valley by the end of 2015, similar to those at LRT Stations.

Although the new ticketing system has yet to be introduced, a KTM Bhd (KTMB) staff said installation work had started.

In some areas, he said, the machines had been installed and the exercise would be carried out at all

stations.

"Work has started and we will soon have the system up and running," he said.

A check by *StarMetro* at several stations including Klang, Shah Alam, Subang Jaya and Petaling Jaya showed the work was far from over.

At the Teluk Pulai, Seri Setia and Kampung Dato Harun stations, the automated gates had been installed but none were functioning.

The automated gate was covered with a canvas sheet at Kampung Dato Harun but left exposed in other stations.

At the Kampung Dato Harun station, KTMB staff were also seen carrying out work on the automated gate at the Kuala Lumpur to Klang side of the platform.

The ticketing machines have been installed at most of the stations that *StarMetro* visited but "Out of Service" signs were placed next to them.

One of the machines at Teluk Gadong has been installed while another was still wrapped in foil.

Karim Ahmad Tarmize, 39, said he hoped the new machines would be ready for use soon.

"I hope they are all still in working order as they have been lying around for so long," he said.

C.H. Kong, 30, said commuters had no idea when the new system would be implemented.

"I hope we can enjoy improved service soon," he said.

In KL Sentral, Komuter users noted that the ticketing machines were wheeled out over a month ago and had wondered why they were still out of service.

Teo Siang Lee, 20, who started working in the area recently, said he had been using the Komuter train almost every day and had seen the machines that were "out of order."

"I think the machines have been at the station for more than a month, but have not been working in all that time.

"There are constantly long queues at the manned ticket counter, which I think will not happen if KTM implements the automated gates and token system," he said.

Tuan Nor Ain, 23, who works in an eatery at the station, also observed that the ticketing machines had been set up for over a month.



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1 The ticketing gate is ready in Kuala Lumpur's old railway station but has yet to be turned on.

2 A student walks past the yet-to-be installed machines that have been placed in the compound of the Teluk Gadong Station.

3 The sight of the unattended machines left on wooden pallets portrays a negative image to commuters.

“The machines have never been activated, and I do not know why,” she said.

The out-of-service machines can also be found at the old Kuala Lumpur Railway Station.

When contacted, a KTMB spokesman said the company started

installing the ticketing machines at stations all over Klang Valley in May this year.

“We are in the middle of preparations, which include the testing phase and fine-tuning the technical process.

“We cannot confirm yet the date

for implementation of the new system, but we aim to complete all the work and get the machines up and running within the year.

“Meanwhile we have posted several officers at all the stations during peak hours in the morning and evening, in addition to ticket

inspectors, to check that all passengers entering and exiting have valid tickets. This is to prevent further revenue losses.

“We hope passengers will be patient and bear with us until we launch the new, improved system,” she said.