New vending machines

Description

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New digital ticket machines for public transport in Ticino

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New mini vending machines

From around the end of 2026, public transport users in Ticino will be able to purchase their tickets from new mini ticket machines, using only digital payment methods such as credit cards, debit cards or prepaid cards. The transport companies ABL, AMSA, ARL, AutoPostale, FART, FLP, SNL and TPL are jointly purchasing these new mini ticket machines.

Why do transport companies purchase mini vending machines?

The current ticket vending systems (automatic ticket machines) have reached the end of their life cycle and need to be replaced. At the same time, over 74% of customers currently use digital channels to purchase their tickets. For this reason, it no longer makes sense to install expensive ticket machines that are increasingly less used and are also co-financed by taxpayers. With mini ticket machines, the offering will be perfectly in line with the current situation in the future.

What types of tickets can be purchased from the new mini ticket machines? Are only single tickets available, or are season tickets also available?

Mini ticket machines offer a limited selection (single tickets, 1st or 2nd class, adult or reduced fare, dog, bicycle) ranging from single tickets (usually one-way) to day passes (return). On buses, there is an optimised selection to enable quick and secure ticket purchases. Season tickets can only be purchased at a staffed ticket office or from the SBB online shop.

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Can I continue to purchase tickets from the driver?

No, the ticket machines currently used by drivers and most of the automatic ticket machines at stops will be dismantled, with only a few machines remaining at the main interchange hubs.

Will I no longer be able to pay in cash in the future?

It will still be possible to purchase tickets in cash at staffed ticket offices, where customers will also receive personalised advice.
Alternatively, it will be possible to use prepaid cards (including SwissPass); prepaid cards can be purchased in cash at ticket offices and/or from other retailers.

What do elderly people, children, or people without credit cards do?

The mini ticket machine is very intuitive to use and it only takes a few clicks to purchase a ticket. Payment is made by credit card, debit card or prepaid card, which are particularly suitable for children and elderly people.
We also recommend using the SBB Mobile or Fairtiq apps to purchase tickets.

If necessary, training courses will also be organised for older passengers.

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For further information or enquiries, please contact a sales point belonging to the Arcobaleno tariff community.

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fartiamo