

To: CapMetro Board of Directors

From: Catherine Walker, EVP, Chief Financial & Risk Officer

Date: February 17, 2025

Re: Customer Payment System Transition Update

The purpose of this memo is to update the Board on the transition of our customer fare payment system as we move to the Umo platform. The CapMetro team remains on track to ensure a smooth transition for riders while maintaining system reliability.

- The **Umo App** went live on **February 13th**, allowing customers to begin transferring their digital accounts. Over **35,000 customers** were invited to join the new platform on launch day.
- As of **February 11th**, installation progress for onboard validators was at **60%**, and we remain on schedule to complete installations across **bus and rail by February 28th**.
- The **current CapMetro App will be sunset on March 5th**, with all customers encouraged to transition by **March 1st**.
- Sales of **31-day passes** in the CapMetro app and on the web ceased on **February 1st**. **7-day and 1-day passes** were removed from sale on **February 13th** to support the transition.
- **Tap-to-pay functionality** for credit and debit cards remains on track for **spring deployment**.
- Customers can begin **trading in their physical fare cards** at designated stops or at the Transit Store starting **Monday, February 17th**.
- Riders are encouraged to use their current account balances. Alternatively, riders can request their unused balances and passes be moved to the Umo system by filling out a request form, emailing farebalances@capmetro.org, visiting the transit store, or calling customer service.

We are actively communicating these changes to our riders and operators through digital media such as email, our website and social media, as well as in person via Town Halls, Road Shows and customer engagement at transit centers to ensure a seamless transition.

If Board Members have any questions regarding this update or the transition, please contact Ed Easton.