

CapMetro

Fare Technology System Updates

January 15, 2025

Presentation Overview

- 1) What's changing
- 2) Customer impacts
- 3) Retail Network impacts
- 4) Title VI findings

Key Highlights

- Fares are not changing; the way we collect fares is changing.
- New validators! New validators are being installed immediately with improved scanning technology, including visual and audio indicators if a customer's fare has been accepted or denied (a feature that has been praised by operators as helpful).
- New and improved app! The CapMetro app will be retired and replaced with the Transit and Umo app. Customers will use Transit to plan their trips and Umo to pay for fares. This is part of an iterative process to reduce the number of customer apps.
- Tap to Pay! Customers will be able to tap to pay with a credit or debit card, Apple Pay and Google Pay.
- New reloadable fare card! New reloadable fare cards will be available and will still have fare capping.
- The digital 31-day and 7-day passes will not be available for purchase through the app.
- The HMIS fare program will be continued, and all customers will be re-issued a new 1-year fare card. CapMetro staff are working closely with service providers to prepare for this process.

What's Changing: Technology

Hardware

- New validators on buses
- New handheld validators on trains

Fare Payment

- New CapMetro Reloadable Fare card
- Tap to Pay on Validators with:
 - Apple Pay
 - Google Pay
 - Credit and Debit

CapMetro App

- The CapMetro app will be retired in March, and customers will need to download the Umo app

What's Changing: Passes and Cards

Going Away:

- 7-day Pass
 - Digital: Removed from app in late February
 - Physical: Selling until we run out
- 31-day Pass
 - Digital: Removed from app on Jan 31
 - Physical: Selling until we run out

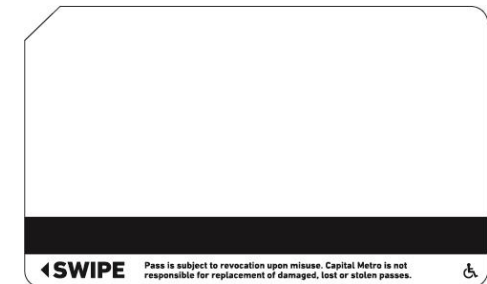
Needs Action:

- We'll help customers transfer balances to the new system starting in February
- Plastic cards, including AMP cards and passes registered in the HMIS



Stays the Same:

- Reduced Fare and MetroAccess ID cards can still be tapped on the farebox or show their ID to the operator for a cash fare discount
- Paper cards with a black stripe on the back



Benefits of the New Technology System

Tap-to-Pay

- Tap on the validator to pay with:
 - Apple Pay
 - Google Pay
 - Credit and Debit
- You can take advantage of daily fare capping, which ensures you'll never pay more than the cost of a day pass in a calendar day

Faster Boarding

- Upgraded validators enable faster scanning of the app and tap-to-pay, keeping the line moving as you board

Sustainability

- Reducing single-use passes
- More usage of app and tap-to-pay will reduce the number of passes printed

Long-Term Vision

- Simplifying cards and passes supports plans to make fare collection a smoother and easier experience
- Progress towards one app goal

Customer Impacts: Overview

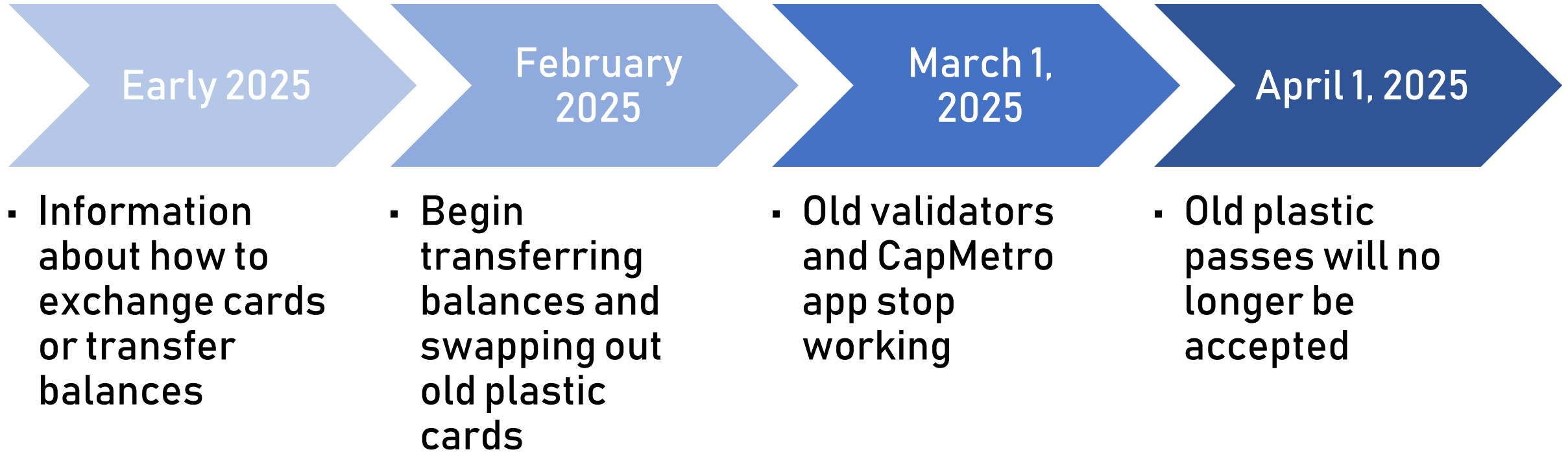
Customers Using: CapMetro App

- The CapMetro App will be retired in March
- To pay digitally, customers will need to download and use the Umo app
- We'll help customers transfer their balance to the new system starting in February

Customers Using: Physical Passes

- Plastic passes will not work on our validators after March 1
- We'll help customers exchange current cards and passes to the new system starting in February 2025
 - Details on how to switch will be provided through CapMetro Alerts and our website soon

Customer Impacts: High-Level Timeline



Customer Impacts to RFID and MAID Cardholders

These changes do not affect the use of the Reduced Fare or MetroAccess ID Cards, or the eligibility requirements for them.

Reduced Fare ID (RFID) and MetroAccess ID (MAID) cardholders will still be able to tap their card on the farebox or show their ID to the operator for a cash fare discount. They can also buy passes at the Transit Store at the reduced price.

Customer Impacts to Access Riders

These changes do not affect the Access service.

Customers will still be able to pay over the phone, use the Spare App, buy single rides, or buy physical passes at participating retailers or at the Transit Store.

Customer Impacts to Pickup Riders

Pickup customers who use the CapMetro App to pay for their rides will need to download the Umo app. The Pickup app will continue to operate for booking trips and paying for fares.

If Pickup customers pay with the Umo app, they will need to show the operator their device to confirm their payment. For any customers who use the CapMetro App to pay, all passes and/or stored value will need to be transferred to the Umo app starting in February 2025.

Customer Impacts to Rail Riders

Rail riders will have their fares validated with handheld validators given to conductors.

For any customers who use the CapMetro App to pay, all passes and/or stored value will need to be transferred to the Umo app. For customers with plastic passes, we'll help swap cards for new CapMetro Reloadable Fare Cards in February 2025. Details on how to switch will come soon.

Customer Impacts to AMP & Equifare Users

Users of physical or digital AMP Cards - including those paying Equifare rates - will need to exchange all passes and/or stored value.

We'll help customers swap physical AMP cards for new CapMetro Reloadable Fare Cards and exchange digital cards/passes to the Umo app starting in February 2025. Details on how to switch will come soon.

Customer Impacts to Clients of Service Providers

Customers who receive a free pass through a social services provider will work directly with the provider on the process to switch cards or passes, as needed. The process to switch these cards or passes will be managed directly with providers and the customers they serve.

We're working with staff members from these organizations to outline the impacts of the change and make their experience as smooth as possible.

Ticket Vending Machines and Retail Network

The new CapMetro Reloadable Fare Cards will be able to be reloaded at Ticket Vending Machines and at participating retailers.

Customers who have used these options to reload cards in the past will not be impacted, other than needing to exchange their pass.

Title VI Analysis

To end the sale of the 7-day and 31-day passes, CapMetro is required to complete a Title VI analysis.

For transparency, CapMetro is also using this opportunity to study the need for a Title VI analysis of the technology and media changes.

Why Title VI Applies to CapMetro

Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

*Subsequent Federal regulations extended this protection to discrimination on the basis of income.

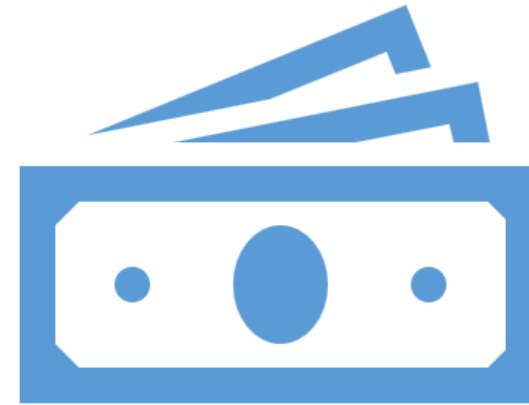
What is a Title VI Analysis?

Does this change unfairly impact:



Minority
Populations?

“Disparate
Impact”



Low Income
Populations?

“Disproportionate
Burden”

Preliminary Title VI Report Summary of Findings

- **No Disparate Impact or Disproportionate Impact found for:**
 - Retiring the 7 Day or 31 Day Passes
- **Greater Benefits for Minority and Low-Income Customers:**
 - CapMetro's threshold for disparate impact is 2%
 - This report is under that threshold for both minority versus non-minority riders, and for low-income versus non-low-income riders

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Thank you!