

CapMetro

**Day Pass Retirement
&
Farebox Replacement**

February 2026

Welcome & Agenda

- **Day Pass Retirement**
 - Time- vs. Account-Based Payment Systems
 - Fare Structure Changes
 - Title VI Analysis
- **Farebox Replacement**
 - Why are we changing the fareboxes?
 - Cash Payments
 - Timeline



Day Pass Retirement

Time- vs. Account-Based Payment Systems

Payment w/ Time-Based System

- When a pass is activated, a timer starts and the pass expires once completed.
 - This means value of pass decreases steadily once activated
 - For passes with long timer, customers often lose out on value through under-utilization
- Un-activated passes generally act as a cash stand-in.
 - Customers pay full value up-front
 - Passes generally hold value until used
 - Passes can be lost, stolen, or damaged

Payment w/ Account-Based System

- With an account, payments can be tracked and tallied smoothly.
 - Customers pay per-ride and can be fare-capped at preset thresholds
 - Customers always receive maximum value for their payment
- Accounts are more secure for customers.
 - Accounts can be managed by customers
 - Account can be recovered if payment method (phone, card) is lost, stolen, or damaged

Fare Structure Changes

Local Fares

Applies to Local bus, UT Shuttle, Rapid bus, and Pickup by CapMetro

- Removal of “time-based” pass types, including Day, 7-Day, and 31-Day passes.
- Addition of Daily and Monthly Fare Cap prices.
 - Daily: \$2.50
 - Monthly: \$41.25

Commuter Fares

Applies to Express bus and Rail

- Removal of “time-based” pass types, including Day, 7-Day, and 31-Day passes.
- Addition of Daily and Monthly Fare Cap prices.
 - Daily: \$7.00
 - Monthly: \$96.25

Other Changes

Pickup:

- Adds Pickup fare under Local category and clarifies that fare capping does not apply.
 - No change to price.

Fare Capping:

- Adds language to define fare capping intervals.
 - Daily: 4:00 a.m. to 3:59 a.m. (“Service Day”)
 - Monthly: Calendar month

Title VI Fare Equity Analysis

A Title VI study is an analysis performed by organizations receiving federal funding to ensure their policies, programs, and services do not discriminate against people based on race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964.

The analysis for retiring the Day Pass shows that:

- More than 97% of trips will not see any fare change under this upgrade.
- Fewer than 3% of trips are affected, specifically riders who pay cash for a Day Pass and ride more than twice a day.
- For riders currently paying with cash, when they transition to Umo or Reloadable Fare Cards, they'll now benefit from daily **and** monthly fare capping.

Title VI Analysis Results

Our Title VI analysis studied the demographics of our customers to determine:

- Whether **negative impacts** are disproportionately affecting minority or low-income riders; or
- Whether protected rider groups are not receiving **proportionate benefits**

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When studying the potential impact to our minority customers, our study found **NO DISPARATE IMPACT** to them.

ANALYSIS DETAILS

Average fare per boarding impact is minor, less than a penny, and less than 1% change across all race and ethnicity groups.

The expected percent increase for minority customers (1.3%) is greater than the expected impact to non-minority customers (0.1%).

Disparate impact to minority customers defined as 2% or greater difference in fare impact between minority and non-minority customers.

Title VI Analysis Results

Our Title VI analysis studied the demographics of our customers to determine:

- Whether **negative impacts** are disproportionately affecting minority or low-income riders; or
- Whether protected rider groups are not receiving **proportionate benefits**

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When we studied the potential burden to our low-income customers, we found **NO DISPROPORTIONATE BURDEN** to them.

ANALYSIS DETAILS

Average fare per boarding impact is minor, less than a penny, and less than 1% change across all income groups.

The expected percent increase for low-income customers (0.4%) is greater than the expected impact to non-low-income customers (-0.02%).

Disproportionate burden to low-income customers defined as 2% or greater difference in fare impact between low-income and non-low-income customers.



Farebox Replacement

Why are Fareboxes Changing?



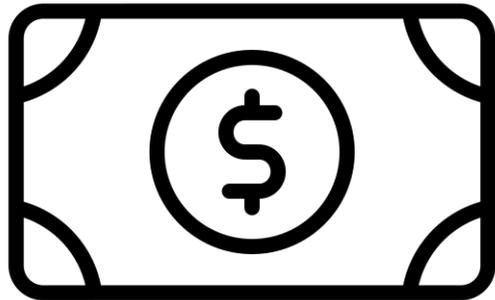
Our current fareboxes are approximately 20 years old and are no longer supported by the manufacturer.



The new fareboxes and our validators are designed to be faster, more reliable, and easier for riders to use.

Cash Payments

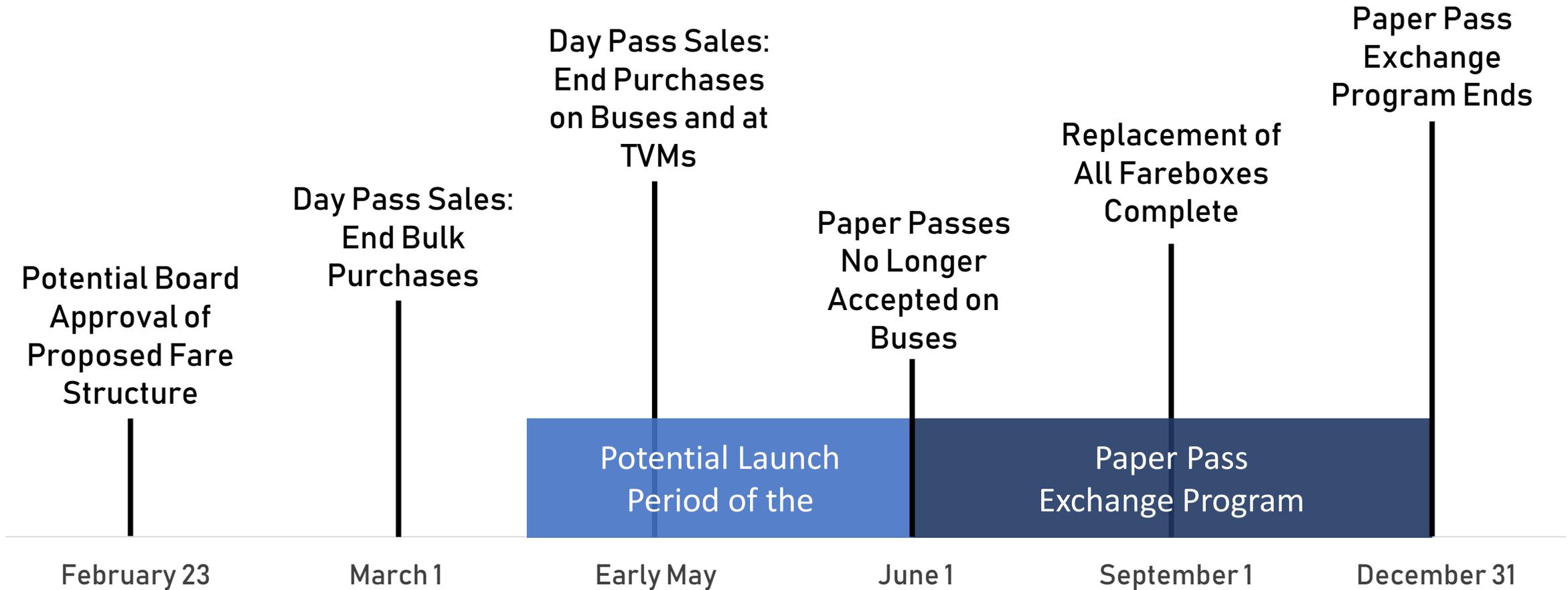
Will Cash Still Be Accepted?



Yes! With the new fareboxes, cash payment will still be accepted for single rides. However, we encourage cash riders to benefit from fare capping by:

- Loading cash onto a Reloadable Fare Card at a retail location or the CapMetro Transit Store.
- If you have a smartphone, downloading and using the Umo app
- If you have a debit card or credit card, you can tap-to-pay and you'll benefit from daily fare caps.

Farebox Replacement Timeline



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Thank you!