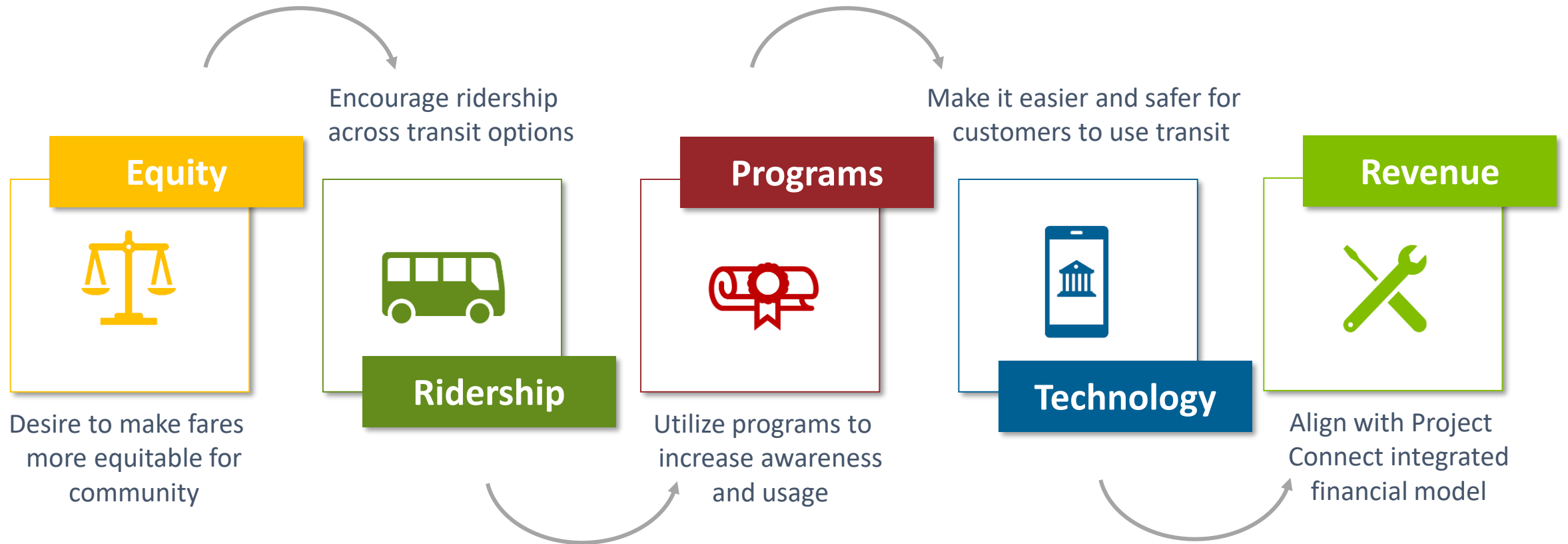


Fare Policy Overview and Customer Payment Systems Update

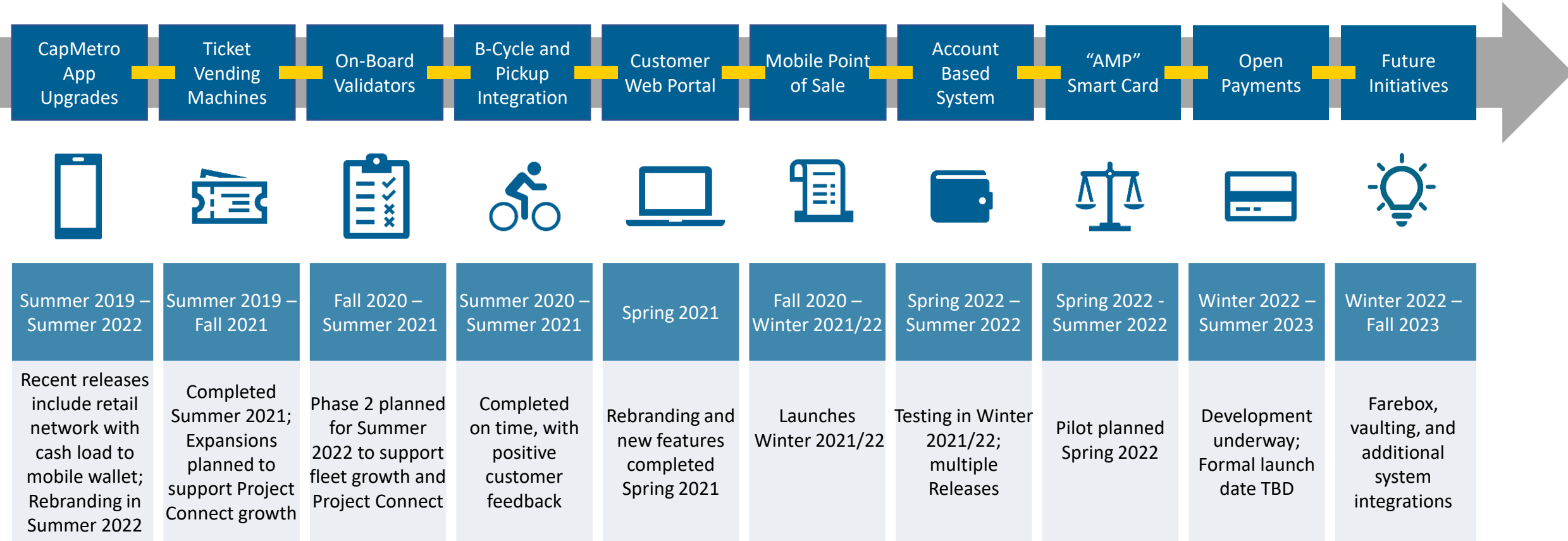
Multi-year technology advances and equitable fare policy review

October 2021 Board Update

Equitable Fare Policy Overview



Customer Payment System Roadmap



Customer Payment System Phase 2



Ticket Vending Machines

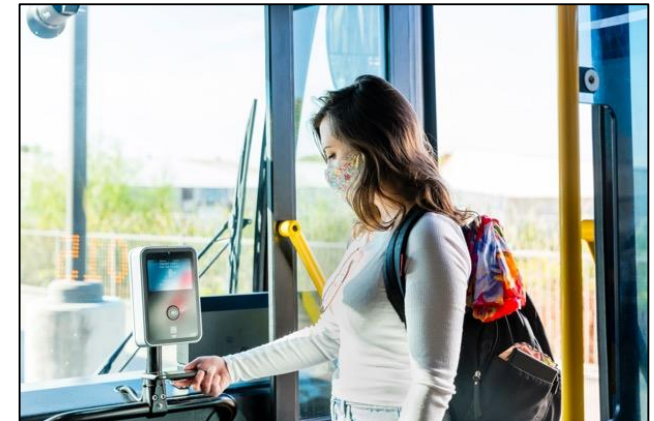


On-Board Validators



Mobile Point of Sale

- Placed additional TVMs into service over the summer
 - June: Republic Square and Eastside Bus Plaza
 - August: Pleasant Valley/Riverside
 - September: North Lamar Transit Center, South Congress Transit Center, and Tech Ridge Park & Ride
- Completed installation of onboard validators fleet-wide summer 2021
- Upgraded mobile point of sale scheduled for winter 2021/22

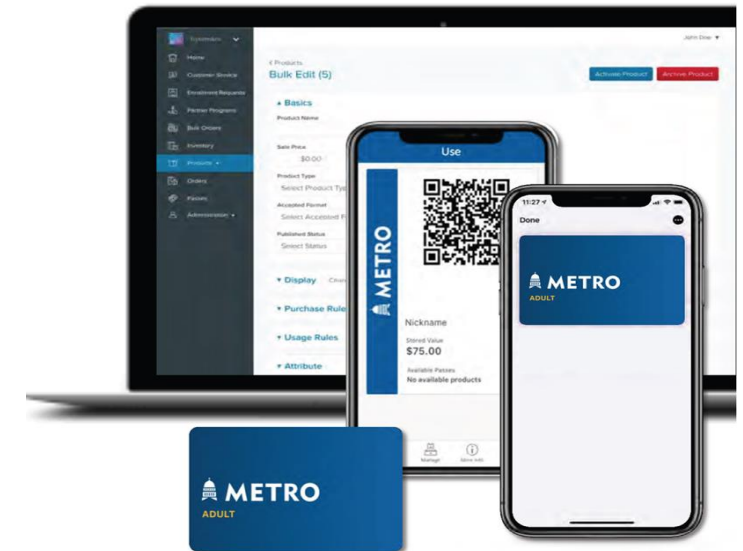


Customer Payment System Phase 3



Account Based System

- Establish accounts for each customer, enabling the use of our app or a branded smart card, both tied back to the same unique account
- Accommodates all customers with or without a smart phone
- Customer Pilot planned for spring/summer 2022 prior to full customer roll-out



Customer Payment System Phase 4 and 5



Open Payments



Future Innovations

- Phase 4: Open Payment
 - Allows for “Tap and Pay” functionality with credit cards, smart phones, or smart watches, etc.
- Phase 5: Integrations
 - Customer Relationship Management System
 - Data Warehouse and Business Intelligence
- Phase 6: Cash Farebox and Vaulting



METRO

THANK YOU!