Next Generation Fare Collection System Update

NEXT GENERATION FARE COLLECTION PROJECT
Phase and Project Timeline

Phase	Project	2021	2022	2023	2024	2025	2026
Phase- C	Contract Process		Complete				
Phase- 1	Program Planning and Design			Complete			
	Ticket Vending Machines "TVMs"				In-Progress		
Phase- 2	Bus and Station/Platform Validators				In-Progress		
Phase- 3	Fare Inspection Devices					In-Progress	
	Vend FAREPAY Cards at TVMs					In-Progress	
	Customer Web Portals					In-Progress	
Phase- 4	Mobile App						Not-Started
	Other Items as Needed						Not-Started
	Final System Acceptance						NS

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PHASE 1

Replacement of 140 Ticket Vending Machines "TVMs" (Now through Q4 of 2024)

- TVMs Installation started on July 9
  - Established working group
  - Mindful of State of Good Repair projects and events
  - Weekly feedback from internal UTA
- ~44% of TVMs have been replaced, as of September 1
  - Estimated completion by the end of October 2024

PHASE 2
Bus and Station/Platform Validator Replacement (Now through Q2 of 2025)

Bus Validator

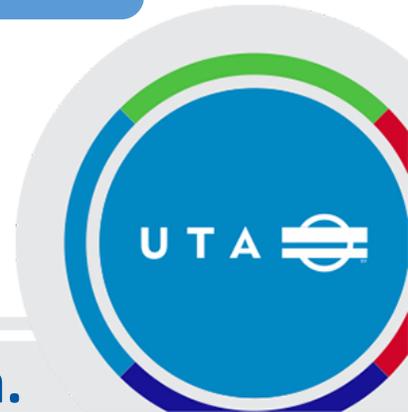**Station/Platform Validator**

Acceptance Testing

- Now through October 28

Pilot Test

- (10) Salt Lake Central
- (14) Various bus configurations

2025 Start Install

- Bus Q1
- Station/Platform Q2

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PHASE 3 (Now through Q4 of 2025)

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Simplified Purchasing Experience at TVMs

Integrated Fare Payment Platform

Inspection Devices

SIMPLIFIED PURCHASING EXPERIENCE

- FAREPAY Cards will be available at TVMs!

- Customers will have access to the following updated features:
  - Reload or check the balance on their current FAREPAY Card
  - Purchase a new FAREPAY Card

- Transition away from tickets to account based transactions with fare cap pricing

UTAH TRANSIT AUTHORITY

UTA CUSTOMERS MUST CURRENTLY USE <u>MANY</u> UNIQUE PLATFORMS TO MANAGE THEIR FARE

UNIQUE CUSTOMER PLATFORMS

| FAREPAY	Pass Partners	Mobile	Reduced FARE	ECO Pass Renewals

• FAREPAY Portal
• Managed by 3rd Party
• Add funds to FAREPAY Card
• Username and Password Req.
	• Partner Portal
	• Managed by UTA
	• Administer Cards
	• Username and Password Req.
		• Transit App
		• Managed by a 3rd Party
		• Username and Password Req.
			• Reduced Fare Portal
			• Managed by UTA
			• Reduced Fare application
			  • Customer Form
			  • UTA Administration
			• Username and Password Req.
			• *Will use the FAREPAY portal to add funds*
				• ECO Renewal Portal
				• Managed by UTA
				• Partner manages card contract using this website
				• Username and Password Req.
				• *Partners will manage their passes through the partner portal*
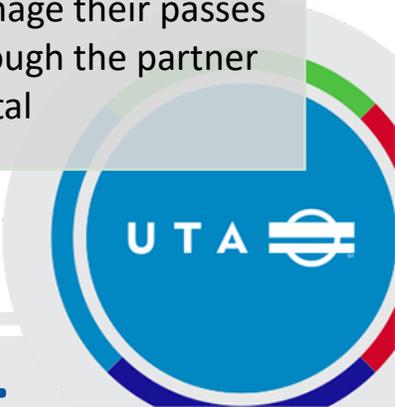
THE FUTURE VISION IS A SIMPLIFIED CUSTOMER EXPERIENCE

ECO Portal

Reduced Fare

Pass Partners

FAREPAY

Mobile

Integrated Fare Payment Platform
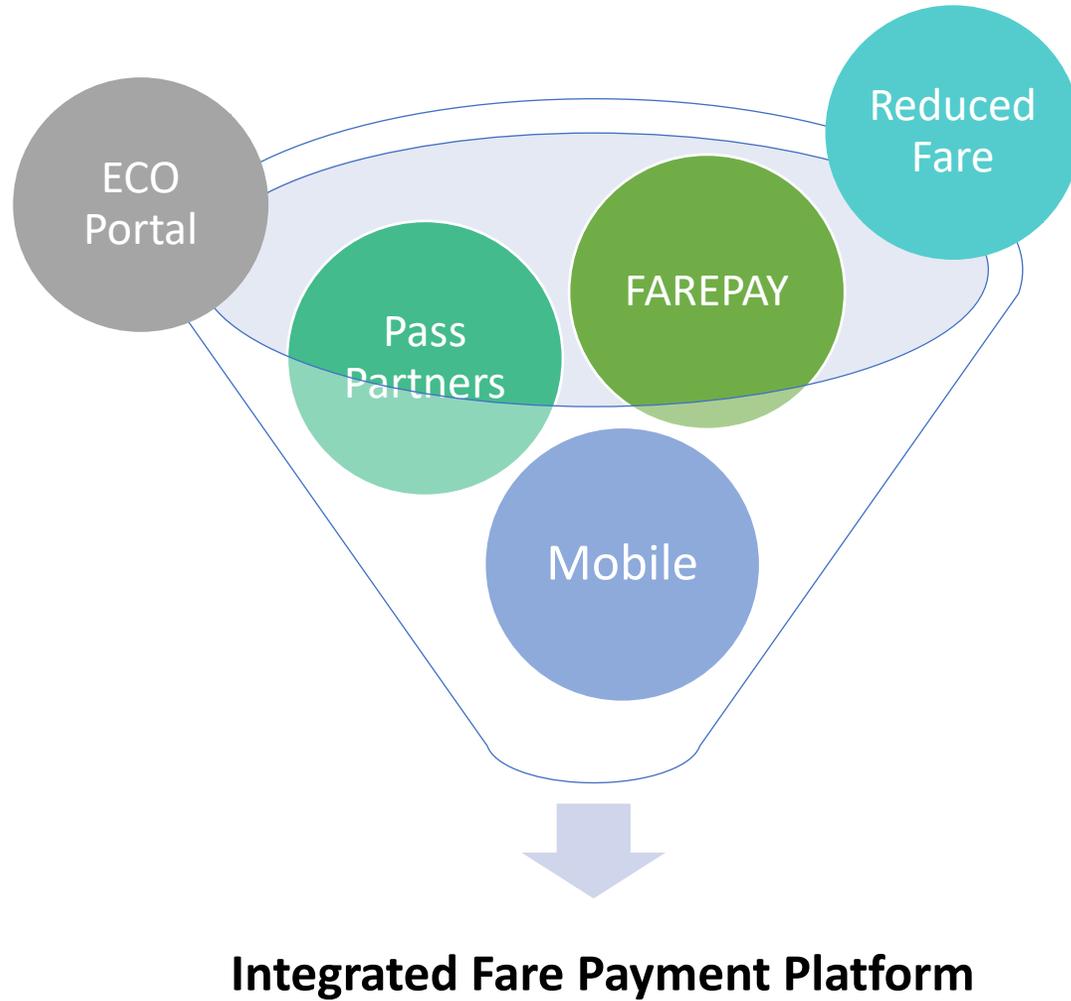
- All customer fare payment features will be accessible under one Integrated Fare Payment Platform
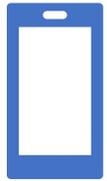- This will provide a simplified and streamlined experience

PHASE 3:
Fare Inspection Devices

- Worked closely with UTA staff to gather feedback and simplify their process
  - Updated general functionality
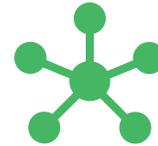 - New printer capability for citations

PHASE 4:
Finishing Touches (Start 2025)

Mobile App

Open Payment
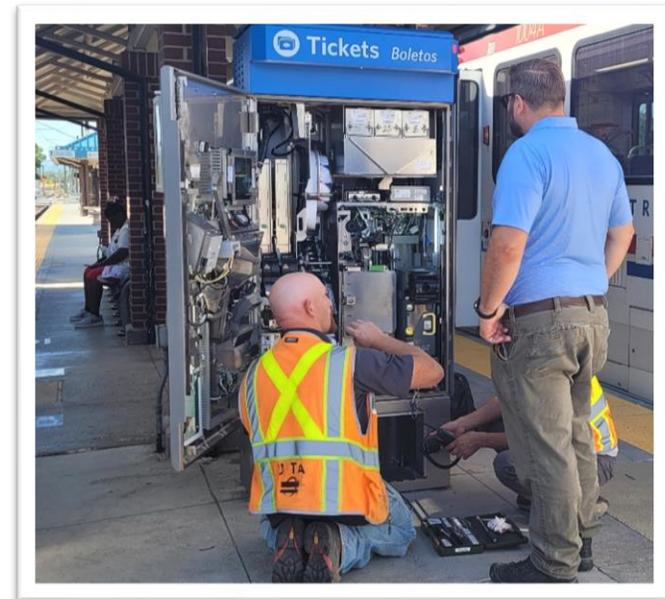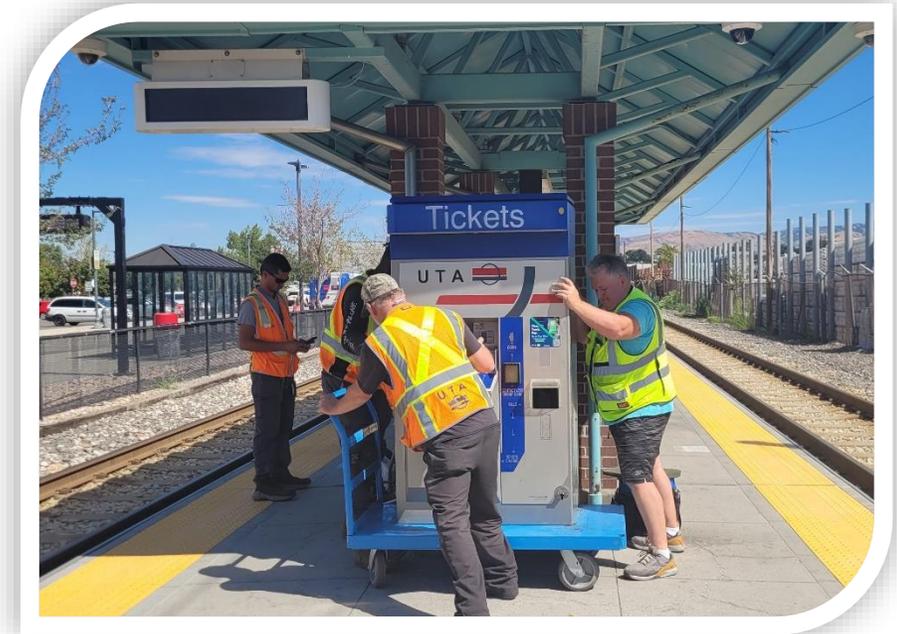
Paratransit Integration

Other as needed

OTHER THINGS TO NOTE...

- This project is currently on schedule and in budget

- Potential impacts to the schedule:
  - Moving into Fall/Winter weather
  - Change Day April 2025
    - Fare policy updates are needed to support new functionality

Agenda Item 10.a.

MANY UTA DEPARTMENTS CONTRIBUTE TO THE SUCCESS OF THIS PROJECT:

FACILITES	REVENUE PROCESSORS	TVM TECHS	FARE OPERATIONS	DATA GOVERNANCE
MARKETING/ COMMS.	INFORMATION TECHNOLOGY	CUSTOMER EXPERIENCE	CUSTOMER SERVICE	FINANCE
BUS & RAIL OPERATIONS	LEGAL	CAPITAL	TRANSIT POLICE	COMMUNITY ENGAGEMENT

Thank You

UTA