

# Next Generation Fare Collection System Update





# NEXTGEN ELECTRONIC FARE COLLECTION REPLACEMENT PROJECT

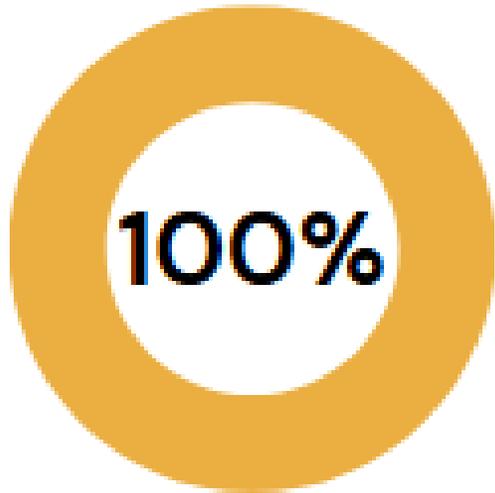
September 2025

Agenda Item 10. a.



# BUILDING THE FUTURE FARE SYSTEM, PHASE BY PHASE

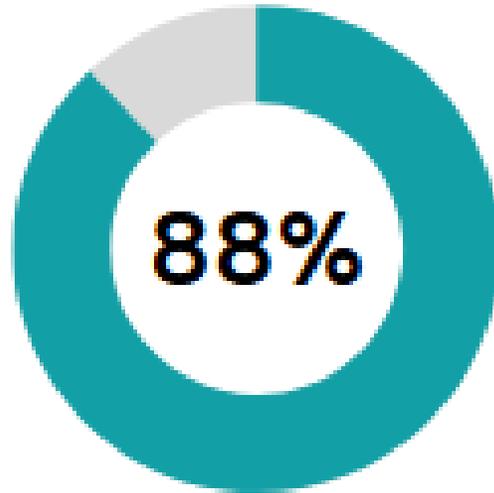
Phase 1



**Complete**

Ticket Vending Machines  
Replacements

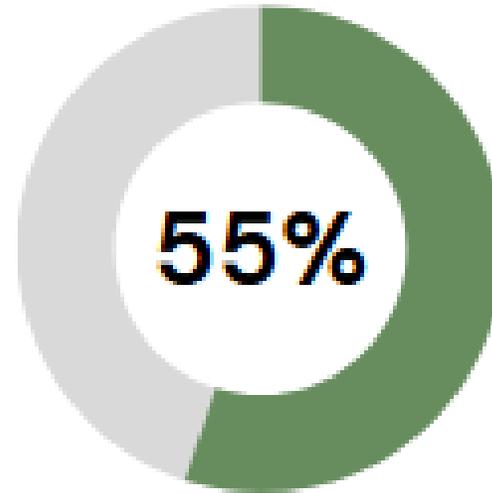
Phase 2



**In-Progress**

Bus and Station Validator  
Replacements

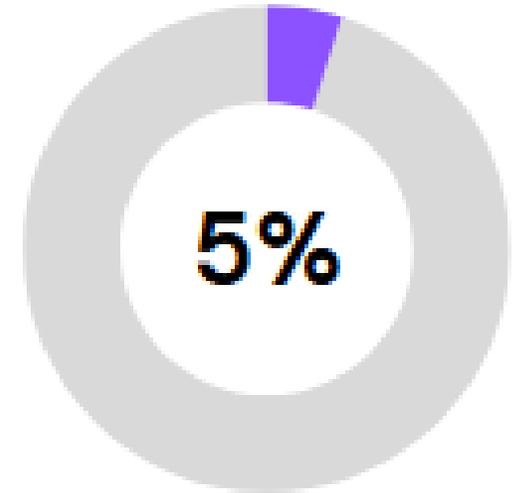
Phase 3



**In-Progress**

Account Based Ticketing  
and Inspection Devices

Phase 4



**Just Started**

Mobile Fare, Open Payment,  
and System Acceptance

# NEXTGEN ELECTRONIC FARE COLLECTION PROJECT

The project schedule has shifted to ensure an exceptional customer fare experience

Phase	Project	2024				2025				2026			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Phase - 1	Ticket Vending Machines "TVMs"	Complete											
Phase- 2	Bus Validators	In-Progress						>>>					
	Station Validators	In-Progress						>>>					
Phase- 3	Back Office System	In-Progress						>>>					
	Vend FAREPAY Cards at TVMs	In-Progress						>>>					
	Integrated Web Portals	In-Progress						>>>					
	Fare Inspection Devices	In-Progress						>>>					
Phase- 4	Mobile Fare Payment							Just Started				>>>	
	Open Payment							Just Started				>>>	
	Final System Acceptance										Not Started	>>>	

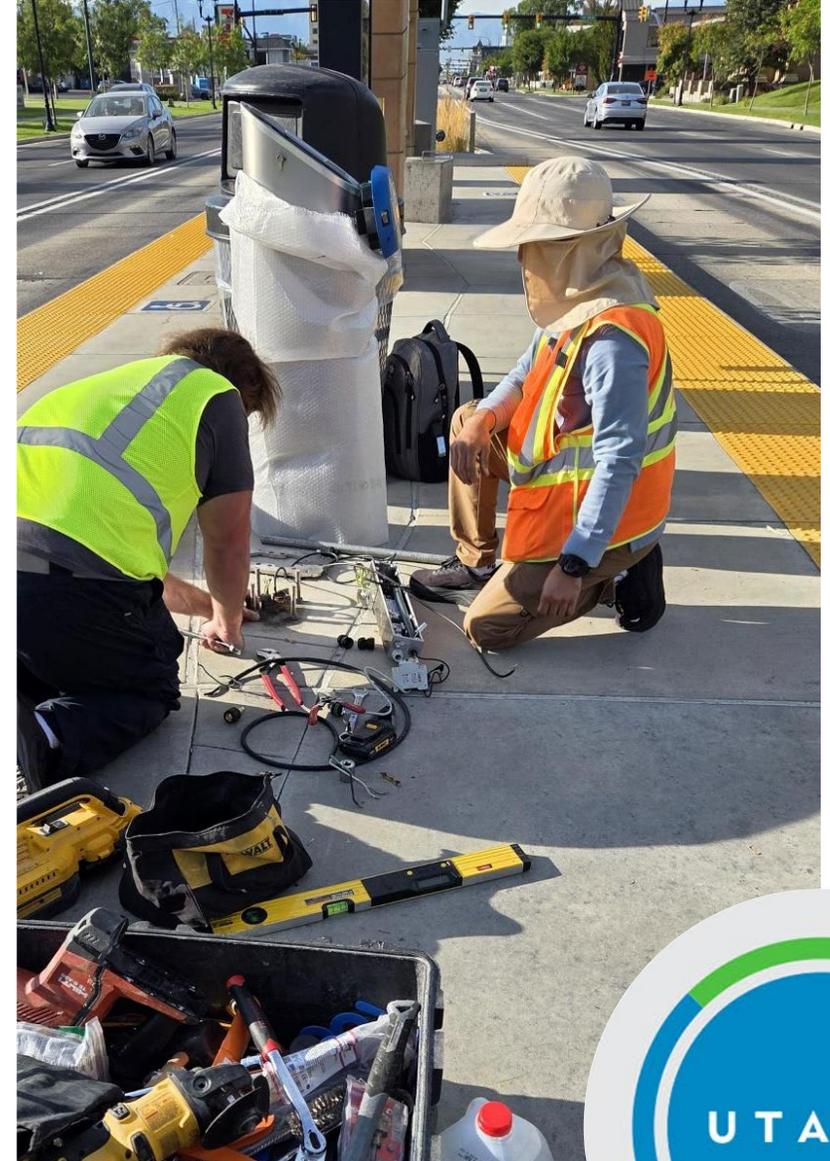
- **Specifically, the project extension can be attributed to:**
  - Extension of the Bus and Station Validator Pilot
  - Additional planning and preparation for the rollout of Phase 3 Items
  - Collaboration with a 3<sup>rd</sup> party consultant on a future Mobile Fare Payment Process

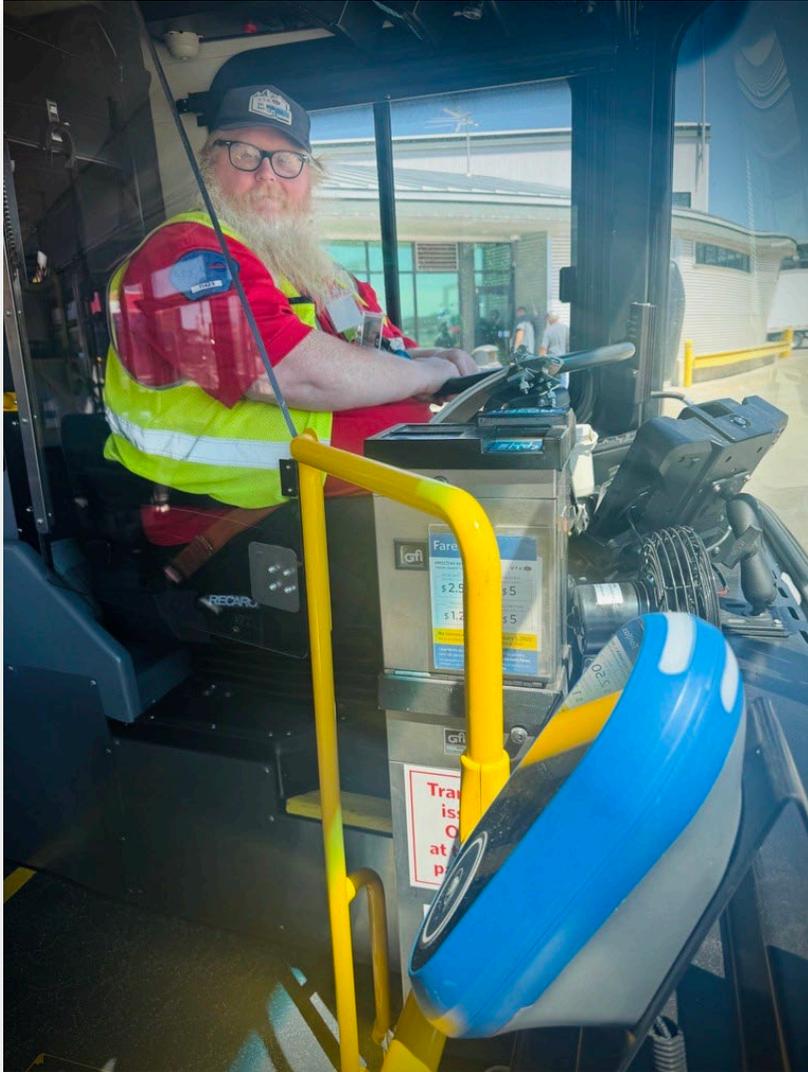
**Note: Currently, no budget impacts are anticipated due to the shift in project schedule**



# PHASE 2: STATIONS UPGRADED AND CUSTOMERS EXCITED!

- **Progress update:** 25% TRAX and FrontRunner stations have received new equipment as of August
- **Shout-out:** Installation success driven by IT Communications, Network, Facilities, Fare Operations, Rail Access, and Safety teams.
- **Positive feedback:** *“Customers are excited about the new equipment and upcoming functionality.” – Brody Ricketts, UTA Field Tech.*





## PHASE 2: BUS VALIDATOR REPLACEMENTS NEARING THE FINISH LINE

- **Validator upgrades:** Depot, Meadowbrook, and Ogden garages completed; full project completion expected Q4.
- **Teamwork payoff:** The leadership and support from IT Communications, Bus Garage maintenance, and Fares Operations powered this milestone win.
- **Positive reception:** Internal and external customers are praising the new equipment.

*“The new validators make customers happy, which makes me happy.” -UTA Bus Operator*



## Excellence Acknowledged: A Testament to Our Team's Work

"I've been a part of all S&B projects in North America, in my current role since 2017, and have not had a customer's site team report back with the quality, consistency and detailed information we see here (at UTA). We appreciate it and look forward to seeing the updates coming in. A big thank you to those who have trained and given them the tools to do so as well!"

-Mark Mamo, Scheidt and Bachmann



# PHASE 3 WILL SIMPLIFY THE CUSTOMER FARE EXPERIENCE

FAREPAY will be available at Ticket Vending Machines “TVMS”

- Purchase new or reload existing cards, as well as check balances

Integrated Customer Platform

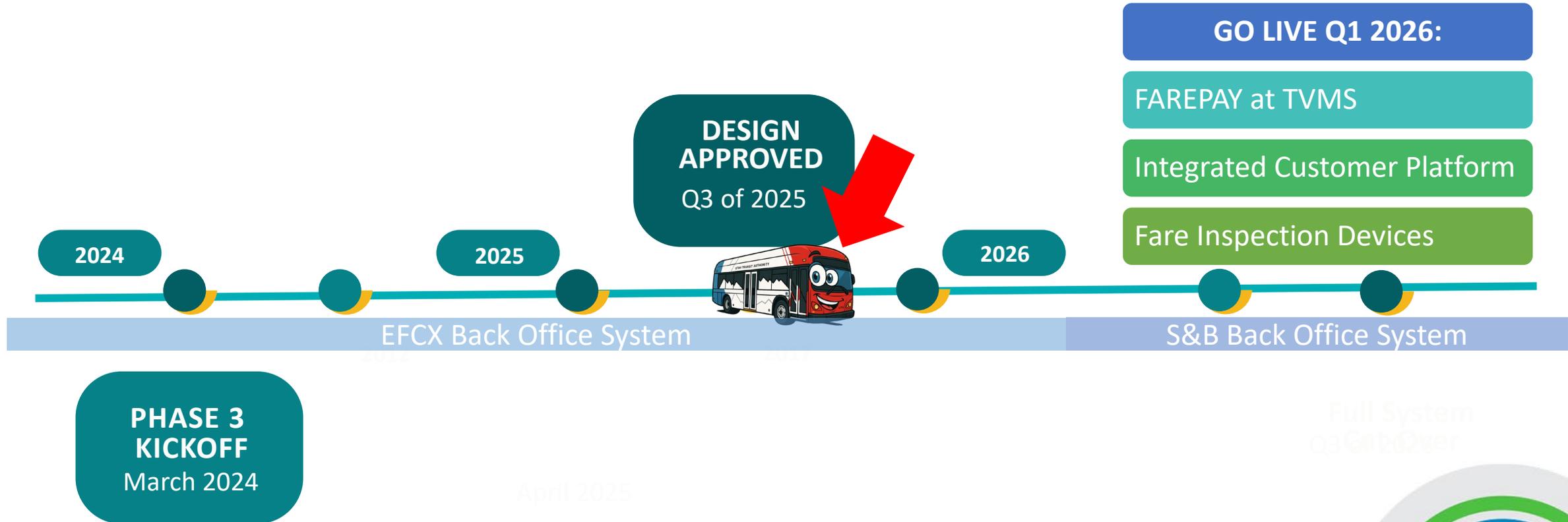
- Customers will have one login for all UTA Fare Portals

Fare Inspection Devices Updated

- Updated inspection devices will support new back office



# PHASE 3: BIG LIFT, BIG WINS, AND BIGGER GOALS AHEAD



**PHASE 4  
PLANNING  
JUST  
STARTED**

Open Payment

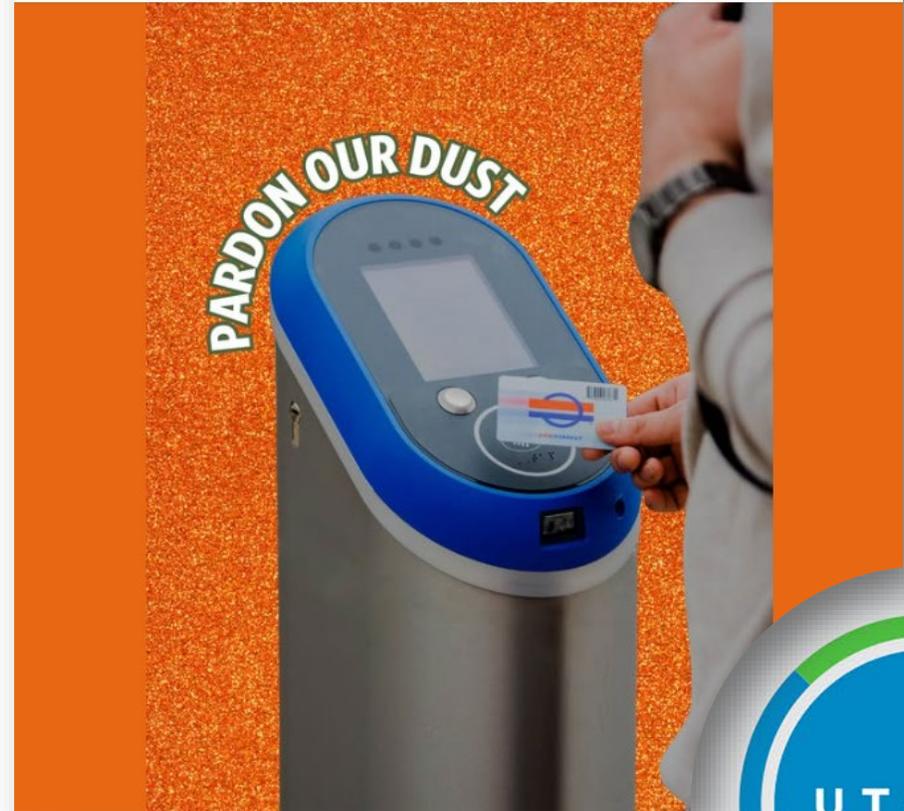
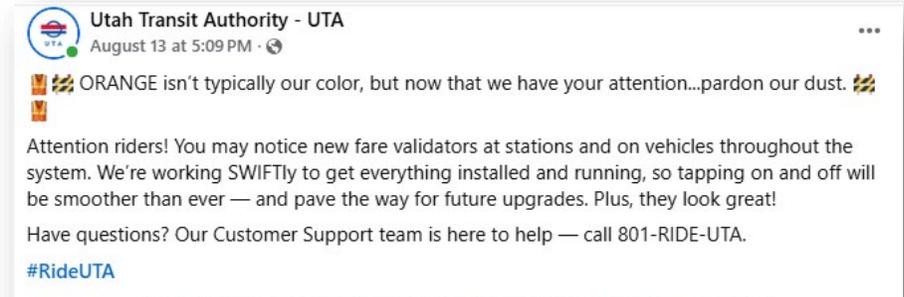
Mobile Fare Payment

Final System Acceptance



# PREPARING TO DELIVER EXCELLENCE

- **Proactive Public Communication:** Construction updates, tech teasers, early change notices
- **Customer Service Readiness:** Staff prepared to support riders
- **Internal Staff Collaboration & Training:** Gathering feedback now, training staff on new features



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# Questions?

