

# Next Generation Fare Collection System Update

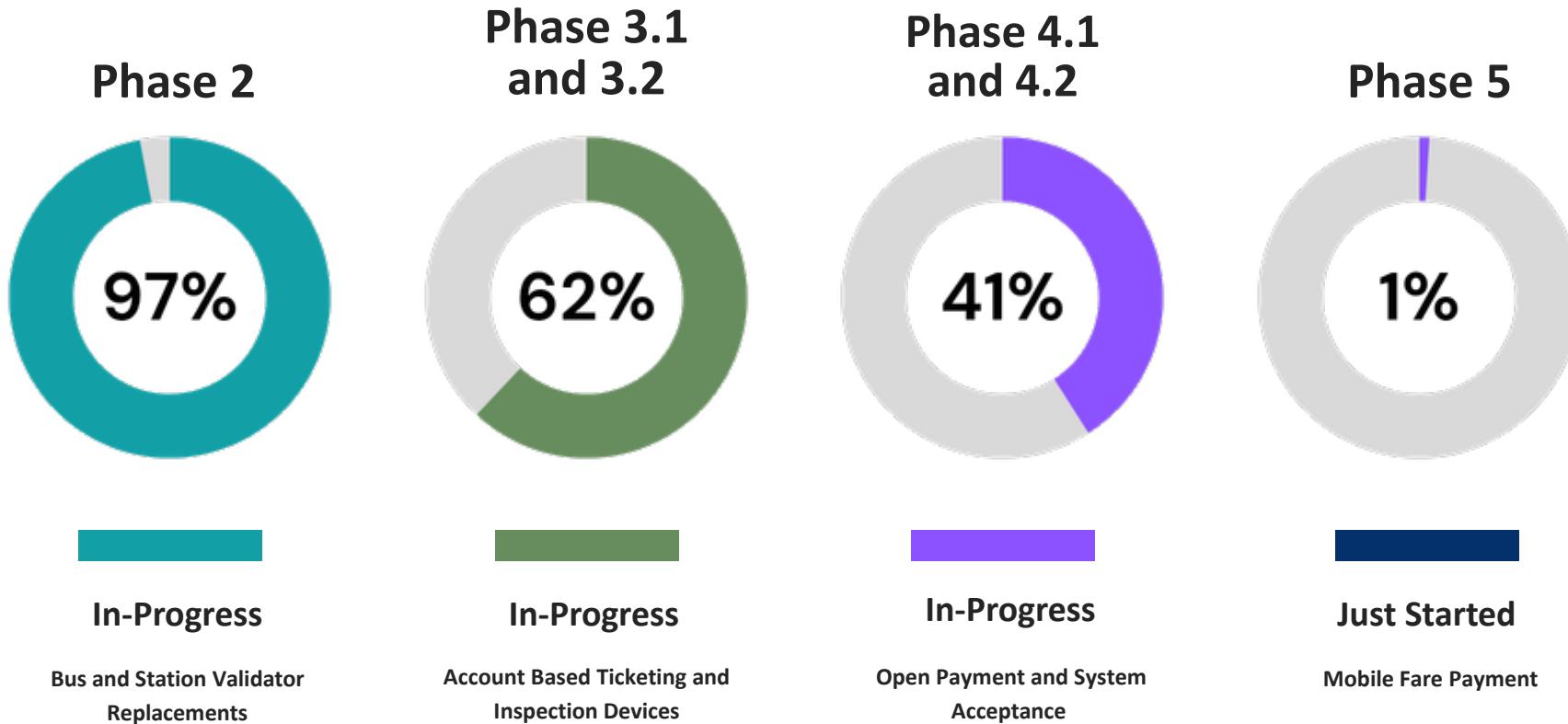




# NEXTGEN ELECTRONIC FARE COLLECTION REPLACEMENT PROJECT

April 2026

# PROGRESS TOWARD A MODERN FARE SYSTEM



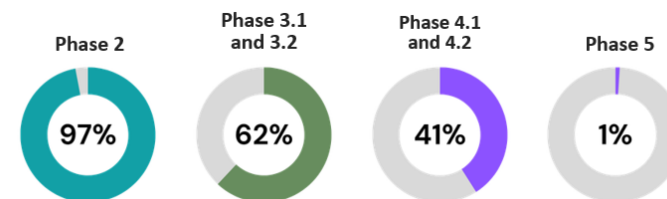
# NEXTGEN ELECTRONIC FARE COLLECTION PROJECT

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

Phase	Project	2025		2026				2027				2028
		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Phase- 2	Bus Validators	Complete										
	Station Validators	In-Progress		>>>>								
Phase- 3.1	Back Office System	In-Progress		>>>>								
	Vend FAREPAY Cards at TVMs	In-Progress		>>>>								
	Integrated Web Portals	In-Progress		>>>>								
	Fare Inspection Devices	In-Progress		>>>>								
Phase- 4.1	Open Payment	In-Progress				>>>>						
Phase- 3.2/4.2	Additional Features to Back-office			Paused				>>>>				
System Acceptance	System Acceptance (Phase 1-4)					Not Started	>>>>					
Phase- 5	Mobile Fare Payment			Just Started								

Specifically, the schedule update can be attributed to:

- Re-alignment of expectations
- Prioritization of key deliverables such as open payment
- Implementation of mobile fare payment

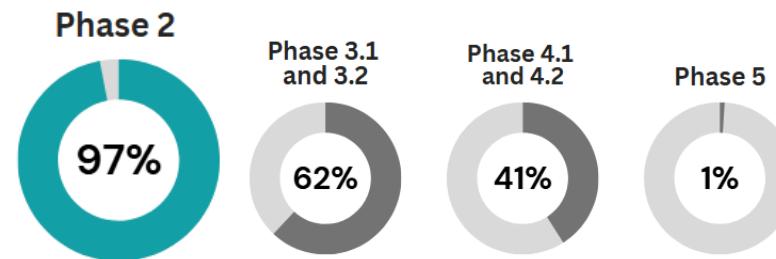


# PHASE 2: BUSES COMPLETE, STATIONS ADVANCING

Q2 of 2026



- All buses are now equipped with new S&B tap readers
- Approximately 40% of station validators have been upgraded (~200 remaining to be replaced)
- Full installation across all stations is projected for June 2026



# PHASE 3.1: UPGRADES FOR UTA EMPLOYEES AND RIDERS

Completed by Q3 2026

## Modern Fare Platform Delivered

- Fare system operations transition from UTA-managed to an integrated platform operated by S&B
- Customers use one simplified login for all fare-related needs

## FAREPAY available at Ticket Vending Machines

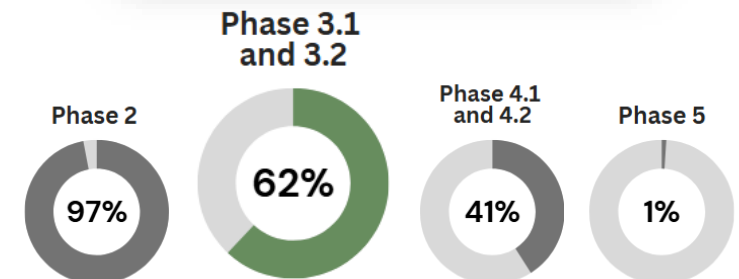
- Customers can purchase, reload, and check balances at TVMs
- Expands FAREPAY access by ~130 additional locations

## Fare Inspection Devices Updated

- Inspection devices upgraded to support the new account-based fare system

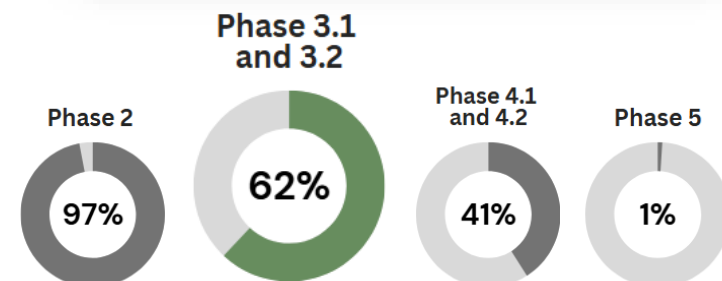
## Service Level Agreement

- 5-year agreement is starting



# PHASE 3.1: LAUNCH READINESS & COMMUNICATIONS PLAN

- Train UTA employees so they can help riders during the transition
- Communicate with riders in phases through social media, digital channels, signs, and system messages
- Provide on-site S&B staff at UTA to support training, go-live, and quality assurance
- Proactive updates to ensure customers and operations are ready for the new fare system



# PHASE 4.1: OPEN PAYMENT COMING Q4 2026

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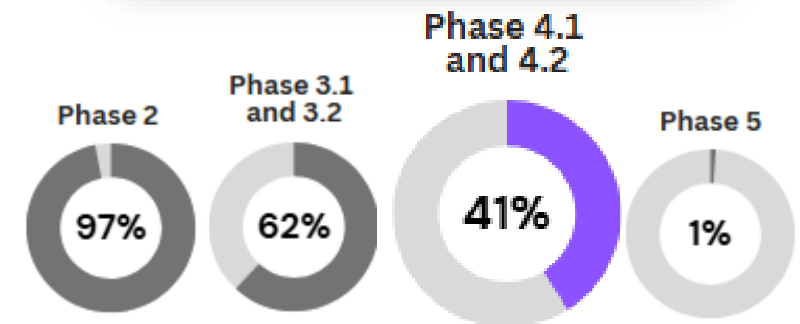
Card reader upgrades enable new features

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Tap-to-pay with personal credit or debit cards (including apple and google wallet)

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Designed for occasional and infrequent riders



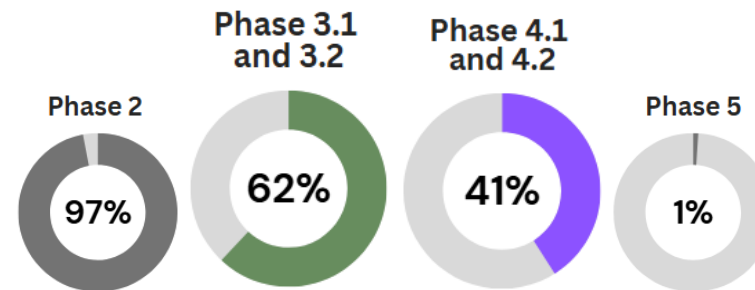
# PHASE 3.2, 4.2, AND SYSTEM ACCEPTANCE (FEBRUARY 2027)

Features shifted out of earlier phases will be delivered

Expanded tools across passenger, institutional, and service portals to streamline FAREPAY, entitlement, and account management

Strengthened administrative capabilities through improved reporting, data exports, and fare-editing functions

Verify that all features delivered in phases 1–4 meet requirements, function correctly, and are ready for final acceptance, excluding any phase 5 scope

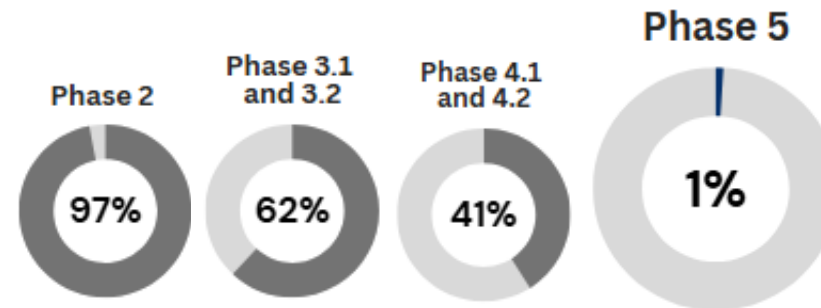


# PHASE 5: NEXT GENERATION MOBILE FARE PAYMENT (Q1 OF 2028)

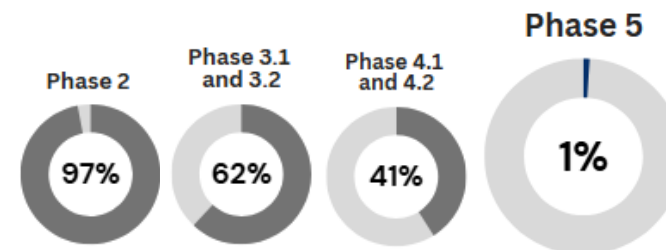
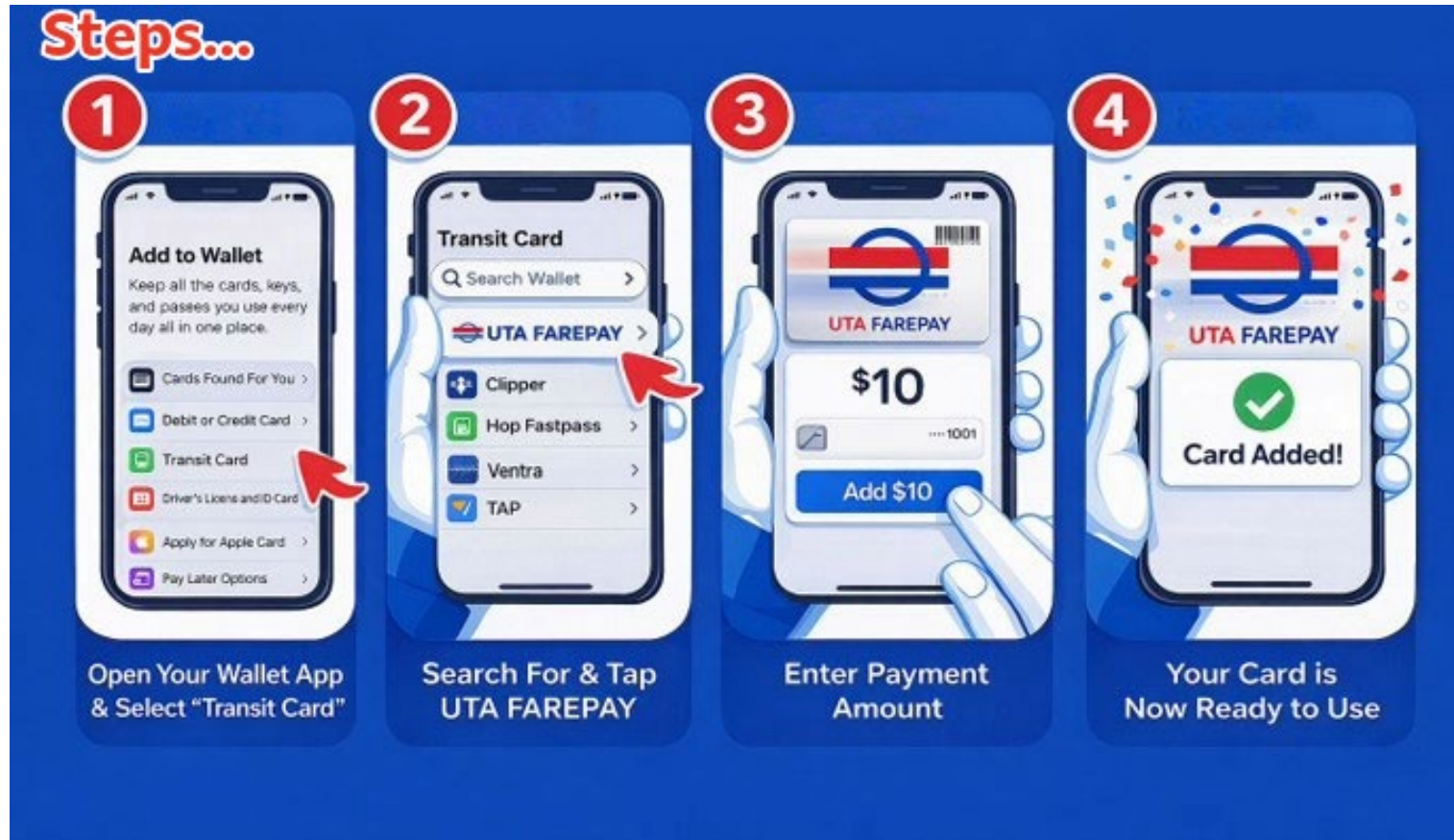
Riders tap their phone instead of carrying a physical farepay card



Term	Definition
Wallet	Apple & Google mobile wallet applications
Virtual FAREPAY card	NFC FAREPAY card in the Wallet
Provisioning	The process to get a Virtual FAREPAY card



# PHASE 5: WHAT UTA'S MOBILE WALLET COULD LOOK LIKE



# PHASE 5: THE NEXT GENERATION OF MOBILE FARE PAYMENT IS SIMPLE, FLEXIBLE, AND RIDER CENTRIC

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Simplified, best fare policy

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Ditch the plastic card

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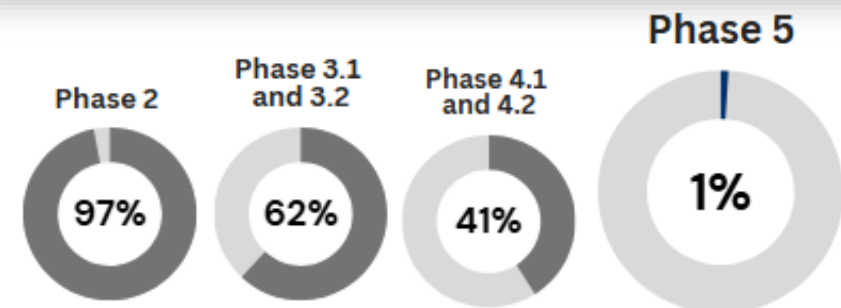
Better rider experience

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Cash reloads at TVMs

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Moves with riders from school to work and across devices



# QUESTIONS?

