

FARE COLLECTION SYSTEMS AND THE NEW FAREBOX INITIATIVE

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FARE COLLECTION VISION FOR THE FUTURE

- CTA's fare collection systems are premier customer engagement tools. In recent years, CTA has been focused on making critical investments that will create a more modern, integrated, and seamless fare systems.
- **Goals for Fare Collection Systems:**
 - High-quality and frictionless customer experiences
 - More comprehensive and personalized customer engagement
 - Establish a strategic partnership ecosystem that delivers new and expanded features for customers (e.g., building on Divvy partnership)
 - A more connected and seamless experience that emphasizes being proactive rather than reactive
 - Continued accessibility of service for all travelers no matter how they want to pay
- We are aiming to continue to be the leader in fare collection, customer engagement and mobility partnerships



BACKGROUND ON FARE COLLECTION

Where We Started

- The current fareboxes were installed in early 1990s as a completely standalone system on the bus
- In 1997, the magnetic stripe tickets were introduced followed by the contactless Chicago Card / Chicago Card Plus in 2001
- In 2013, CTA transitioned from the Chicago Card to Ventra - the first and largest account-based transit fare collection system in the country

Recent and Future Enhancements

- Bus balance check, portable fareboxes, and Express Vending Machines
- Fully redesigned Ventra App with trip-planning capability and integration with Metra, Pace and Divvy
- Ventra Card on iPhone, Apple Watch and Google Pay
- Upcoming Ventra 3 launch ('23 and '24)
 - Complete overhaul of the Ventra backend system and new customer facing tools

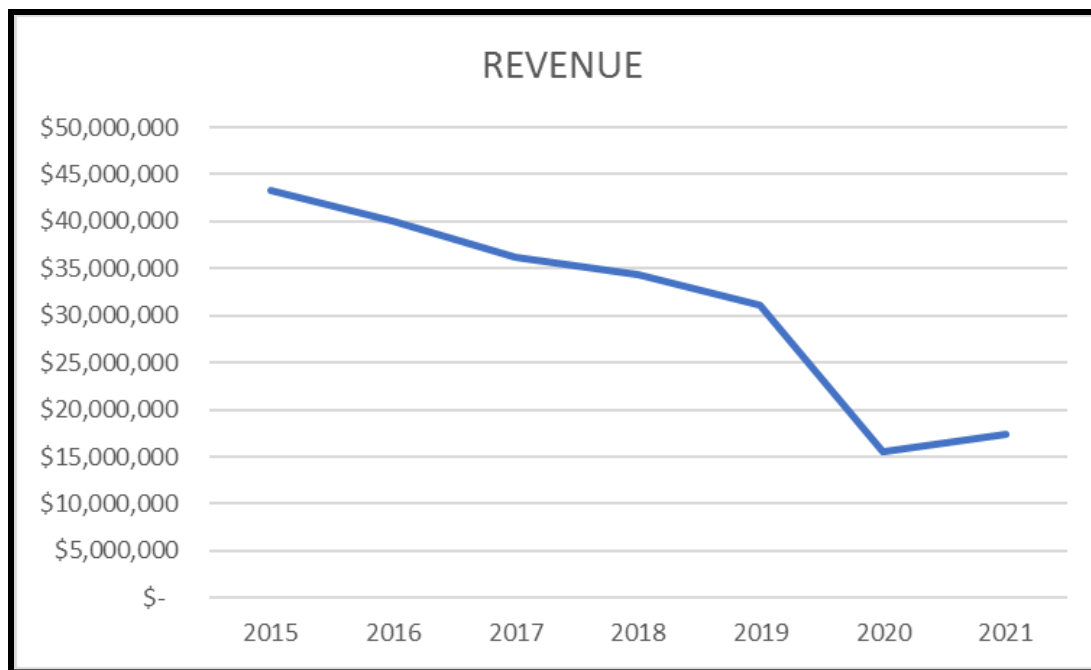


EXISTING FAREBOX CONFIGURATION

- **37-year-old farebox and vaulting system:**
 - Separate operator logon procedures
 - Old cash and coin collection process
 - Lack of real time reporting which delays accounting process and requires every bus to be vaulted each night
 - Not integrated with other bus systems
 - Mechanical components require constant maintenance

9+ MILLION BUS RIDES EACH YEAR PAID WITH CASH

- Jan - July 2022 cash collections are \$9.68 M.
- 2022 monthly average collections are \$1.38 M and comparable to 2021 revenues.



2021 revenue:
\$17.3 million

NEW FAREBOX INITIATIVE

- **It is now time to replace the 37-year-old cash and coin farebox and vaulting equipment**
- **CTA's Goals for Farebox replacement :**
 - Maintain the cash payment option for customers that is easier to use and more modern
 - Integrate with Ventra and other bus operating systems
 - Provide real-time ridership and revenue information
 - Generate operational efficiencies throughout fare collection process
 - Improve accuracy from fare collections to cash deposits

SCHEIDT AND BACHMANN FAREBOX



SCHEIDT&BACHMANN 



Figure 56 – The FB|30 external components, easy to identify and use



PROJECT COSTS & IMPLEMENTATION

- **Project Cost:**

- Equipment, Software and Installation: \$30M
- One year Warranty: \$800,000
- Ongoing maintenance and support (5 years): \$2.1M annually

- **DBE commitment of 10.47%**

- Exceeds goal of 8%

- **Expected 2-year development, testing/pilot, and implementation schedule**

- Expect to start piloting fareboxes in summer/fall 2023

