

To: CapMetro Board of Directors
From: Catherine Walker, Executive Vice President and Chief Financial Officer
Date: December 27, 2022
Subject: Update on CapMetro's Customer Payment Systems project

The CapMetro Board approved changes to CapMetro's fare structure and policy in July 2022, preparing the organization to implement fare capping and Equifare, both supported by a new customer payment platform featuring account-based systems (Amp). When the Board approved changes to the fare structure and policy, we committed to providing an update at the end of this year regarding progress on implementation. As part of our work to pilot the technology for several months ahead of a formal launch, it has become clear that we must shift the launch date back from early 2023, to summer 2023 at the earliest.

CapMetro's technology contractor has been unable to provide a working product that is ready for public release. We have taken remedies as appropriate within the bounds of the contract to correct these issues and are continuing to work towards resolution.

CapMetro is relying on this fare structure and policy, and the supportive technology to increase equity in our fares and access to the transit system. Many of the concerns we've heard from the community about transit access for our most vulnerable neighbors we still believe can be addressed once the technology is ready to go live. In the short-term, the emergency allotment of passes through the Transit Empowerment Fund (TEF) has met the community need for immediate access to transit and will provide CapMetro with valuable data to re-design the future TEF agreement and structure. In early November 37,000 passes were distributed and to date 1,483 unique passes have been used for approximately 34,500 boardings.

We look forward to keeping the Board apprised of our progress on this initiative, our collaboration with TEF, and our work with our contractor to ensure the needs of our community, our customers, and our organization are met.

If you have any questions regarding this update, please reach out to Ed Easton (Ed.Easton@capmetro.org) and he will coordinate a response or a briefing time.