



April 11, 2022

Miami-Dade Department of Transportation and Public Works

TFLEx Workshop Spring 2022
Navigating the Post-COVID Financial Landscape

Fare Policies for the New Commute
Robert Villar, Assistant Director of Finance



2008-2009 Fare Collection System Replacement

- 14th largest public transit system in the US
- Largest transit agency in Florida
- 281,700 weekday boarding's
- 23 Metrorail stations
- 95 Metrobus routes with 800-bus fleet
- Multilingual community



EASY Card Fare Collection System (NFC)



EASY Card and EASY Ticket system is a successful multi-modal/multi-agency contactless smart card solution

- Fare collection media for Metrorail, Metrobus, and Tri-Rail Commuter Train
- Installed in 2009 with many industry advances included
- Upgraded from magnetic strip cards eliminated paper ticket transfers

System provided by Cubic Transportation Systems





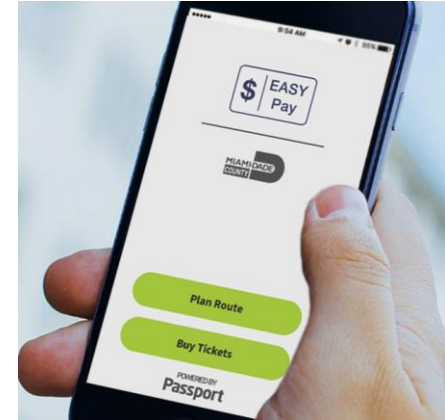
EASY Pay Miami Mobile App Rollout 2016

EASY Pay App developed by Cubic & Passport

- Initial phase: 1-Day Pass (up to ten 1-Day Passes)
- Available on Apple and Android devices
- Training developed by Passport for customer service & operations

Challenges & Successes

- Barcode installation on Metrorail
- Fare product limitations
- Widely accepted by Miamian's
- Phase 1, add 1-Week Pass
- View Trip History





Miami-Dade Back-Office Cloud Migration 2017

Update to latest back office software

- Migrated from self-hosted to cloud-based model
May 2017
- Cubic via Microsoft Azure

Establish credit card security PCI 3.1 compliance May 2017



Asset refresh to fare terminals

- Device computers, EASY Card readers, contact credit card readers (in progress)
- Connection of buses to 3G for faster autoloads (in progress)

Training by Cubic to DTPW Divisions



Miami-Dade Modernization

Upgrades to App for new features

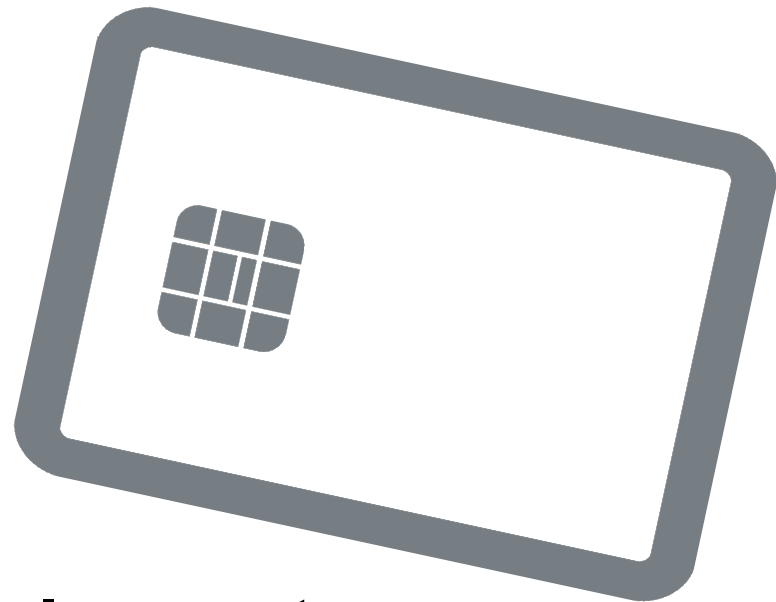
- Trip planning
- Real-time tracking

Systemwide rollout of Europay / Mastercard / Visa (EMV) payment acceptance

- Provides higher security
- Use of EMV (chip cards) at TVMs & TOMs

Roll out of new retail terminals (replacement for current devices at various retail locations)

- Tablet-based solution





Miami-Dade Modernization

Acceptance of open payment media at Rail Stations

- Apple Pay
- Google Pay
- Wearables tied to credit cards
- No prepayment required – simply touch at an entry device (gate, validator, or farebox)

Virtual EASY Card within the phone

NFC phones can behave like an EASY Card





Miami-Dade Modernization

Acceptance of open payment media

- Apple Pay
- Google Pay
- Wearables tied to credit cards
- No prepayment required – simply touch at an entry device (gate, validator, or farebox)

Virtual EASY Card within the phone

NFC phones can behave like an EASY Card





Contactless payment is available on Metrobus and Metrorail





COVID-19 Impacts Transit

- Fares Suspended March 22, 2020 – May 31, 2021
 - Bus/Rail one-way fare \$2.25
 - STS one-way fare \$3.50
 - FY 2019-20 Fare Revenue Budget \$85 million

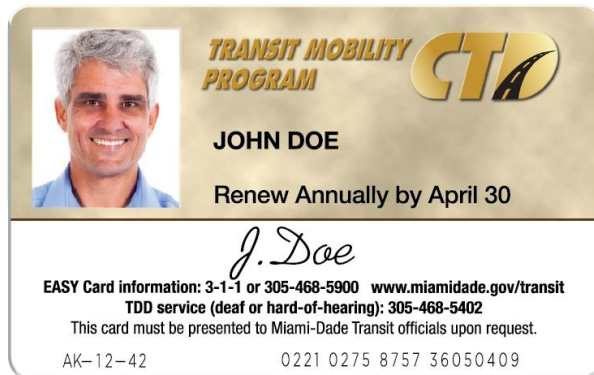
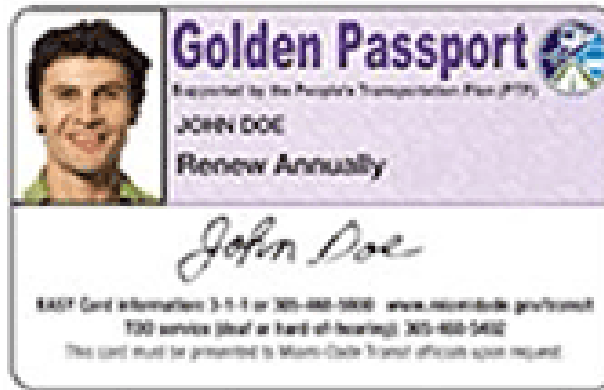


How did we prepare for reinstatement of fares?

- Reduce system touch points
 - Entry only Tap at rail, eliminated Tap out
- Expanded Fare Capping to all products (Except cash)
 - Open Payments began with One-Day Pass Cap
 - Closed-Loop NFC Card programming occurred during the fare suspension
- Eliminated Bus/Rail and Rail/Bus Transfers (\$0.65)
- Transitioned College-Discount Program onto Mobile Month Passes
- Introduced a \$45 monthly transit parking pass (\$11.25 monthly parking previously only available with Monthly Pass)



How did we prepare for reinstatement of fares?



- Expanded outreach for fare-free transit products
- Automatically extended the expiration of passes that required renewals.



What does the future of Miami-Dade look like?

- Strategic Miami Area Rapid Transit (SMART Plan)
 - Rapid Corridors:
 - Beach
 - East-West
 - Kendall
 - North
 - Northeast
 - South Dade Transitway



Challenges of existing system

- 3G models are end-of life
- Highly proprietary system
- Cubic is not backwards compatible
- Cash usage is diminishing but no where zero
- Buses do not have mobile ticket validator
- Limited mobile ticket validators at metrorail
- South Dade Tranistway, Beach Corridor, and North Corridor contracts all requested out of Cubic integration



Next Steps

- Working with HNTB to develop new Fare Collection Scope
- Issue RFP for new Fare Collection
 - Back-office
 - Front end devices (COTS when possible)
 - Segregate cash fares from validators
 - Integration with others



THANK YOU