

### Calgary Transit Fare Payment System Goals

| Topic                                  | Theme  |
|--|--|
| <b>The Customer</b>                    | Provide convenient choices for buying fares, ideally self serve  |
|  | Must be easy to use and comprehend   |
|  | Support Smart Payment (standards based contactless media (EMV), Phones with NFC etc)                     |
| <b>Planning Objectives</b>             | Provide data about the customer  |
|  | Support zone based / distance based fares (key future goal)  |
|  | Allow for fare policy to be optimized  |
|  | Help optimize and support “last mile” service delivery   |
| <b>Operational Needs</b>               | Not impede operator’s ability to maintain the schedule   |
|  | Transit operators will not be key to the validation process  |
|  | System reliability must exceed 99.9%   |
|  | Reduced cash handling as users migrate to Smart Payment  |
|  | Support real-time payments   |
|  | Operate in parallel with existing fare products (cash for a long time)                                   |
| <b>Security and Risk Management</b>    | System security can be updated to meet evolving threats  |
|  | Enforcement of fare violations are defensible in court   |
|  | Enforcement of fares can occur in real-time  |
| <b>Economic Objectives</b>             | Offer a value proposition to Calgary Transit   |
|  | Support partnership opportunities with Calgary Transit and special events, sports and / or entertainment |
|  | Minimize impacts to the cost of fare collection (minimize operating cost)                                |
| <b>Desired Functional Requirements</b> | Be account based, a key to customer data.  |
|  | Support card or mobile application payment   |
|  | Support real-time payment  |
|  | Be flexible to support time and zone based fares (tap off functionality)                                 |
|  | Systems should calculate appropriate fare  |
|  | Distinguish between valid and invalid fare media   |
| <b>Other Objectives</b>                | Support Calgary Transit Access in future phases  |
|  | Integrate with Fare Entry  |
|  | Integrate with other key systems (CAD/AVL, APC)  |
|  | Support open / no gate environments  |
|  | Support multiple agencies and City applications  |