Transit Vehicle Farebox System Contract

June 28, 2016

SFMTA Board of Directors

Background

- Existing fareboxes date back to 1991 and are nearing the end of their useful lives
- The fareboxes were refurbished in 2008 but were not upgraded
- The current vendor no longer manufactures or supports the existing fareboxes
- There are insufficient fareboxes to support fleet expansion
- Existing farebox do not provide records of individual transactions for reconciliation and data analytics purposes
- Current paper transfers result in operator safety issues

New Farebox (left)
Existing Farebox (right)

New Farebox System Benefits

- Improve dependability and reliability

- Minimize interaction between Transit Operators and fare equipment, except to record the fare transaction type

- Improve revenue security through improved accountability and tracking of revenues and ridership

- Reduce costs of operations and maintenance

- Replace pre-printed tear-off transfers/fare receipts with on-demand real-time printing of transfers/fare receipts

- Accommodate future fare policy changes

- Tracks individual fare transactions and associates them with routes and boarding locations for data analytics

- Improved Transit Operator security through reduced transfer theft – transfers have no value unless issued by the farebox
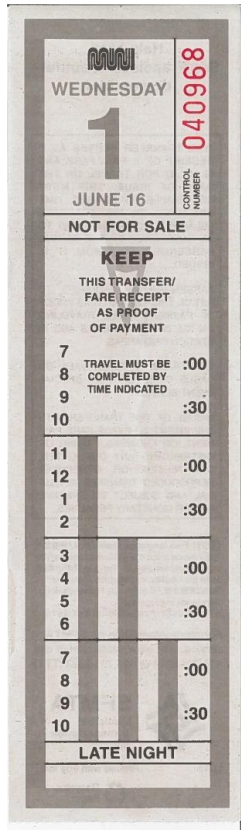
General Contract Terms

Contract Terms	Description
Vendor Selected	SPX Genfare
Length	5 Years (following installation), plus options for two additional 5-Year Terms
Cost	$21.9 million + $0.6 million for annual preventative maintenance (not to exceed $30 million)
Fareboxes	1,336 (includes 50 spares)
Vehicles	Trolley Coaches, Motor Coaches, Historic Streetcars and Light Rail Vehicles (incl. Siemens)
Other Major Equipment	24 Mobile Vaults 60 Mobile Bins 9 Garage Computers Software System Spare Parts CAD/AVL System Integration

Farebox Features

Transfer Dispenser

Color Display

Bill Slot

Coin Slot

- Farebox is compliant with the Americans with Disabilities Act (ADA)

Transfers/Fare Receipts

- On-demand real-time printing of transfers/fare receipts from the farebox
- Consistent expiration time
- Fare category printed on ticket (adult, discount)
- Transfers have no value unless issued by the farebox
- Less transfer waste

Revenue Transfer and Collection System

- The Farebox System allows for the secure transfer of cash revenues from the farebox to SFMTA's Revenue Collection Facility

Cashbox – Stores revenues securely within the farebox and cannot be opened by Revenue Collections staff or others without security credentials

Cashbox Receiver (top) – Cashbox is emptied here

Mobile Bin (bottom) – All revenues are collected in this bin and transferred in a secured vehicle to SFMTA's Revenue Collection Facility

Stakeholder Outreach

Stakeholder	Outreach & Training Intiative
General Public	• Launch public outreach campaign on how to use the new farebox in conjunction with Fiscal Year 2017 fare changes
Labor Unions	• Engage and coordinate with all unions whose members will be impacted by the farebox system
Transit Supervisors and Operators	• Demonstrate how to operate the farebox and issue transfers
Station Agents	• Demonstrate how to validate transfers visually for manual faregate release
Electronic Maintenance Technicians	• Demonstrate how to perform first-line maintenance on farebox modules
Fare Collections Receivers	• Demonstrate how to empty fareboxes • Demonstrate how to restock transfers
Transit Fare Inspectors	• Demonstrate how to validate transfers visually
Revenue Operations	• Demonstrate how to use the vendor software system to reconcile revenues and monitor security
Information Technology	• Demonstrate how to use the vendor software system to record farebox transactions and store records in SFMTA's data warehouse

Timeline

Date	Event
June 28, 2016	SFMTA Board Approval
July 28, 2016	Board of Supervisors Approval
August 2016	Notice to Proceed Design Review Training
November 2016	Farebox System Installation at a Pilot Operating Division
December 2016- March 2017	Farebox System Installation at remaining Operating Divisions
Spring 2017	Farebox System Acceptance