

# **METROPOLITAN TRANSIT AUTHORITY OF HARRIS COUNTY**

## **Credit Card Fare Collection System**

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# INTRODUCTION

METRO processes credit/debit card transactions using multiple devices:

- Credit Point of Sale Devices (CPOS)
- Ticket Vending Machines (TVM)
- Terminals at RideStore
- Website



# Credit Point of Sale Device (CPOS)

- METRO has a total of 29 CPOS devices.
- One unit is installed at each METRO Park & Ride.
- Available at RideStores for self-service.
- Units accept credit and debit cards only.
- Secured with METRONet video surveillance.



# Ticket Vending Machine (TVM)

- METRO has a total of 60 TVM devices.
- Two are installed on each METRORail platform.
- Available at RideStores for self-service.
- Machines accept credit, debit and cash.
- Used to load value on METRO Q<sup>®</sup> fare cards.
- Units dispense a single-ride rail ticket for \$1.25.



# Terminals at 1900 Main METRO RideStore

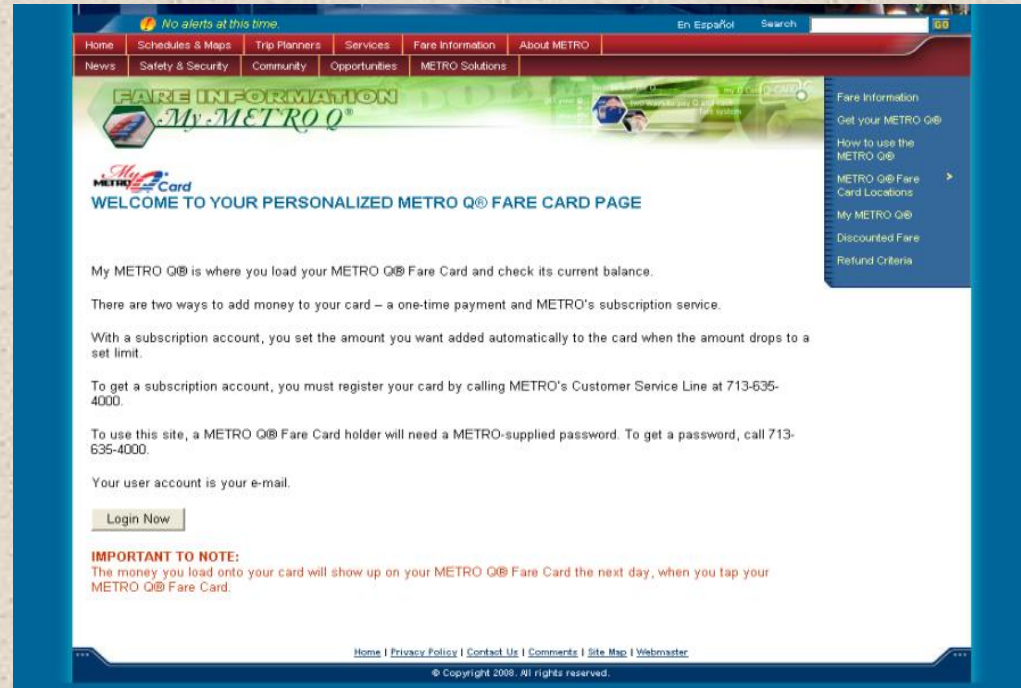
- The 1900 Main RideStore has five operating windows equipped with Chase credit card terminals.
- Customers can load value to their METRO Q fare cards via credit, debit, or cash.
- The 1001 Travis RideStore is completely automated.



# METRO Website

- Riders with a registered METRO Q fare card can use a credit or debit card to add value to their fare card, available for use the next day.
- This page also includes complete information about the METRO Q fare card and contact numbers.

[www.ridemetro.org](http://www.ridemetro.org)



## Login

**User Name\***

**Password\***

[Forgot Password](#)

**Note: Not a registered user? Please [click here](#) to recharge.**

# Outsourcing to Chase Banking Servers

- In October 2009, METRO successfully migrated its credit/debit applications to Chase Paymentech LLC.
- The application is connected with the ACS banking server in Tarrytown, NY .
- Reduced credit/debit card processing costs by \$9,000 per month.
- Faster response time for customer sales transactions.
- Improved reporting and tracking of credit/debit transactions.
- All of METRO's sales equipment is now networked with Chase.



# Next Steps

- METRO is actively pursuing a bank card pilot program as the next phase of the METRO Q<sup>®</sup> Fare Card system. The goal of the pilot is to demonstrate functionality and identify cost savings.
- Since January 2008, METRO has distributed 700,000 METRO Q fare cards, and there doesn't appear to be any major hurdles to convert these cards to bank cards.

