

NJ TRANSIT'S BNR PILOT

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NJ TRANSIT

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NJT BNR PILOT CRITERIA

⦿ Cost Savings

- Reduce revenue service intervals
- Reduce float
- Convert physical money into electronic revenue

⦿ Enhance Customer Experience

- Minimize/Reduce the use of unpopular dollar coins
- Cash back option
- Better TVM performance

BNR SUCCESSES

- ◎ Reduce operating budget
 - Decrease revenue service intervals
 - NYPS pilot TVM revenue service reduced by 75%
 - Light Rail pilot TVM revenue service reduced by 75%
 - PABT pilot TVM revenue service reduced by 50%
- ◎ Customer friendly
 - Ability to accept larger bill denominations
 - Versatile change options
 - Cash back option
 - Increased TVM uptime

BNR CHALLENGES

- ⦿ Required software and hardware modifications
 - Trial and error software tweaks to allow BNR & TVM to work efficiently
 - Scheduling recycler purges
- ⦿ Service training & learning curve
 - Maintenance
 - Revenue