

Renew and Replace Miami's Challenges and Successes

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System Replacement 2008-9

- **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



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

Challenges and Successes

- Magnetic cards & paper transfers to Smartcard
- Multilingual community (English/Spanish/Creole)
- Fully define smart card distribution plan (Phases) Golden Passport, Corporate, College, K-12 Students
- Clear communications at all levels (Fare Collection 101)
- Employee training, good public information effort, contact center, website, social media, etc.



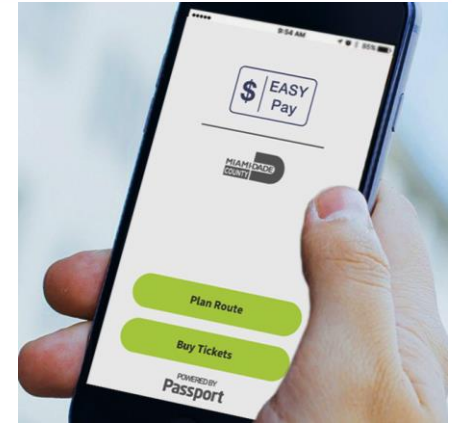
EASY Pay Miami App Rollout

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



Cloud Rollout

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



DTPW Modernization

Upgrades to App for new features

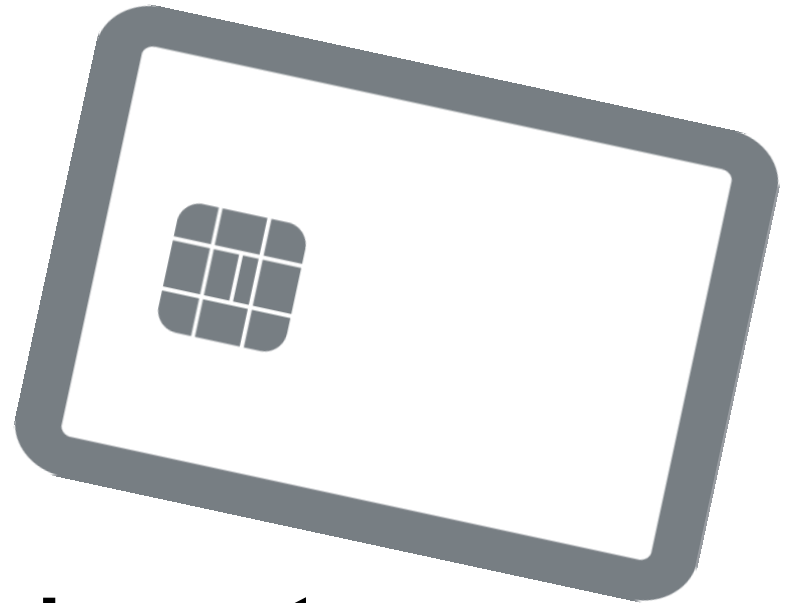
- Trip planning
- Real-time tracking

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



DTPW 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

