The Rapid's New Fare System Implementation

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Who We Are

The Interurban Transit Partnership (ITP) or "The Rapid" is the public transportation system serving the six municipalities in the greater Grand Rapids metro area including Grand Valley State University, Grand Rapids Pubic Schools and Grand Rapids Community College.

The Rapid provides over 12 million rides annually and has been twice named the Outstanding Public Transportation System in North America.

The Rapid's Goals for the *e*-fare Project

- Decrease dwell times at stops and improve the system's overall on-time performance through faster fare payment processes

- Streamline The Rapid's fare collection system using new technologies and management tools

- Reduce the need for Rapid drivers to interact with the passenger for fare payment

The Project should drive the SCHEDULE, NOT the other way around!!!!

Project Overview

- Account-based regional electronic fare collection system – *e*-fare

- All-inclusive back-end revenue management and clearing-house system

- Open API integration with four 3rd party vendors

Project Scope

- 150 Fixed-route buses with onboard fare validators

- 34 Platform-mounted fare validators on BRT Silver Line

Interfaces To 3rd Party Suppliers

- Avail Technologies CAD/AVL system
- Scheidt & Bachman retail sales terminals & Ticket vending machines (TVM)
- Genfare/SPX fare boxes
- ABILA GL applications
- **init** is the systems integrator for the project

Integration Challenges

- All four vendors compete with one another in one or more areas
- What is the motivation for them to play well together?
- Flow down language can be a real problem
- Schedule, schedule, schedule

INIT Interface with Avail

- The Rapid uses Avail's AVL/RTPI system

- Avail driver terminal provides The Rapid's location-based information with single log on

- INIT fare validator interfaces with driver terminal for communicating fare validation in real-time to the back-end system

INIT interface with GFI Genfare

- Single sign on for GFI fare boxes, Avail data terminal and INIT fare validator

- GFI Odyssey fare boxes

- INIT electronic fare validators

- INIT interfaces with Genfare's back-end revenue management system for daily revenue reconciliation

INIT interface with Scheidt & Bachmann

- Scheidt & Bachmann TVM's and retail sales outlets

- INIT interfaces through a fare distribution API to send fare tables to the Scheidt & Bachmann TVM's and sales outlet terminals

- INIT back office will receive real time sales and use information from the TVM's

Current Schedule

- Pilot testing with about 200 system users in September

- Soft roll-out in late December

- Eliminate ALL magnetic strip media by the end of 2018