

REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
11	03/23/15	Open	Information	03/12/15

Subject: Smart Card Update

ISSUE

Update on the Regional Smart Card Project (Connect Transit Card).

RECOMMENDED ACTION

None, information only.

FISCAL IMPACT

None.

DISCUSSION

Sacramento Area Council of Governments (SACOG) staff will provide the Board with an update on the upcoming implementation of the Connect Transit Card, the Sacramento region's new smart card transit fare system. SACOG is the project manager and project lead on the Contract with Innovations in Transportation, Inc. (INIT), the vendor installing the new system.

The Connect Transit Card will allow passengers in the Sacramento region to use one card to ride nine transit systems. The Connect Transit Card installation and testing are nearing completion. Regional Transit and eight other transit agencies plan to implement the system when it is functional and ready for use.

Below is a list of issues that have delayed the implementation:

- The original schedule was to implement the system during the Summer of 2014. Prior to the planned implementation date, the system was piloted and found to have flaws and shortcomings. Some of the missing functionality required changes to the original scope and others were failures on the part of the vendor.
- The new corporate accounts module was added to the scope and began development and was scheduled for delivery in Nov/Dec 2014.
- The early version of corporate accounts delivered in February 2015 had significant flaws and required corrections and repair of other modules that were damaged as part of the delivery of the corporate module. In early March a new delivery of corporate accounts was provided that caused the Customer Service Workstation to be unable to print cards. A new version was provided on March 11 that is now in testing.

Approved:

Presented:

Final 03/17/15

General Manager/CEO

Chief of Facilities and Business Support Services

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- Currently there are 101 open issues being tracked in the Issues Report being maintained by RT staff. Of these issues fifty six have been identified as critical to the operational readiness of the Connect Transit Card System.
- The light rail station equipment consists of Tap Devices and Add Fare Machines. The Tap Devices are on site. They are ready for installation and in many cases already installed. The open issue with these devices is the on-going connectivity to the system. Originally they were not staying connected to the network for long periods. They are now generally staying connected, but there are a few that are losing connections for longer than 15 minutes. The vendor has been asked to provide reliable connectivity every 15 minutes. The Add Fare Machines are arriving and being tested for functionality. Upon successful testing they will be installed. The Add Fare Machines were delayed because of a technology change in the credit card hardware.
- RT staff has prepared the stations for the Tap Devices and Add Fare Machines. The stations are ready and waiting for equipment.
- All of RT's bus equipment was installed before last Summer.
- RT staff began printing employee Connect Transit Cards to be used for testing the system on March 16th.