

AFC 2.0

Next generation MBTA fare system

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Next generation fare collection

Time for investment in a new system



- Make it easier to pay
- Offer convenient options for fare media
- Provide more places to purchase and reload
- Support tap on for all transit modes

- Improve accessibility for seniors and people with disabilities
- Meet the needs of and provide increased access to low-income, minority, and other disadvantaged groups

- Replace worn hardware
- Update outdated software and back office
- Provide a secure communications network to exchange data
- Keep assets in a state of good repair

- Provide fully reconciled, auditable and accurate revenue deposits and reports
- Reduce system-wide cost of fare collection
- Control fare evasion
- Prevent fraud

- Improve ridership and revenue data
- Reduce vehicle boarding and fare collection times

- Enable fare policy innovation
- Integrate with other agencies, modes, carriers and services
- Adopt best practices from other transit agencies
- Provide configuration and operational flexibility

Components of the new system



Board at any door

All-door boarding on bus and Green Line

- Multiple readers will be installed at all doors on buses and Green Line trains
- Passengers can quickly board at any door and tap on
- Large tap area means that users don't have to be as precise with their taps

Removing cash from on-board vehicles

- Validators will replace fare boxes
- Will be installed alongside fareboxes during the transition
- Fare boxes will be removed after the transition is complete



Faster buses and Green Line trains

- Having tap areas at every door of vehicles supports all-door boarding
- Improvements to customer experience and service
- Loading passengers through all doors is expected improve bus speeds by up to 10%



Pay before you board more easily

Easier to get a fare card and add value

- Fare vending machines dispense cards
- Cards available at retail locations



Travel without a fare card

Bring your own media options:

- Contactless credit card
- Mobile devices

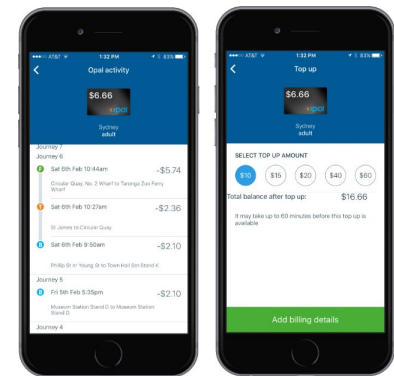
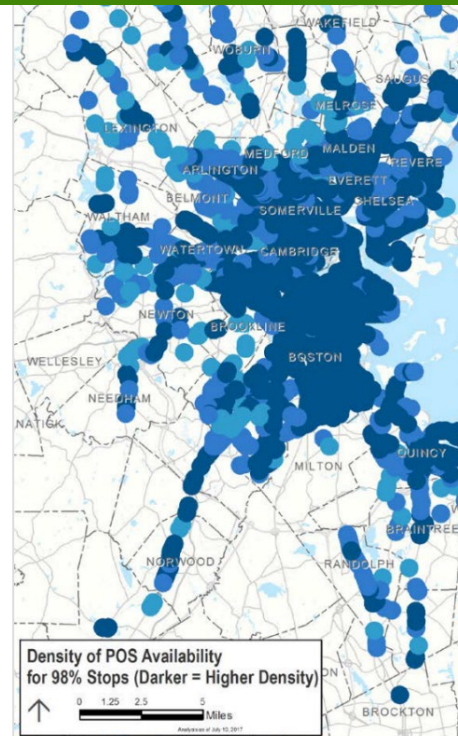
In stations



At bus stops



At more retail locations



Pay with cash at all locations



Tap everywhere

Initial rollout includes all transit modes



Pay on the platform

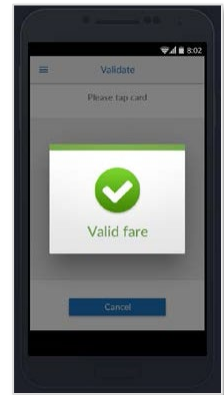
Station validators will be installed on all platforms at Commuter Rail and Mattapan Line stations

- Top up or purchase a pass before you ride
- Tap on before you board
- Use any media: fare card, mobile phone or contactless credit card

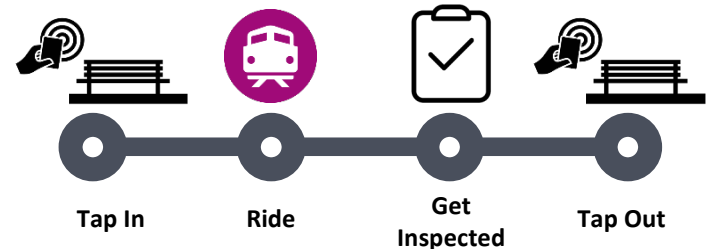


On board check

- Handheld devices will be used on board to check validity of fare media
- Passengers may be asked to present proof of payment



Tap off for distance-based fares



Transition to new fare media



New gates after media transition is complete

- Full hardware replacement in all gated stations
- Every gate will have tap targets on entry and exit sides to support option for future implementation of tap out
- All gate aisles will be wider

Transition gates

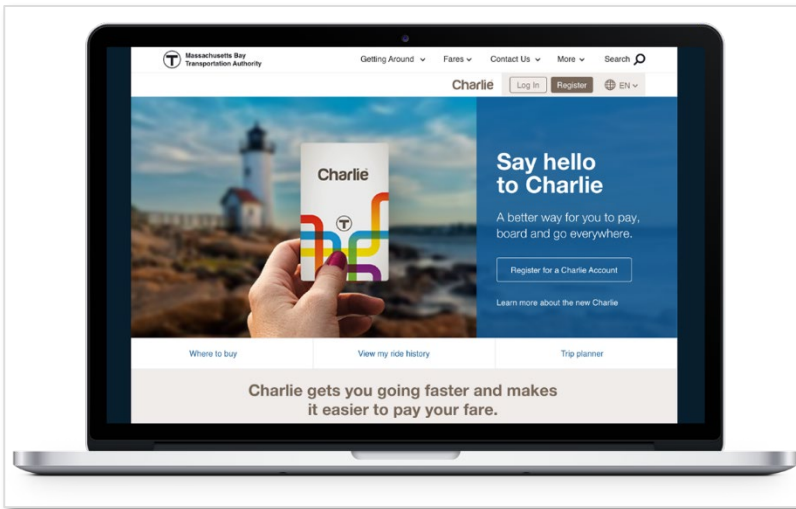
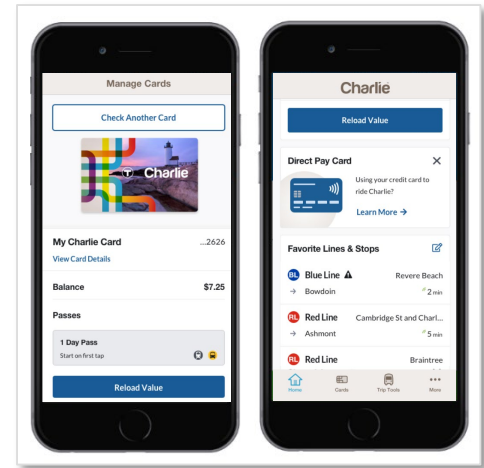
- Existing gates will be fitted with additional tap targets to accept new media
- Approach allows for construction to be completed after everyone is already using new fare media



Manage your account

Website, mobile app and call center services

- Check balance
- Purchase value or passes
- Set auto-recharge
- View account history
 - Travel taps and charges
 - Payments and purchases
 - Inspections
- Request a new or replacement fare card
- Register a fare card for loss protection
- Set personal preferences
 - Language
 - Accessibility
 - Alerts



Manage accounts for members of your organization

- New website for group account management
- For employers, schools and other organizations to manage transit accounts for their members
- Group administrators can manage membership and process orders in bulk
- Order custom fare cards which can double as a school or employer ID or access control card
- Group members will have self service options through the website, mobile app and call center

How is it being delivered

The MBTA is using two simultaneous contracts for the implementation of the AFC 2.0 system.

Systems Integrator (SI)

- Overall system design and basis of installation work
- Provide all devices and equipment
- Oversight and approval of DB work
- Back office system
- Installation on vehicles
- Public Private Partnership, Contract lasting 13 years, with two five-year extensions

Design-Builder (DB)

- Final design and installation of:
 - Gates at stations
 - Fare vending machines at stations and stops
 - Platform validators at Commuter Rail and Mattapan Line
 - Communications network
- Standard DB contract lasting 2-3 years