

| Showcase

Regional Working Group (RWG)

Innovative fare management for the future of the Florida Suncoast region.



In the Suncoast region of Florida, the Regional Working Group (RWG) sets new standards when it comes to inventive ideas. As a provider of transit services that enhance the quality of life in the Florida Suncoast area, it set out to implement a region-wide, Electronic Fare Management (EFM) and mobile ticketing solution with INIT as its partner.

Project at a glance

3 counties

400 vehicles

11 streetcars

4,056 sq. mile service area

1 acct.-based EFM system



Seamless and sustainable fare system and enhanced services.

› The task

The goal of the Regional Working Group (RWG) was to set up a regional fare structure that would incorporate three agencies, while allowing each to pick and choose from a combination of fare media options. The choices were as varied as the agencies themselves. Some wanted only passes and closed loop cards, while others opted for open payments, smart cards and/or mobile tickets. Additionally, special consideration for integration with different Long-Term Evolution (LTE) carriers as well as various vehicle layouts and internal Internet Protocol (IP) schemes was part of the scope.

Individual vehicle hard and software configurations had to be taken into account because incorporation with their respective vendors was necessary to build a fully integrated solution. The EFM system would also need to easily operate in tandem with third party CAD/AVL systems, general ledger applications, and legacy backend applications.

The installation of fare validators on nearly 400 vehicles ranging from fixed route buses, to historical streetcars, to beach trolleys would be part of the challenge, but the RWG chose to partner with INIT for the company's experience with implementing successful regional account-based fare systems globally.



› The solution

The scope of the RWG project includes the installation of INIT's PROXmobil3 fare validators on nearly 400 vehicles. The validators serve as real-time ticket validators for mobile 2D barcodes while supporting contactless EMV fare cards (open payments), branded regional fare media (closed loop) and third party contactless ID media, e.g. college IDs.

INIT's back-end clearing and revenue processing system, MOBILEvario serves as the core intelligence of the EFM project. MOBILEvario facilitates the management of the individual customer accounts, setting of fare rules, revenue processing, and statistical evaluation reporting. MOBILEvario is the key to integrating the three counties' various fare structures, while ensuring secure administration of each agency's data.

Also included in the project are Interactive Voice Response (IVR) applications and new enhanced web portals to allow customers to check their balances, register their cards and load values, as well as manage mobile payment applications using their smartphones.



▮ The fast validation process with PROXmobil3 provides riders with real-time account process management, easy contactless payments, and quicker boardings.



The system was designed following an open architecture approach. Using open APIs allows many partners associated with the project to be integrated without changes to the core system. These partners included payment service providers, mobile and web applications, as well as third party suppliers.

Incorporating open payments

In time, the use of credit and debit cards, as well as digital wallet-enabled smart devices for fare payments, were incorporated. Fare capping ensured passengers could receive the best possible fares by automatically capping prices when riders reached the daily or monthly thresholds simplifying payments for visitors and residents alike. The system was designed following an open architecture approach. Using open APIs allows many partners associated with the project to be integrated without changes to the core system. These partners included payment service providers, mobile and web applications, as well as third party suppliers.

The benefits



Convenient payment options



Real-time account management



Socially equitable fare capping program



Regional transit use



> The results

The RWG's new account-based system increases operational efficiencies by reducing the costs of cash handling, improving boarding times at stops and giving passengers more control over their own payment options. Integrated IVR and institutional web portals allow institutions and other contract-based entities to manage media, participants and products based on their individual contracts (MOUs).

Riders experience greater mobility throughout the Florida Suncoast region utilizing multiple fare payment options. The Flamingo Fares system provides passengers with more fare payment options using smart cards, credit and debit cards, and mobile tickets, higher security with account-based fares, and greater pricing equity through fare capping opportunities.

| The project at a glance

BY THE NUMBERS

Regional account-based Electronic Fare Management (EFM) system

Open APIs for integration with third parties

Communication via multiple LTE service providers

Revenue realization, recognition and revenue sharing software

Consumer support web pages

Web-based statistics software for analysis and reporting of fare collection, ridership and other information

Fully hosted application and central data system with additional offsite backup

Seamless support for future retail distribution networks

TASK

Set up a regional fare structure that would incorporate three agencies, while allowing each to pick and choose from a combination of fare media options.

SOLUTION

- The installation of INIT's PROXmobil3 fare validators on more than 400 vehicles.
- Flexible, secure revenue management and the integration of each counties' fare structures through MOBILEvario.
- Interactive Voice Response (IVR) applications and enhanced web portals so customers can conveniently manage their fare balances.

BENEFITS

- Increased operational efficiencies through reduced costs of cash handling and improved boarding times.
- More fare payment options using smart cards, credit and debit cards, and mobile tickets.
- Higher security with account-based fares.

*If you would like to know more about this project and featured INIT products, please contact us at sales@initusa.com.
We look forward to hearing from you.*

More than 1,400 transport providers worldwide rely on our comprehensive solutions to support them with their daily tasks

- *Planning & Dispatching*
- *Ticketing & Fare Management*
- *Operations Control & Real-Time Passenger Information*
- *Analyzing & Optimizing*

*Moreover, public transit agencies can also master all requirements of electromobility and set up a single sign-on mobility platform using our modular solutions.
A robust package of operational services completes the INIT offer.*

INIT is the worldwide leading supplier of integrated ITS, planning, dispatching and fare collection systems for buses and trains. For more than 40 years, we have been assisting public transit agencies in making public transit more attractive, reliable and more efficient.

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sales@initusa.com | www.initusa.com

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