



**SFMTA**  
Municipal  
Transportation  
Agency

# SFMTA Farebox Procurement

June 2, 2016

Citizens' Advisory Council

# Background

- Existing fareboxes date back to 1991 and are nearing the end of their useful lives
- The fareboxes were refurbished in 2008 but were not upgraded
- The current vendor no longer manufactures or supports the existing fareboxes
- There are insufficient fareboxes to support fleet expansion
- Existing farebox do not provide records of individual transactions for reconciliation and data analytics purposes



New Farebox (left)  
Existing Farebox (right)

# New Farebox System Benefits

- Improve dependability and reliability
- Minimize interaction between Transit Operators and fare equipment, except to record the fare transaction type
- Improve revenue security through improved accountability and tracking of revenues and ridership
- Reduce costs of operations and maintenance
- Replace pre-printed tear-off transfers/fare receipts with on-demand real-time printing of transfers/fare receipts
- Accommodate future fare policy changes
- Tracks individual fare transactions and associates them with routes and boarding locations for data analytics

# General Contract Terms

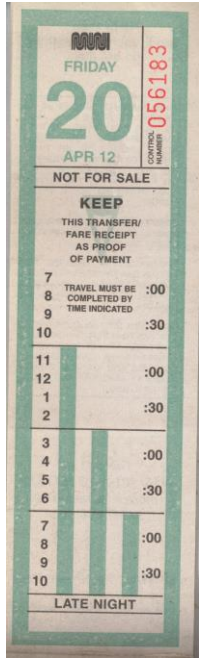
Contract Terms	Description
Vendor Selected	SPX Genfare
Length	5 Years (following installation), plus options for two additional 5-Year Terms
Cost	\$22.1 million + \$0.6 million for annual preventative maintenance
Fareboxes	1,350 (includes 50 spares)
Vehicles	Trolley Coaches, Motor Coaches, Historic Streetcars and Light Rail Vehicles (incl. Siemens)
Other Major Equipment	24 Mobile Vaults 60 Mobile Bins 9 Garage Computers Software System Spare Parts CAD/AVL System Integration
Timeline	Base System Installed in approximately 6 months

# Farebox Features



- Farebox is compliant with the Americans with Disabilities Act (ADA)

# Transfers/Fare Receipts



Existing  
Transfer



New  
Transfer

- On-demand real-time printing of transfers/fare receipts from the farebox
- Consistent expiration time
- Fare category printed on ticket (adult, discount)
- Improved Transit Operator security through reduced transfer theft – transfers have no value unless issued by the farebox
- Less transfer waste

# Revenue Transfer and Collection System

- The Farebox System allows for the secure transfer of cash revenues from the farebox to SFMTA's Revenue Collection Facility



*Cashbox* – Stores revenues securely within the farebox and cannot be opened by Revenue Collections staff or others without security credentials



*Cashbox Receiver (top)* – Cashbox is emptied here

*Mobile Bin (bottom)* – All revenues are collected in this bin and transferred in a secured vehicle to SFMTA's Revenue Collection Facility

# Stakeholder Outreach

Stakeholder	Outreach & Training Initiative
General Public	<ul style="list-style-type: none"><li>• Launch public outreach campaign on how to use the new farebox in conjunction with Fiscal Year 2017 fare changes</li></ul>
Transit Supervisors and Operators	<ul style="list-style-type: none"><li>• Coordinate with Local 250A</li><li>• Demonstrate how to operate the farebox and issue transfers</li></ul>
Station Agents	<ul style="list-style-type: none"><li>• Demonstrate how to validate transfers visually for manual faregate release</li></ul>
Electronic Maintenance Technicians	<ul style="list-style-type: none"><li>• Demonstrate how to perform first-line maintenance on farebox modules</li></ul>
Fare Collections Receivers	<ul style="list-style-type: none"><li>• Demonstrate how to empty fareboxes</li><li>• Demonstrate how to restock transfers</li></ul>
Transit Fare Inspectors	<ul style="list-style-type: none"><li>• Demonstrate how to validate transfers visually</li></ul>
Information Technology Revenue Operations and Farebox Shop	<ul style="list-style-type: none"><li>• Familiarize with vendor software system to store farebox transactions and status in SFMTA's data warehouse</li></ul>



# Timeline

Date	Event
June 6	Civil Service Commission Approval
June 21	SFMTA Board Approval
July 28	Board of Supervisors Approval
August	Design Review Training
September-October	Farebox System Installation at a Pilot Operating Division
Fall-Winter	Farebox System Installation at remaining Operating Divisions