# N·CATT

# Deciding the Fare Payment Technology that Fits Your Needs

This worksheet is designed to help you think through changes in fare payment technology.

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**Types of fare payment systems that exist**:

- Pay as you go: No account needed, open payments with limited infrastructure
- Account Based: Pay for each trip, top up as needed, allow for fare capping.
- Pass-based: Upfront cost, fewer transactions, the easiest way to fare cap

For a more in-depth look at the types of fare payment tech, check out N-CATT's State of the Industry: Fare Payment Technology Factsheet: https://bit.ly/4e8DsqI

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## Technical Considerations

What limitations does your agency have?
e.g., cell dead zones, unbanked riders, board sentiments

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## Operational considerations

Here are some examples of considerations regarding fare payment technology. Use these as prompts for your approach

- Maximizing farebox recovery
- Governing passenger use of vehicles
- Managing demand
- Equipment mounting space
- Reducing passenger/driver conflict,
- Reducing driver distraction
- Ease and flow of boarding
- Passengers being able to reserve rides vs hopping on,
- Organizations booking for passengers

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# Consider your Network

## Existing Contracts

**What are all of your current contracts related to fare collection, and when do they expire?**

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**How much would it cost to replace your equipment or platform for each contract?**

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## Your Region

**What payment systems do others in your region or state use?**

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**Is there a way to integrate with their system?**

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*Want to keep working through this with help from the N-CATT team? Email helpdesk@n-catt.org*

# Think through the right system for you

**What is your budget for your fare payment system?**
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**What are your current fare collection costs?**

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**What are your overall goals for your fare payment system?**

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**Resources:**
**What resources do your passengers tend to have?**
Smartphones, bank accounts, etc
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**What types of passengers do you have?**
Tourists, older adults, medical, student
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**Weigh the importance of operational considerations from the first page and how they impact your goals?**
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