



Summary of eFare Activities Apr 2016



- Policies and Principles of the Board**
- ◆ Fare capping and stored value
 - ◆ Begin phase out of paper passes and tickets shortly after eFare launch
 - ◆ eFare market penetration is key
 - ◆ Equalize Honored Citizen & Youth fares
 - ◆ Electronically manage transfers
 - ◆ A massive education campaign is necessary, especially communities in transition
 - ◆ Cash paying customers will continue to have access to single tickets and 1-Day passes on bus and rail
 - ◆ Expand eFare accessibility to as many as possible, with emphasis for low income and minority riders

Highlights of Last Two Months

System Integrated Lab Testing (SILT) occurred throughout March 2016, where program interfaces to the hardware and software installed at TriMet were successfully tested, and 93% of software tests performed were passed. We experienced zero hardware failures within the validators or back office equipment. The speed of processing real-time taps over cellular and fiber exceeded expectations. More agile development and testing will occur throughout 2016 in the lab and field. Mast installs at rail stations are complete and validator installations in the field have begun. Testing of validator end-to-end transactions/taps at six rail stations passed, proving a successful network upgrade. eFare milestones are on schedule and on budget.

- ◆ **Completed System Integrated Lab Testing (SILT) Phase 1**
- ◆ **Completed end-to-end testing of field validators and network connection to back office**
- ◆ **Ordered Hop Fastpass contactless cards and retail packaging**
- ◆ **Successfully tested the vast majority of Init's Application Programming Interfaces (APIs)**
- ◆ **Nearly completed civil construction and communication upgrades at rail platforms**
- ◆ **Began installation of validators at rail stations**
- ◆ **Continued development of Ready Credit retail network**
- ◆ **Continued development of GlobeSherpa mobile apps**
- ◆ **Continued development of Brigade websites**
- ◆ **Fare media RFP ready for Board consideration**
- ◆ **Continuous focus on Disadvantaged Minority Women Owned Emerging Small Business (DMWESB) participation**



Key Challenges Staff is working on to Remain on Target

While Phase 1 of Lab Testing was completed, staff's focus is on the remaining agile software development over the next several months, which includes accounting reports and reconciliation, open payments, fare inspection and final functionality within all the systems. In addition, staff is overseeing validator installation in the field, preparation for field testing, and beginning to acquaint staff on operating and supporting the system.

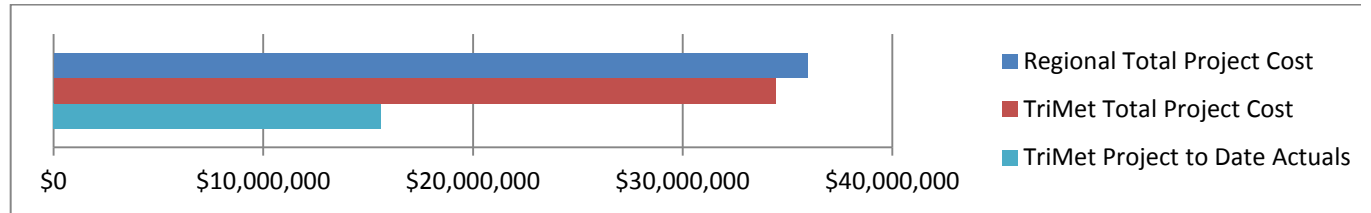
Table 1

| Task Name | Start | Finish | Jan '12 | Jan '13 | Jan '14 | Apr '14 | Jul '14 | Oct '14 | Jan '15 | Apr '15 | July '15 | Oct'15 | Jan '16 | Apr '16 | Jul '16 | Oct '16 | Jan '17 | Jan '18 | |
|---|------------|------------|---------------|---------|---------|---------|---------|---------|---------|---------|----------|--------------|---------|---------|---------|---------|---------|---------|--|
| Overall eFare Program - Plan | 1/1/2012 | 12/31/2017 | First 3 years | | | | | | | | | Last 3 Years | | | | | | | |
| Overall eFare Program - Actual | 1/1/2012 | 12/31/2017 | | | | | | | | | | | | | | | | | |
| Issue Technical Services Consultant RFP | 4/1/2012 | 7/1/2012 | | | | | | | | | | | | | | | | | |
| Award Technical Services Consultant contract | 10/1/2012 | 10/1/2012 | | | | | | | | | | | | | | | | | |
| Draft System Integration, Retail Network Scope and RFPs | 10/1/2012 | 4/1/2014 | | | | | | | | | | | | | | | | | |
| Award System Integration, Retail Network contracts | 4/1/2014 | 9/30/2014 | | | | | | | | | | | | | | | | | |
| System Integrator (INIT) Design - Plan | 7/1/2014 | 2/1/2015 | | | | | | | | | | | | | | | | | |
| System Integrator (INIT) Design - Actual | 7/1/2014 | 5/31/2015 | | | | | | | | | | | | | | | | | |
| System Integrator (INIT) Development & Test - Plan | 3/1/2015 | 12/31/2016 | | | | | | | | | | | | | | | | | |
| System Integrator (INIT) Development & Test- Actual | 3/1/2015 | 12/31/2016 | | | | | | | | | | | | | | | | | |
| Civil Design & Construction Validator Placement - Plan | 4/1/2014 | 12/31/2015 | | | | | | | | | | | | | | | | | |
| Civil Design & Construction Validator Placement - Actual | 4/1/2014 | 12/31/2015 | | | | | | | | | | | | | | | | | |
| Platform Cabling and Network Infrastructure -- Plan | 10/1/2015 | 3/31/2016 | | | | | | | | | | | | | | | | | |
| Platform Cabling and Network Infrastructure -- Actual | 10/1/2015 | 3/31/2016 | | | | | | | | | | | | | | | | | |
| Retail Network (Ready Credit) Design - Plan | 9/9/2014 | 3/27/2015 | | | | | | | | | | | | | | | | | |
| Retail Network (Ready Credit) Design - Actual | 9/9/2014 | 6/24/2015 | | | | | | | | | | | | | | | | | |
| Retail Network (Ready Credit) Development & Test - Plan | 7/1/2015 | 12/31/2016 | | | | | | | | | | | | | | | | | |
| Retail Network (Ready Credit) Development & Test - Actual | 7/1/2015 | 12/31/2016 | | | | | | | | | | | | | | | | | |
| Mobile Apps (GlobeSherpa) Preliminary Design - Plan | 11/10/2014 | 2/1/2015 | | | | | | | | | | | | | | | | | |
| Mobile Apps (GlobeSherpa) Preliminary Design - Actual | 11/10/2014 | 6/30/2015 | | | | | | | | | | | | | | | | | |
| Mobile Apps (GlobeSherpa) Final Design - Plan | 2/1/2015 | 4/3/2015 | | | | | | | | | | | | | | | | | |
| Mobile Apps (GlobeSherpa) Final Design - Actual | 7/1/2015 | 12/4/2015 | | | | | | | | | | | | | | | | | |
| Mobile Apps (GlobeSherpa) Development & Test - Plan | 11/1/2015 | 12/31/2016 | | | | | | | | | | | | | | | | | |
| Mobile Apps (GlobeSherpa) Development & Test - Actual | 11/1/2015 | 12/31/2016 | | | | | | | | | | | | | | | | | |
| Websites (Brigade) Design - Plan | 4/1/2015 | 6/30/2015 | | | | | | | | | | | | | | | | | |
| Websites (Brigade) Final Design - Actual | 4/1/2015 | 6/30/2015 | | | | | | | | | | | | | | | | | |
| Websites (Brigade) Development & Test - Plan | 7/1/2015 | 12/31/2016 | | | | | | | | | | | | | | | | | |
| Websites (Brigade) Development & Test - Actual | 7/1/2015 | 12/31/2016 | | | | | | | | | | | | | | | | | |
| Branding (name and logo) - Plan | 10/1/2014 | 2/1/2015 | | | | | | | | | | | | | | | | | |
| Branding (name and logo)- Actual | 10/1/2014 | 4/1/2015 | | | | | | | | | | | | | | | | | |
| Ticket Vending Machines - Plan | 1/1/2015 | 12/31/2017 | | | | | | | | | | | | | | | | | |
| Ticket Vending Machines - Actual | 1/1/2015 | 12/31/2017 | | | | | | | | | | | | | | | | | |

Table 1 is a **summary** schedule of key eFare activities. Each Task Name shows the plan (original schedule) and actual (current schedule). Green bars indicate on-time tasks, red bars indicate delayed tasks, and gray bars indicate previous tasks. This schedule includes tasks from the onset of the eFare project in 2012. Staff also maintains a comprehensive, detailed project schedule for project management purposes. The project is on schedule.

Project Financial Status as of 3/31/16

| | |
|-----------------------------|------------|
| Regional Total Project Cost | \$35.9 mil |
| TriMet Total Project Cost | \$34.4 mil |
| Project to Date Expenses | \$15.6 mil |



Mobile Applications

- ◆ The core design and functionality of GlobeSherpa's new Android eFare account management app and fare inspection app tested well. Further iterations and functionality is forth coming throughout 2016 including iOS (Apple) development and testing

Future Account Management

Back Office

- ◆ Back office failover testing to the other data center is scheduled for the second half of April 2016
- ◆ The Init back office and devices includes: software and hardware for transaction processing; system monitoring and management applications; maintenance & inventory management systems; Customer Relationship Management (CRM) system; financial clearing and settlement system; data warehouse and reporting system; Interactive Voice Response (IVR) system, and validators
- ◆ Significant development of the public eFare website has occurred, as well as the institutional website that employers, schools, agencies and others will use to administer programs

Retail Network

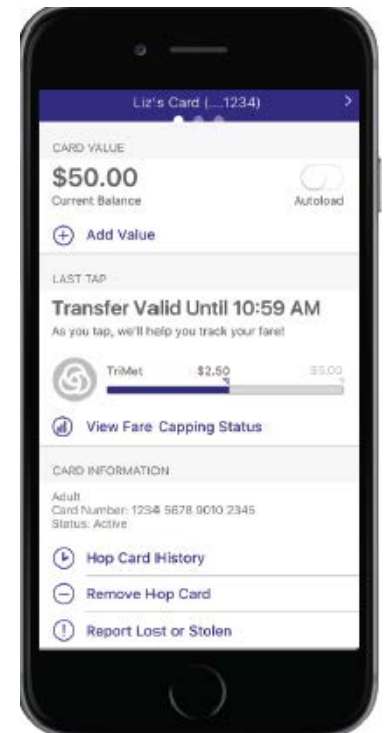
- ◆ Ready Credit began outreach to retail store partners to achieve expanded coverage goals
- ◆ Significant Retail network system integration development has occurred and end to end testing will begin within a month.

Validator Installation

- ◆ End-to-end validator testing at rail stations was very successful and installation of validators system-wide has begun
- ◆ Bus validator installs will begin in May

Branding & Public Outreach

- ◆ Staff is finalizing a comprehensive internal and public education outreach plan
- ◆ Continuing Public Education Campaign designed to increase general awareness of eFare program



DMWESB Update

| TriMet eFare Contracts | % Local Spend to Date | Contract Spent to Date | DMWESB Spent to Date | DMWESB to Date as % Contract Spent to Date |
|--|-----------------------|------------------------|----------------------|--|
| CH2MHill Phase 1 (Mallaris) | Local | \$599,174 | \$36,698 | 6.12% |
| CH2MHill Phase 2 (Mallaris) | Local | \$1,613,793 | \$43,435 | 2.69% |
| CH2MHill Phase 2 (Emerio) | Local | \$1,613,793 | \$11,582 | 0.72% |
| CH2MHill Phase 2 (J3 Technical Services) | Local | \$1,613,793 | \$64,083 | 3.97% |
| CH2MHill Phase 2 (DL Design) | Local | \$1,613,793 | \$56,163 | 3.48% |
| Stacy Witbeck (Raimore, et al.) | Local | \$8,257,379 | \$1,961,790 | 23.76% |
| INIT (Accumen, misc) | California | \$2,257,613 | \$197,894 | 8.77% |
| INIT (Auriga) | California | \$2,257,613 | \$23,212 | 0.00% |
| INIT (Brigade) | Local | \$2,257,613 | \$120,000 | 5.32% |
| INIT (Elite AV) | Florida | \$2,257,613 | \$139,260 | 6.17% |
| Ready Credit (Lori O.) | Minnesota | \$56,400 | \$186,825 | 331.25% |
| GlobeSherpa (Mallaris) | Local | \$43,255 | \$2,663 | 6.16% |
| GlobeSherpa (DMWESB) | Local | \$43,255 | \$43,255 | 100.00% |
| DHM (DMWESB) | Local | \$10,500 | \$10,500 | 100.00% |
| KFH (DMWESB) | Maryland | \$105,122 | \$105,122 | 100.00% |
| Knapick, LLC (DMWESB) | Local | \$1,850 | \$1,850 | 100.00% |
| | 78.29% | \$12,945,086 | \$3,004,331 | 23.21% |

Highlights of Next Two Months

- ◆ Phase 2 of System Integration Lab Testing at TriMet has started and will continue as agile software development occurs over the next several months
- ◆ Readiness testing between validators and the back office will begin with test transactions in the field
- ◆ Initiating procedure writing for operating the systems
- ◆ Beginning Hop Fastpass system overview and outreach with agency staff
- ◆ Begin installation of validators on buses
- ◆ Receive initial test run of Hop Fastpass cards and retail packaging