



TVM Upgrade Update

Citizens Advisory Committee

October 16, 2019

Agenda Item #8

Agenda

1. Background
2. Customer Interface
3. Timeline

Background

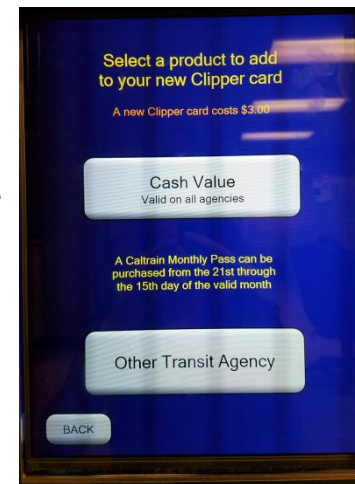
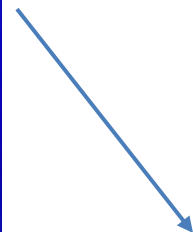
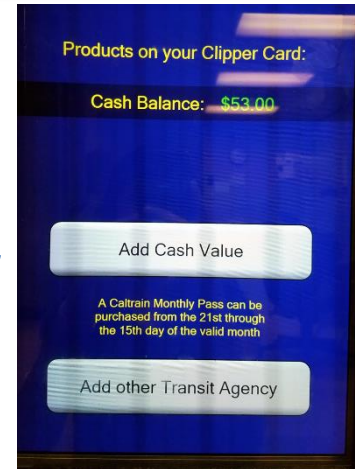
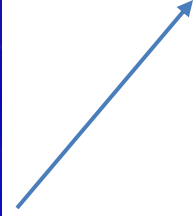
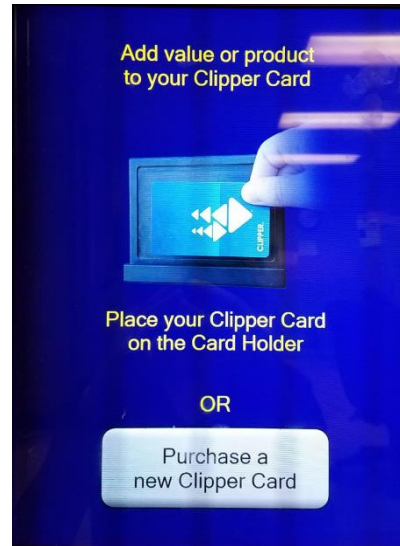
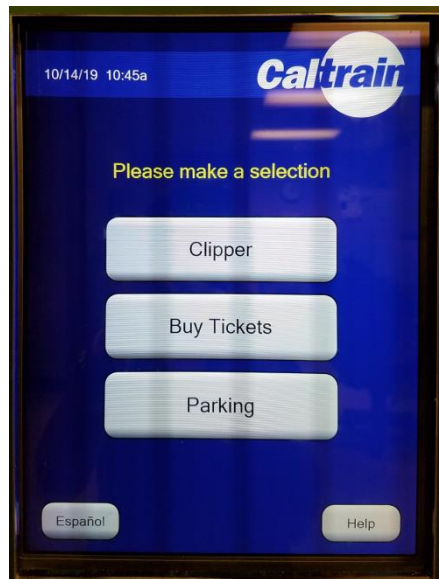
- Ticket machines upgrade
 - Add Clipper cash value and products
 - Caltrain and adjacent transit providers
 - Dispensing Clipper card
 - Touchscreen
 - Card reader upgrade
 - Additional software and hardware upgrade

Customer Interface

- Improvement of the current purchase flow to include Clipper card and products sale
 - Staff workshop
 - Customer complaints review

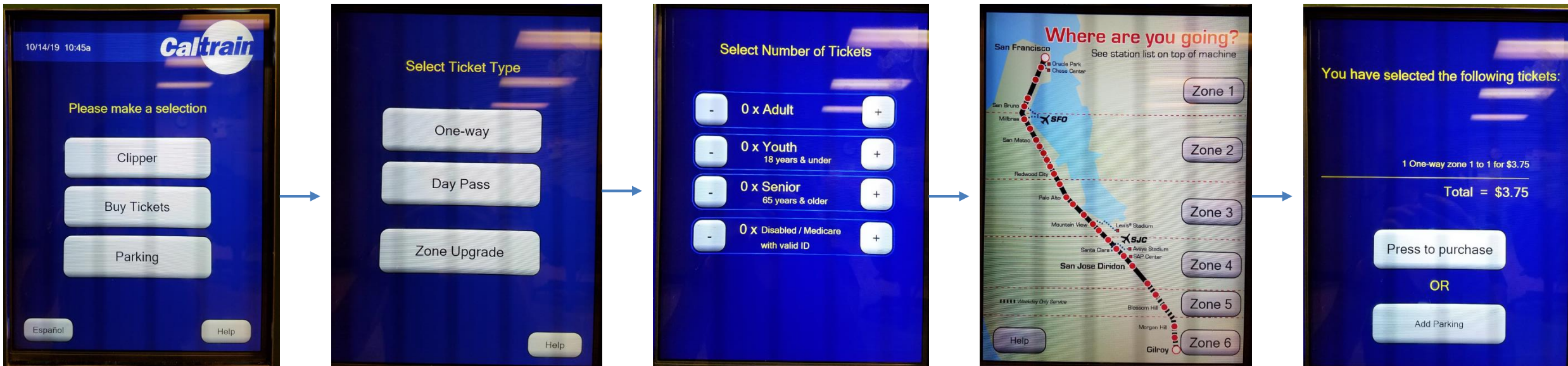
Sample Screens

■ Clipper



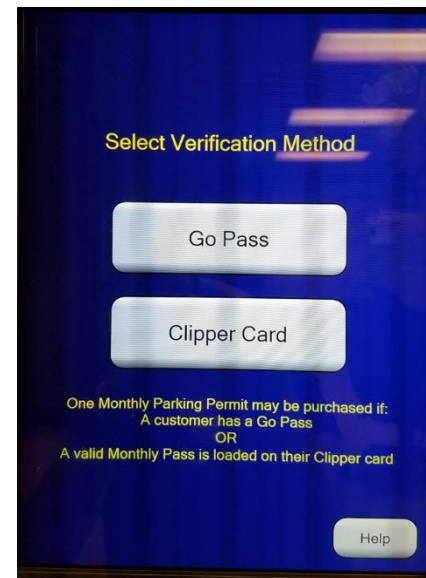
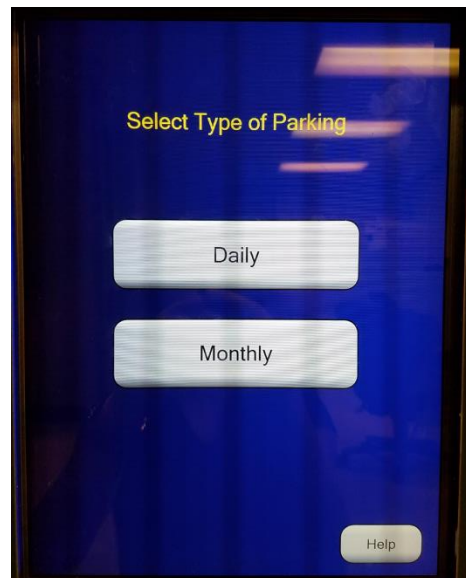
Sample Screens

■ Paper Tickets



Sample Screens

■ Parking



Timeline

- End of Winter 2020 – Delivery of the prototype
- Spring 2020 – Start installation of the new ticket machines

Thank you!

Christiane Kwok

Manager, Fare Programs Operations

