

## FARE PAYMENT TECHNOLOGY

In the past decade, fare payment technology has rapidly developed in response to changes in the way people pay for goods and services. From touchless card payments, to utilizing smartphones to purchase, book, and plan trips – the opportunities are endless. The COVID-19 pandemic accelerated adoption of contactless fare payment as transit agencies rapidly responded to concerns of virus transmission. In the coming years, contactless fare payment is expected to grow across the nation. With this technology, a key consideration is accessibility and equity – some passengers may not have access to smartphone, or may be bank-less.



### Pre-work for **Facilitators**

- Consider your rational and emotional aims for discussing this topic – from the <facilitator> perspective, what is your vision for state around fare payment technology?

### Questions for Discussion

- What is your vision for fare payment technology at your agency?
- What stakeholders are involved in your current fare payment process at your agency?
- What are current shortcomings of your fare payment process?
- Discuss the barriers to implementing a new fare payment technology?
- Discuss how the Summit organizer can support in new fare payment technology implementation projects?
- Are there potential partners (who are not currently at *this* table) that could support new fare payment technology implementation in your locality?