

RM  PAY



ONE SOURCE
for Collection.

One Experience for Mobility.



AT THE SURFACE, TRANSIT SYSTEMS AND SOLUTIONS MAY APPEAR TO BE DESIGNED TO GET A RIDER FROM POINT A TO POINT B VIA A SCHEDULED BUS ROUTE, A SHARED SERVICE SUCH AS VAN POOLING, OR AN ON DEMAND RIDE REQUEST, BUT, **TRANSIT IS MORE THAN A RIDE TO A DESTINATION.**



■ Transit is:

- **A bridge connecting individuals with opportunities**
- **A choice towards social and environmental responsibility**
- **A commitment to inclusivity and providing access for all**
- **A chance to create new, meaningful connections and interactions**

Transit represents dignity, mobility, and freedom. It empowers individuals to move spontaneously, reach opportunity, and access essential services like employment and healthcare. Regardless of why or how someone travels, the experience should be seamless and equitable - because transit must work the same way for everyone.



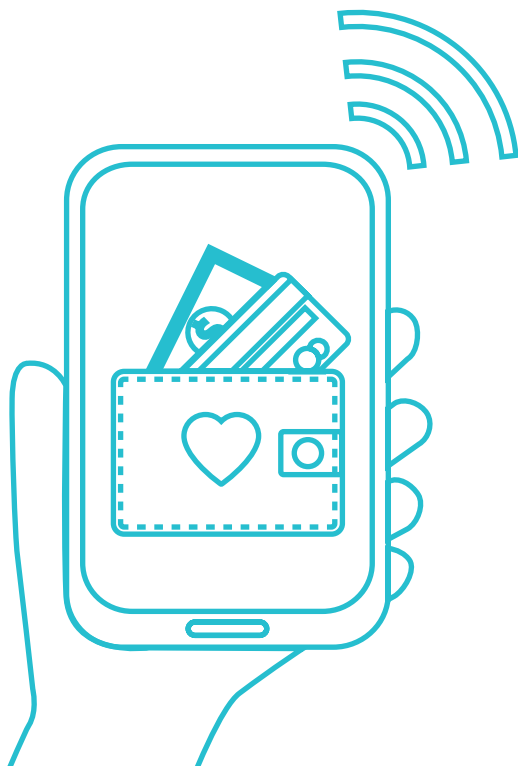
■ RMPay Overview

More fares. Lower operational costs. Ultimate flexibility.

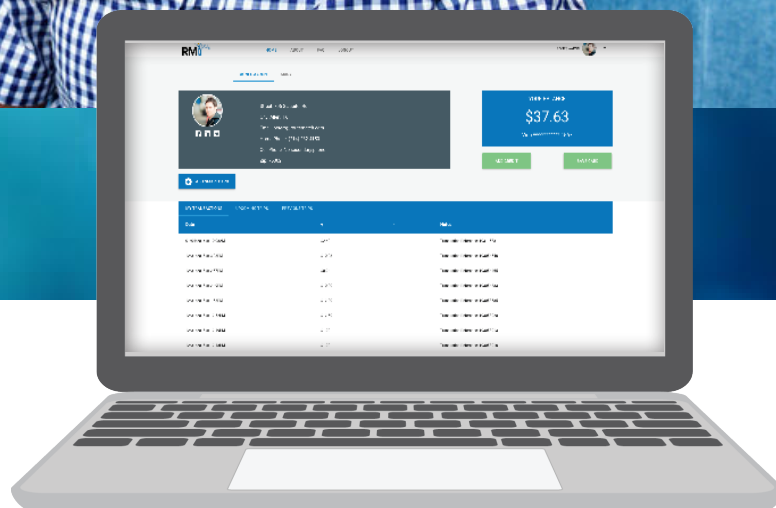
RMPay is an automated fare collection system designed to expand access through a wide range of flexible payment options for all riders. For transit agencies, it delivers a powerful, easy-to-manage back-office platform to oversee fares, accounts, and system operations. With an integrated, account-based CRM, agencies can better understand rider behavior, analyze trends, and implement social and community-based loyalty programs that not only reward participation but help shape positive transit habits.

More about RMPay

- ✓ Built on a secure, cloud-based solution that meets PCI data security standards.
- ✓ Supports current fare payment methods such as smart cards, mobile ticketing, mobile wallets, and web portal credit/debit cards.
- ✓ Designed to accommodate future payment options such as ACH, IoT validation, and wearable technologies to further enhance the experience, ease, and accessibility of payments for all riders.
- ✓ Integrates with existing fare infrastructure such as ticket vending machines and fareboxes.
- ✓ Developed as an account-based CRM to manage rider information and analyze ridership trends.
- ✓ Accounts for complex variables such as eligibility, funding sources, billing rules, and mobility type.
- ✓ Provides inventory management and monitoring for smart cards.
- ✓ Acts as a central payments clearinghouse.
- ✓ Facilitates integration with multiple external partners.
- ✓ Includes a loyalty platform that can be utilized for rider engagement (*add-on*).



RIDERS



- Access, create, and manage accounts and payment options online or through a smartphone or mobile device.
- Add funds digitally or with cash at designated locations for maximum flexibility.
- Book and view trips, tickets, and passes anytime—24/7—through the web or mobile app.
- Cancel trips, request refunds, and report lost or stolen cards, passes, or tickets with ease.
- Track account balances and view detailed trip history, including dates and times traveled.
- Earn and share rewards while seeing the positive impact transit has on personal health, the community, and the environment (optional add-on).

For riders, the system is easy-to-use, convenient, secure, and most of all, a single source for mobility.





AGENCIES

- **Designed to integrate with RouteMatch Fixed and Demand Response trip booking services.**
- **Capable of integrating with any passenger information details for fixed route and demand response/paratransit services.**
- **Create, register, view, and update customer accounts via a secure website.**
- **View all transactions and trip history.**
- **Suspend an account and/or issue a refund.**
- **Generate, edit, and manage all fares and fare types.**
- **Notify riders about new fares or promotions.**
- **Pull reports ranging from sales by date, fare type, or payment method. Access daily transaction logs and more.**

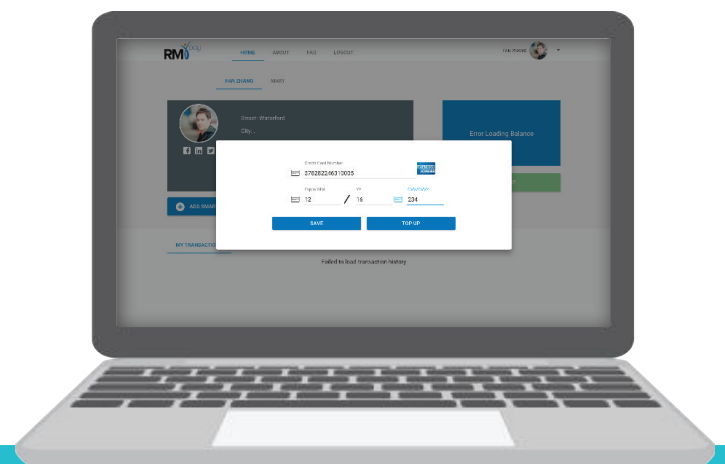
For agencies, RMPay expands payment options and reduces reliance on cash collection - helping recover more fares efficiently. More importantly, the system captures valuable rider insights, enabling agencies to better understand ridership trends and act on that data to enhance the rider experience, strengthen engagement, and drive meaningful transformation.





FACILITY & EMPLOYER PORTALS

- **Manage group accounts for organizations overseeing multiple individuals such as senior citizens, educational institutions, or businesses.**
- **Deposit funds into one or many accounts when balances are low.**
- **Consolidate payments through one online location.**
- **Receive notifications and alerts.**



With online portals dedicated to third-party organizations such as various facilities (senior centers, educational institutions), caretakers, and employers, it is easy and fast to manage accounts belonging to larger groups or individuals, and to help those individuals access trips and pay when needed.

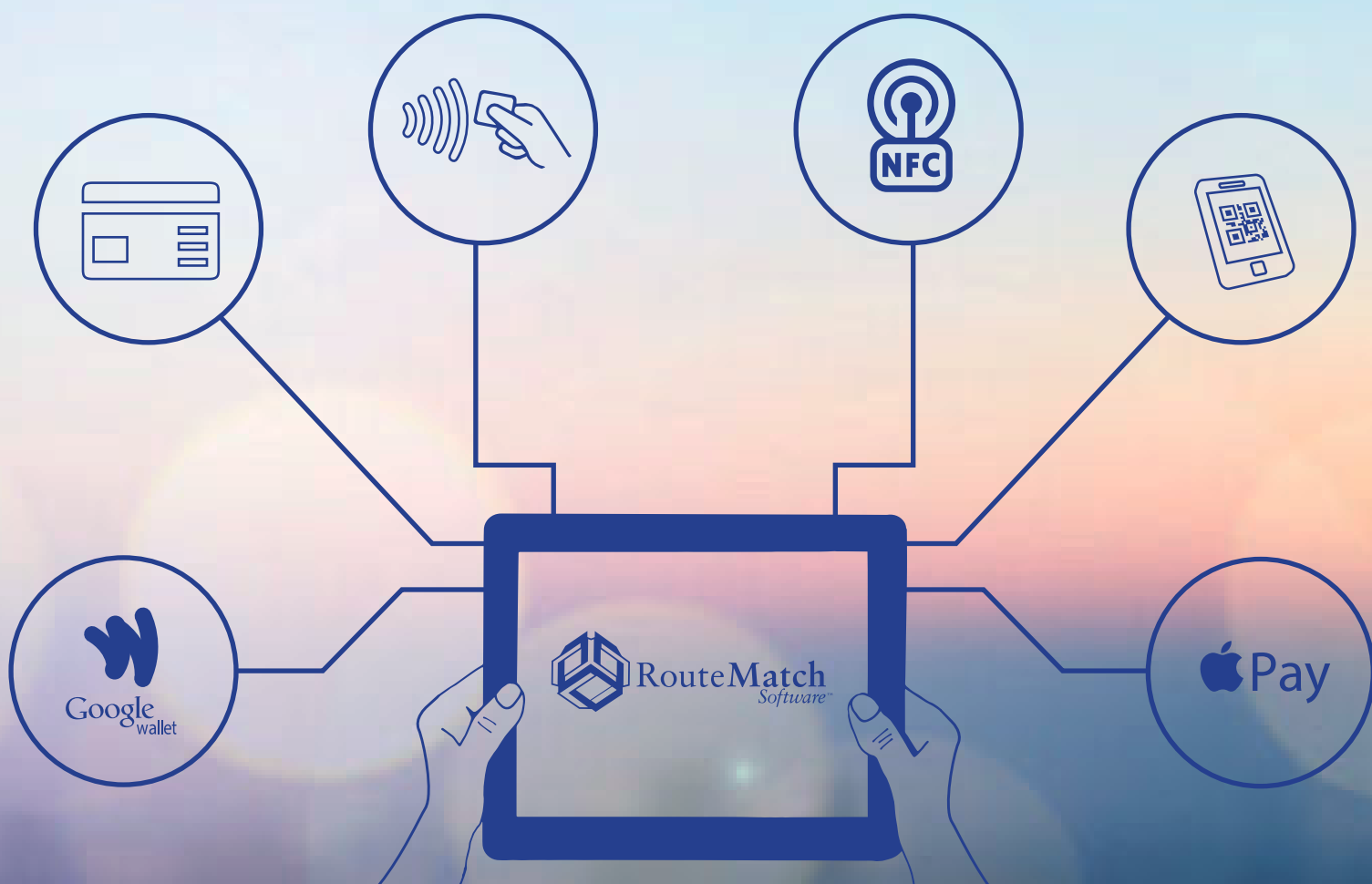


DRIVERS

- Utilize commercially available tablets that drivers already know and are familiar with.
- Experience a modern, simplified mobile app.
- Receive audible and visual notifications of rider authentication and payment.
- Directly access account details for demand response/paratransit fare collection.

RMPay lets drivers focus on what they need to do, and worry less about collecting and managing cash. It allows them to focus more on customer service, and takes care of fares, policies, and services.





Flexible Payment Options

■ Why RMPay?

➤ Rider-Centric

RMPay enables your agency to focus entirely on the riders you serve - and the opportunities and freedoms their mobility creates. Built with riders at its core, it is more than a fare collection system; it is a rider relationship management platform designed to increase engagement and strengthen connections.

➤ Flexible Payments

Account-based and designed for choice, RMPay supports a wide range of payment methods and mediums, including credit/debit cards, NFC, Apple Pay, Samsung Pay, Google Wallet, smart cards, swipe cards, and mobile or online ticketing.

➤ Unified Platform

RMPay is part of a comprehensive rider engagement platform that integrates payment, mobility management, and loyalty or rewards programs into one seamless experience.

➤ Community Integrations

RMPay is an agile platform built for collaborative partnerships. It connects with third-party providers such as mobility services to expand transportation options, as well as social networks to support status sharing and rider engagement.

➤ Hardware Agnostic

RMPay works with commercially available, off-the-shelf hardware - including tablets, existing fare box infrastructure, and smart card systems - ensuring access to the latest technology advances with a lighter footprint and greater interoperability.

■ RMPay Plus

Rider Loyalty and Engagement. Rider Transformation.

How can you transform the rider experience and build lasting loyalty? It starts with analytics.

But it's about more than on-time performance. RMPay Plus helps you focus on what matters most - your riders. Identify frequent riders, understand their behaviors, and engage them in loyalty programs that highlight the positive impact of choosing transit. From personal health benefits to environmental, social, and economic contributions within the community, riders gain visibility into the difference they're making.

When riders can see their impact, share it with others, or even pass along earned rewards to encourage transit use, the experience becomes transformational. Transit moves beyond transportation - it becomes personal. This deeper engagement influences behavior and provides more meaningful insight into rider outcomes and the values that matter most to them.

With advanced technologies that capture richer rider data - such as travel patterns and frequency - agencies can make smarter decisions, enhance service delivery, and build stronger, more satisfied rider communities.

RMPay Plus Solutions – Mix & Match



Beacon Technology

Know where your riders get on and off. Capture miles traveled. Reconcile passenger counts. Make more informed decisions regarding stops and routes.



Loyalty Program

Incorporate incentives and rewards programs for taking transit. Attract new riders, see where decline in ridership occurs, and make modifications where needed.



3rd Party Marketing

Message riders at their location about business promotions. View data and trends. Generate additional revenue.



RouteMatch Software
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