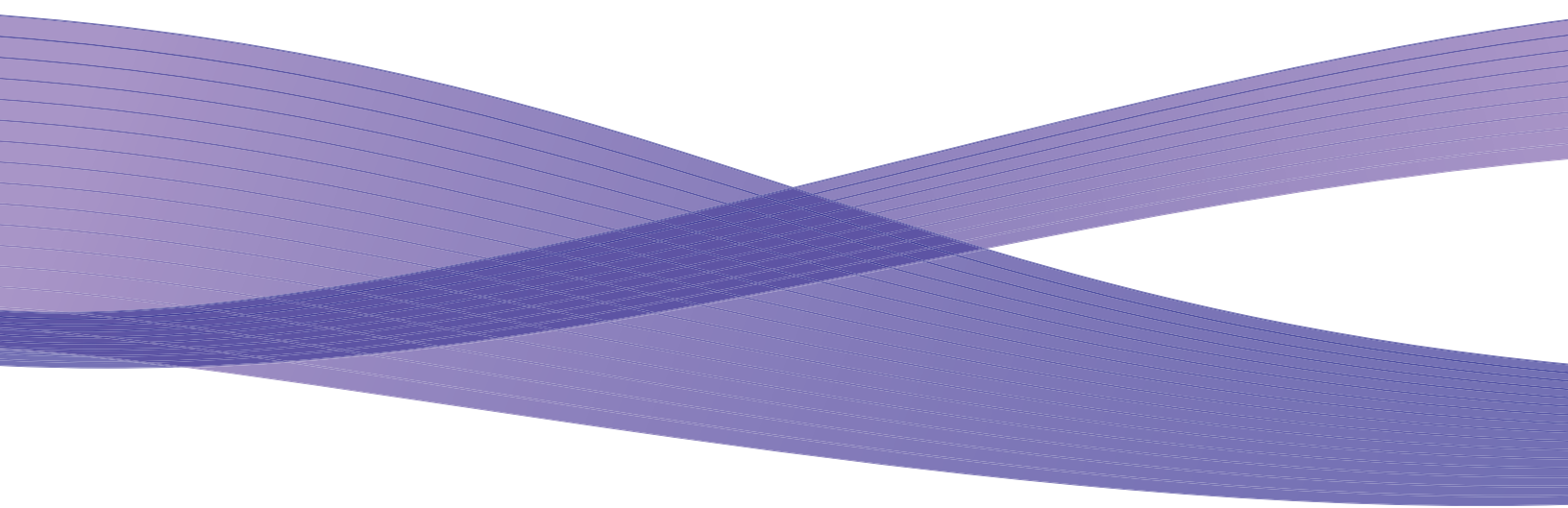


# Houston, Texas, wanted contactless ticketing. We gave them a peerless solution.

The City now has one of the world's  
first online ticket purchasing and  
reloading services.



# The new system improves traffic flow, secures fare collection, requires fewer onboard fare boxes, and reduces costs.

## The Challenge

With 1,300 buses and over 120 lines, the public transit network of Houston, Texas, is one of the most extensive in the United States. The Metropolitan Transit Authority of Harris County (MTAHC) wanted to deploy 100% contactless ticketing throughout the City's bus and light rail transit networks.

MTAHC planned a massive and rapid transition to contactless ticketing, with a first-year goal of having 70% of its users purchasing "Q-card" season tickets or "Metro Money" disposable tickets. In addition to improving traffic flow and guaranteeing safer fare collection, the new system would require fewer onboard fare boxes, reducing investment and maintenance costs.

## The Solution

The solution was developed entirely by ACS. We supplied the equipment: validators, ticket vending machines and a unique onboard reloading terminal. We also carried out all the marketing operations and set up a user help service.

MTAHC opted for Mifare Ultralight technology for its disposable tickets. The Authority is counting on the mass effect to absorb the cost of the medium: over six million cards, called Metro Money, were ordered immediately the system was introduced. Five million precoded cards were distributed to retailers and ticket offices, and one million units, in rolls, were installed in the ticket vending machines.

## The Bottom Line

The Metropolitan Transit Authority of Harris County, Texas (MTAHC) wanted to deploy 100% contactless ticketing throughout Houston's bus and light rail transit networks. ACS supplied the equipment, deployed all

## The Results

Houston's public transit riders now benefit from one of the world's first online ticket purchasing and reloading services. The application, connected to a banking data protection centre, communicates simultaneously with a central ticketing server, which then sends reloading data to onboard validators. This function also allows employers to act as "ride sponsors," paying for tickets online so their employees can then reload their cards.

Nearly 1,000 Houston buses are now equipped with a Bus Banknote Reloading device, or BBR. The terminal, which features instructions in Braille for the vision-impaired, includes a contactless ticket reader, currency acceptor and LCD screen. Passengers simply insert cash and present their card.

## Key Stats

- 1,300 buses running on more than 120 lines, including over 180 km in separate lanes
- Seven depots
- One LRT line with 16 stations
- 25 park-and-ride facilities offering over 30,600 spaces
- 500 retail outlets
- 500,000 Mifare 1 cards
- 6 million Mifare UL cards

marketing operations, and set up a user help service. The City's public transit riders now benefit from one of the world's first online ticket purchasing and reloading services.



**Sector:** Public Transportation

**Solution:** Ticketing System

**Client:** Metropolitan Transit Authority of Harris County, Texas

**Challenge:** Upgrade Houston's bus and light rail networks to contactless ticketing

**Result:** One of the world's first online ticket purchasing and reloading services

## Contact Us

### Affiliated Computer Services

Solutions France SAS  
Rue Claude Chappe – BP 345  
07503 Guilherand Granges Cedex  
France  
Tel: +33 4 75 81 44 44  
E-mail: [publictransport@acs-inc.com](mailto:publictransport@acs-inc.com)  
[www.acs-publictransport.com](http://www.acs-publictransport.com)

## About ACS

ACS is part of Xerox's \$22 billion global enterprise, with 130,000 employees serving our clients in 160 countries.

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).



A **XEROX** Company