

## Automated Vending Machines

As part of PATCO's new fare collection system, PATCO will be installing all new Automated Vending Machines (AVMs), fare gates, and parking gates in the paid parking lots in New Jersey. Old equipment will be removed during a transition period between the old and new systems. New AVMs and fare gates can be seen as part of PATCO's Pilot Program at Woodcrest, 8<sup>th</sup>/Market, and 9<sup>th</sup>/10<sup>th</sup>/Locust Street Stations. One of the paid lots at Woodcrest Station has been outfitted with the new parking equipment.

The new AVM to be installed in all PATCO stations is a key component in simplifying and making more convenient the way customers purchase their fare instruments. These AVMs have been designed to be customer friendly and, through a series of screens, will walk customers through their transactions. The machines are bilingual, can provide directions in either English or Spanish, and are equipped with verbal instructions for visually impaired customers.

PATCO believes the vast majority of its customers will quickly convert to smart card use. Once a customer has a FREEDOM smart card, the card should be good for an estimated four to five years. Loading value onto FREEDOM can be accomplished at the AVM using cash, a credit card, or a debit card, followed by tapping the FREEDOM card at the AVM target, when the amount of the transaction is electronically written on it. Customers using FREEDOM will only have to visit the AVM again when the amount on their FREEDOM card has been depleted. At the AVM, the customer can view the FREEDOM card's current balance and, if desired, its last ten transactions.

From the AVMs, customers can also purchase single and two-ride magnetic tickets using cash, and SEPTA transfers can be purchased at the current discounted rate. In addition, customers who do not currently have a smart card may purchase a FREEDOM card directly from the AVM. A receipt can be printed by the AVM for any transaction.

Customer will notice an AVM inside the paid area at each station. One of the primary functions of the paid area AVM is to upgrade a magnetic ticket. For instance, if a customer purchases a fare between two specific stations but then actually travels beyond the originally intended destination, the magnetic ticket can be upgraded at the AVM for the actual distance traveled. Therefore, unlike the current system, a customer can upgrade a magnetic ticket without having to contact a Customer Service Agent. Paid side AVMs can also be used by smart card customers to purchase a SEPTA transfer once they are already inside the paid area in New Jersey stations. Furthermore, smart card customers can use these AVMs for adding value to their FREEDOM card.

The current change machines will no longer be necessary because the new AVMs will accept bills and/or debit/credit cards. Also, unlike the current system in which each ticket vending machine sells certain types of tickets, all the AVMs in the unpaid area of the stations will sell all fare instruments for that station, thereby eliminating the need to use a specific machine.