



# EZ Wallet

Give your paratransit passengers a handy virtual wallet to easily manage fares.



Trapeze EZ Wallet offers a cashless faring solution to easily manage paratransit payments online, whether by your agency, your passengers, or their designated agents. Using a cashless fare collection system in a virtual wallet, account holders or representatives can deposit funds via secure credit/debit card transactions or purchase virtual passes, making faring simple, safe and convenient.

It costs money to collect money and EZ Wallet helps you put greater focus on your customers. By drastically reducing the costs associated with manual fare collection, you better allocate your resources to improve service delivery and greatly enhance the rider experience.

## Overview



### Manage Passes or Online Payments Anytime

- Pre-pays fares on a trip by trip basis for casual and/or demand trips
- Allows clients to purchase virtual passes (period passes)
- Manages accounts through self-service portal on web browser or mobile device
- Generates transaction reports (e.g., account statements, trip history)
- Integrates seamlessly with PASS-Web (EZ Wallet is also available on its own and does not require PASS Web)



### Provide Program Support

- Allows demand response organizations to set up a program to manage customer payments on behalf of passengers
- Enables external funding groups to manage specific EZ Wallet accounts for their passengers
- Offers support for multiple passenger accounts so agencies and program managers can update passenger account balances easily



### Manage Funds Easily

- Lets passengers or their agents top up accounts using debit/credit cards
- Allows clients to auto top-up pre-paid balances
- Configures account alert for low balance (e.g. please email me when balance falls below \$10)
- Applies recently added funds to pre-existing trips that were not already pre-paid
- Gives passengers automatic fare credits if the trip is not completed



### Easily Integrate with Third-Party Systems – EZ Wallet API

- Allows full integration with conventional fare collection systems such as Cubic, INIT, and others
- Provides most of the same core conveniences of a full EZ Wallet solution\*

*\*subject to primary system functionality*

## Agency Benefits



### Reduced Faring Costs

Reduce significantly the costs associated with manual fare collection and reconciliation with a cashless faring solution. No in-vehicle or smart cards required (on-board hardware per vehicle can cost \$10k) means you also save thousands of dollars a year compared with the cost of a conventional fare collection system.



### Improved Productivity

Manually administering fares requires people and time; sometimes a small staff, to administer the program. Cashless faring automates the process, freeing up your staff's time to concentrate on improving service. It also reduces human errors that are unavoidable in such complex operations.



### Increased Flexibility

A cashless faring solution doesn't necessarily mean doing away with cash completely. EZ Wallet lets agencies update account balances on behalf of passengers who provide cash or check payments in person or by mail. This way, they can access your service in any way they choose.



### Safe, Contactless Payment

EZ Wallet offers a safe and secure payment method that helps reduce the health risks associated with handling cash.

## Passenger Benefits



### 'Round the Clock Access

- Enables passengers to book and pay for trips any time, without waiting for check or cash payments to clear; no more processing of fares strictly during office hours
- Allows passengers to purchase monthly or weekly virtual passes to make their faring quick and easy with every trip. No need to show the pass to the driver each trip



### More Ways to Pay

- For passengers without access to credit cards, EZ Wallet offers the ability to accept cash, money orders, or checks via mail or over the counter at any designated fare outlet
- Increases peace of mind with safe and secure, contactless payment



### Improved Rider Experience

- Makes payment simple and convenient, reducing customer friction; paratransit passengers do not need to present a card, swipe, or tap anything
- Accommodates all passengers – even those with disabilities that might require a transaction to be completed using a card, smartphone, tap, etc.
- Does away with in-vehicle faring hardware, making transactions seamless for passengers

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