

Automated Transit Discounts



Contactless fare collection makes riding transit easier, faster, and more efficient.

But when riders tap to pay, they need to know they'll be charged the right fare.

Cal-ITP Benefits is a digital program that links eligible riders' transit benefit to their contactless card. This way, they can tap to pay with the confidence that they'll be charged the correct, reduced fare—whether riding on their local bus or train or, once this tool rolls out statewide, no matter where in California they ride.


How does it work?

Developed for Caltrans, Cal-ITP Benefits lets eligible riders—starting with older adults age 65+—enroll for their transit benefits in minutes with a two-step process:

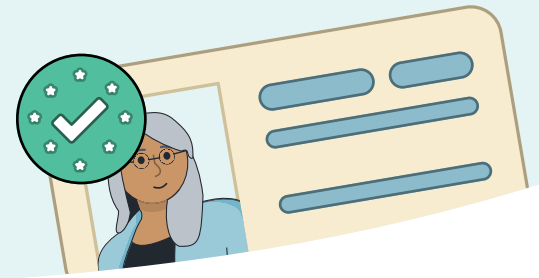
- 1** Verify identity and benefit eligibility using a secure service provided by the California Department of Technology's Identity Gateway
- 2** Enter contactless card details to connect transit benefit eligibility status to the rider's preferred contactless card

Once they're done, riders can tap their registered contactless card when paying for transit, and participating transit providers in California will automatically charge them their reduced fare.

Cal-ITP Benefit Goals

-  Increase ridership by improving the rider experience
-  Reduce burden on transit providers to define and verify benefit eligibility
-  Reduce burden on riders to enroll for transit benefits
-  Achieve social equity objectives through improved transit access





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A new way to get transit discounts

Discounts today

A trip to the customer service desk during business hours

Lengthy and confusing paper or PDF forms

Submission of personal data and documents, which government agencies keep on file

Need to carry ID card and closed-loop fare card to verify discount eligibility

Discount management software required

Dozens of discount categories and definitions

Discounts with Cal-ITP Benefits

Enrollment in minutes, either from a computer or on-the-go with a smartphone or tablet

Digital enrollment with easy, step-by-step instructions

Highly secure online portal. Government agencies never collect, handle, or store personal data

No special cards or passes. Reduced fare linked to open-loop bank card and automatically honored when riders tap to pay

Benefits tool available to CA transit providers through Cal-ITP

Single, statewide definition of “older adult” (age 65+) and other discount categories



Outcome

Easy discount enrollment and time saved for service team



Easy transit benefit enrollment



More personal data privacy, less burden of privacy compliance for providers



Easy reduced fare redemption, faster boarding, and less operator involvement



Cost savings for transit providers



Easier transfers between state transit systems

