The Systems Integrator

Michelle Mitchell
Director of Information Technology
Background

We provide solutions that are specifically tailored to the needs of government transportation programs

• We combine management and technology expertise

• We specialize in outsourced management services using software that we design

• We streamline manual, cash and paper-based systems
Proposed System Outcomes

- Electronically Track and Capture Trip Information for Multiple Programs Using a Single Card
- Eliminate Paper Vouchers, Reduce Cash Payments and Accept Debit/Credit Cards, LoneStar Card and Electronic Check Payments
- Coordinate Services by Sharing Agency Resources
- Lower Administrative Costs
- Make it EASIER for CARTS customers to take rides.
The RideCARTS Card

A pre-paid fare card, making travel easier for frequent riders & enabling caregivers to ensure their CARTS customers have a ride.

- Purchase New Card
- Activate New Card
- Account Login

Recharge a RideCARTS Card with more funds.

Login ID:

Remember this number.

Password:

Log In
RideCARTS Card Account Manager

3950070000147451 - MichelleMitchell - Account Owner

Actions
Add Money to Card
Update Personal Information
Set Card Restrictions
Report Lost, Stolen or Damaged Card
View Balance
View Statement
Purchase an Additional Card
Log Out
Interactive Voice Recognition
IVR

• Check Balance on Card
• Add Money to Card
  – Credit Card
  – Debit Card
  – Electronic Check
• Customer Service
Welcome: Carts Carts \( (x_1, y_1) \)

**Viewing All Accounts**

Restrict View to One (1) Account

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Implementation and Integration Issues

- Concept to Functional Specifications
- Coordinate with Technology Partners and CARTS (Mentor, Trapeze and LCRA)
- Our First Implementation of a Multi-use Magnetic Swipe card.
- New Requirements and Changes Discovered in Development and Configuration Process Moves Initial Timelines.
Swipe Card vs. Smart Card

• Lower cost of ownership and implementation.
• Uses existing hardware that is commonly found in transportation industry vehicles (taxis, sedans and vans)
• More Secure
  – Less information on card
  – Balances are secure and safe
• Easy to use our cards – just like a credit card.
Contact Information

Michelle Mitchell
Director of Information Technology
MJM Innovations
1501 Sulgrave Ave Suite 200
Baltimore, MD 21209
mmitchell@mjminnovations.com
www.mjminnovations.com
(410) 664-0700