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Description of document: Washington Metropolitan Transit Authority (WMATA) memoranda regarding increased SmarTrip card latency times and measures taken, 2010

Released date: 03-April-2012

Posted date: 16-April-2012

Source of document: Office of General Counsel  
PARP Administrator  
Washington Metropolitan Area Transit Authority  
600 Fifth Street, NW  
Washington, D.C. 20001

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April 3, 2012

Re: PARP Request No. 10-0352

This is in response to your request for copies of any memos and reports of why SmarTrip card latency (electronic transaction processing) times have increased recently and what steps were taken to address the issue. Your request was processed pursuant to the Public Access to Records Policy (PARP), which can be viewed on our website at [http://www.wmata.com/about\\_metro/public\\_rr.cfm](http://www.wmata.com/about_metro/public_rr.cfm). Enclosed is a copy of a Memorandum, dated August 20, 2010, regarding the NextFare 5 Upgrade and Fare Increase Implementation Update. We have redacted information contained in the Memorandum that is non-responsive to your request.

There is no charge for the enclosed records because the first two hours of staff time and minor copying are free. Future correspondence regarding your request should be directed to my attention and should reference the PARP request number above. You may also contact me at 202-962-2058 or [kthom@wmata.com](mailto:kthom@wmata.com).

Sincerely,

A handwritten signature in black ink that reads "Keysia Thom".

Keysia A. Thom  
PARP/Privacy Policy Administrator

Enclosure

**Washington  
Metropolitan Area  
Transit Authority**

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*A District of Columbia,  
Maryland and Virginia  
Transit Partnership*

# M E M O R A N D U M



**SUBJECT:** NextFare5 Upgrade and Fare  
Increase Implementation Update

**DATE:** August 20, 2010

**FROM:** DGMA/CFO – Carol Dillon Kissal

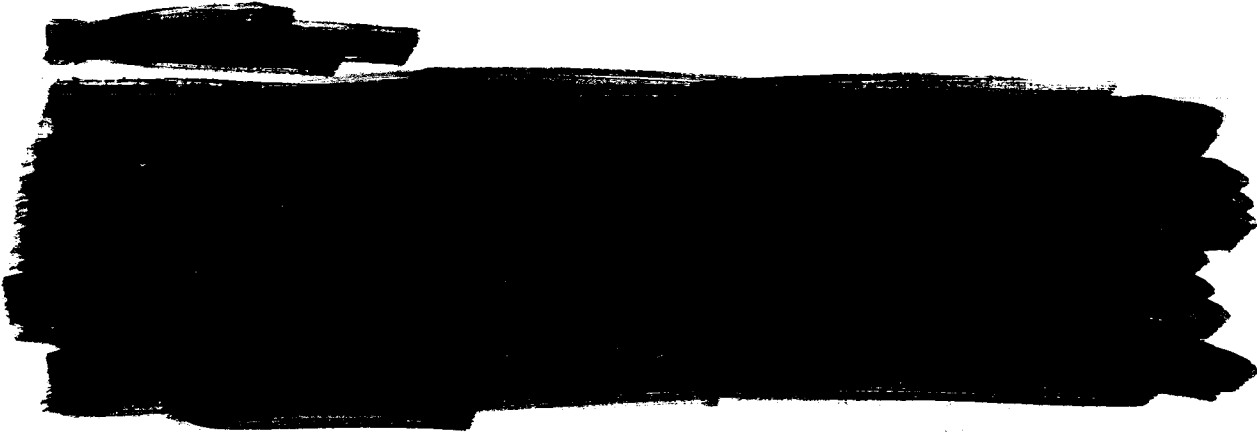
**TO:** GMGR – Richard Sarles

**Washington  
Metropolitan Area  
Transit Authority**

**Rail Fare Gate Issues:**

As previously communicated, there were issues with inoperable fare gate targets beginning during the afternoon Peak period on August 3. The impact was concentrated at specific rail stations (less than ten), and the primary cause was attributable to communications issues in certain stations related to aged equipment with defective cables or connectors, which proved problematic for NextFare5 (NF5). These communication issues were compounded by insufficient testing protocols, software issues and fare gate memory capacity, resulting in fare gates that were intermittently unable to process Smartrip® cards.

Currently, 99 percent of fare gates are operational. There are ongoing software issues with the Station Operator Console computers, however communications have been restored at all stations, alleviating any previous issues related to memory capacity at fare gates. Additional testing protocols have been put in place and will be applied going forward.



**Slower Fare Gate Transaction Time:**

By design, system fare gate transaction times have increased with the installation of NF5. Prior to the upgrade, transaction time was approximately 150 milliseconds. The NF5 system software was designed to have a transaction time of less than 300 milliseconds. Cubic has agreed to perform a field test to verify that this required design specification has been met. Staff will determine station locations, dates, and times for Cubic to set up and measure actual transaction speeds at fare gates.

