Cubic Road User Charging

Tackling Urban Congestion

CUBIC | Transportation Systems
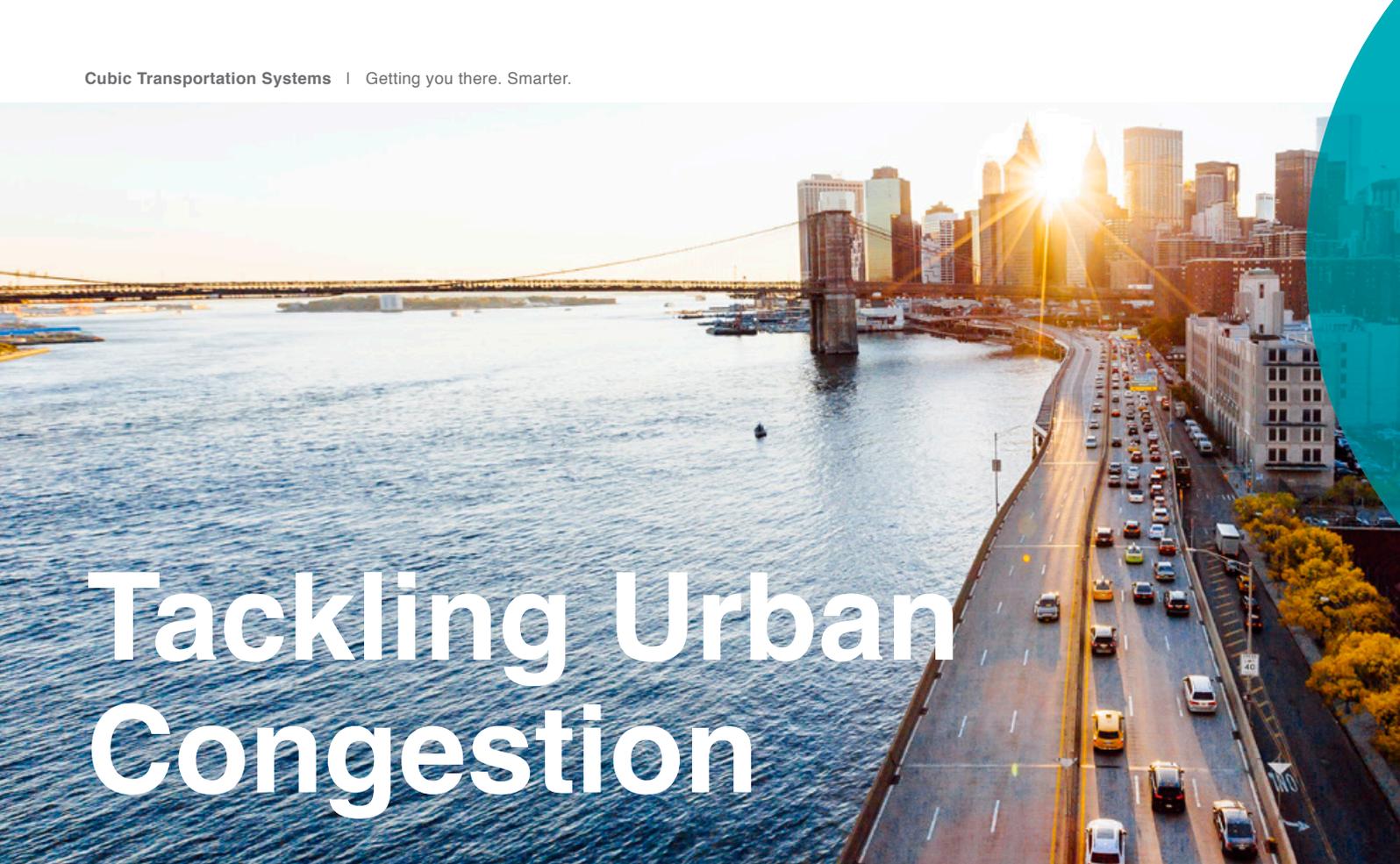
Tackling Urban Congestion

The road user charging industry faces formidable new challenges. Long gone are the days of anonymous patrons throwing money into a basket or handing over cash to a toll collector. The transportation landscape is undergoing a transformation of the century: innovative services, new partnership models and changing user demands add unprecedented layers of complexity to transportation networks. This new landscape calls for powerful, modern and flexible congestion management approaches which seamlessly integrate with the more traditional electronic tolling systems that first transformed the industry more than 20 years ago.

That's why we developed the Cubic Road User Charging Solution — a robust, integrated and customer-focused congestion management platform that offers efficient, accurate and low-cost collection of revenue in the context of user journeys. Featuring multi-modal integration, complex pricing models and a single user account for managing all transportation needs, the Cubic Road User Charging Solution can provide cities with the necessary back office to keep up with today's infrastructure demands, while helping them better prepare for the future.

Flexibility When You Need It

Cubic Road User Charging Solution provides an alternative to inflexible and proprietary systems that are difficult and expensive to change, customize, maintain and modernize. We integrate best-of-breed components familiar to the top blue chip firms in the financial services and logistics industries with an extensive experience in transportation revenue management. Every aspect of the solution is designed for configurability — changes can be made quickly and cost effectively. By working closely with our industry partners using commercially available, leading-edge technologies, our platform is designed to grow as customer's needs change, thus extending the useful life of the system.

Designed with an Eye to the Future

Cubic's Road User Charging Solution is developed from the ground up for enhanced operations, customer services, and financial security management. It embeds specific deployment requirements within business processes rather than compiled code, resulting in low-cost, future-proof deployments that are both horizontally and vertically scalable. The platform can be adapted to new technologies, operational and payment models and can easily scale to add capacity, facilities and agencies, including multi-authority support and multimodal transportation.

- **One-stop-shop for congestion management**
- **Flexible, easily configurable system**
- **Robust CRM component**
- **Superior financial accountability**
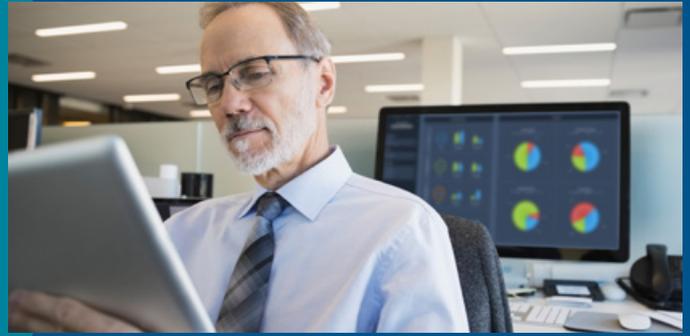
The Future of Road User Charging

Cubic Road User Charging Solution is a one-stop-shop for effective congestion management and holistic revenue collection, featuring a number of modern capabilities:

Financial Accounting and Revenue Apportionment

A robust system manages the day-to-day clearing and settlement for financial transactions including payment receipts, fees, refunds, customer adjustments and chargeback processing. Daily closings and summaries make revenue allocation simple, while transaction level detail and reconciliation provide full auditability.

Flexible Business Rules

Business and financial apportionment rules are configurable and intuitive to enable easy changes over time.

Efficient Image Review

Transaction images are provided in a user-efficient manner to minimize time per image. Images are pre-loaded and presented with variations to avoid manual adjustments during review. Queue logic can be easily modified without reprogramming.

Customer Management

A number of commercial, Off-The-Shelf (OCTS) product capabilities enhance customer service operations and shorten call center response times. Customer interactions are managed through a web-and smartphone-enabled Customer Relationship Management (CRM) platform. Available customer-assisted channels include retail points of sale, Integrated Voice Response (IVR) and call center systems. Customer self-service channels consist of interactive and mobile websites, smartphone applications and Short Message Service (SMS) capabilities.

Trip Reconstruction and Pricing

Cubic Road User Charging Solution can be extended to include capabilities such as trip reconstruction and sophisticated dynamic pricing. Integrated trip building and reconstruction enables a complete trip to be constructed and appropriate rates applied based on business rules. Pricing models are available by facility or plaza, including static, variable and dynamic pricing.

Big Data Focus

Our next-generation platform is built around an enterprise-class database designed to retain the highest levels of performance at all transaction volumes and system loads, as cities become "smarter" and increase their data footprint. A highly secure architecture provides Personally Identifiable Information (PII) protection and Payment Card Industry (PCI) compliance for payment transactions. Through our data provenance approach, a wide variety of users can quickly identify issues with data flow without requiring specialized support.

Services that Enhance the Journey

Cubic Road User Charging Solution integrates easily with a number of Cubic Services, including community outreach and customer education, operational planning assistance, and data analytics, to make journeys safer, smarter and more efficient for providers and commuters alike.

Cubic Road User Charging provides the flexibility you need to keep up with today's changing technology, while preparing for the future.

NextCity – building a smarter tomorrow

The Cubic Road User Charging Solution is inspired by NextCity, Cubic's vision for city management and integrated traveler payment and information that centers on three core principles: the delivery of an integrated customer experience, one account, and integrated operations and analytics.

As the world's population moves to urban centers, the result is greater traffic congestion, frustrated travelers and lessened productivity. Intelligent and actionable information is the key to ensuring that everything is running as smoothly and efficiently as possible within the travel networks – and will empower travelers to make smarter, more informed decisions based on facts. NextCity provides a roadmap for a coordinated framework – using legacy and emerging payment methods and information systems to integrate all travel information and payment, customer experience, operations and analytics in the region for all modes of transportation.

The NextCity vision is built on a model for real-time data gathered across a transportation network through payments, sensors and other touch points, increasing travel efficiencies without losing individual authority flexibility. For travelers, NextCity offers a solution for personalized, actionable information sent directly to their mobile device, all supported by a single account to pay for their entire trip.

Cubic – a leader in intelligent travel solutions

At Cubic, we believe our identity is intrinsically linked with our customers, and the people our customers serve. How they get from one place to the next – how that impacts their lives, their fellow travelers and their cities – and how it feels along the way.

That's why we're passionate about developing transportation solutions that improve the way we move throughout cities. Innovation is in our culture, and our history speaks for itself. In our 45-year history, we've delivered transit fare collection systems to over 450 operators, including 20 regional back office systems and traffic and transportation management systems for major cities and regions on four continents.

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CTS-SB-RUC-19MAR-v4