## **Key Partnerships**

- **#Metro Rail Authorities:** For integrating ticketing systems and gaining access to real-time schedule data.
- -#Advertising Partners: Local businesses or larger brands who wish to target commuters.
- **#Technology Partners:** For app development.
- **#Payment Processors** (e.g., Phone pay)
- **#Accessibility Consultants:** To ensure the app is inclusive for all users.

## **Key Activities**

- #Partnership Management: Collaborating with metro agencies, advertisers, and payment providers.
- #App Development & Maintenance: Continuous improvements, bug fixes, and updates.
- **#Marketing:** Promoting the app to commuters.
- **#Customer Support:** Providing user assistance and maintaining a knowledge base.
- #Working on Feedbacks to improve app.

## **Key Resources**

- #App Development Team.
- #Customer Support Team.
- #Brand & Marketing.
- #Metro Network Integration.
- #Payment Gateway.

## Value Propositions

- \*Easy & quick ticket booking.
- \*Real time train schedules.
- \*Easy tracking.
- \*Seamless boarding process.
- \*Sustainability.
- \*Payment Integration.

## **Customer Relationships**

- #Self-Service: The app allows users to manage their own accounts, bookings, and payments. #Automated Support: Chatbots for FAQs and troubleshooting.
- **#Personalization:** Tailored notifications and preferences based on user behavior.
- **#Customer Support:** Access to a help center or live support for issues.
- **#Loyalty Programs:** Discounts or rewards for regular commuters.

# **Customer Segments**

- **#Commuters:** Daily or regular passengers who use the metro for work, school, etc.
- #Transport Operators: Metro agencies or private transport companies who may want to partner for ticketing and system integration. #Disabled Passengers: Special focus on simplifying the app for ease of use, offering accessibility features.
- #Occasional Travelers: People who use the metro only when needed (tourists, occasional business travelers).

#### Channels

- -#Social Media & Website: For marketing and user engaging. #Google Play Store: For app distribution.
- -#Email & Push Notifications: For customer engagement and updates about train schedules or promotions.
- # Tv advertisement.

#### **Cost Structure**

- #App Development & Maintenance: Initial development and ongoing updates.
- #Marketing & User Acquisition: Advertising campaigns and promotions.
- #Payment Gateway Fees: Transaction fees for processing payments.
- #Cloud Hosting & Data Storage: Costs of hosting the app and storing user data.
- #Legal & Compliance: Ensuring the app complies with local transportation laws and data privacy regulations.
- #Salaries: Developers, designers, support staff, etc.

#### **Revenue Streams**

- #Ticket Sales: Commission on e-tickets sold through the app.
- **#Subscription Model:** Offering premium features like exclusive routes or priority access.
- #Advertising: Ads from local businesses or sponsors displayed within the app.
- #Partnerships with Metro Operators: A share of revenue from ticket sales through the app.
- **#Data Analytics:** Selling anonymized data on commuter patterns (with user consent) to metro authorities or advertisers.