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| Last Edited:  9-12-2013 |

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| Group 1 |
| Client Interaction Report |
| Transit Access Pass |

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| **Team Member** |  | **Project Role** |
| Andrew Borba | -- |  |
| Elisabeth Brooks | -- |  |
| Jorge Go | -- |  |
| Katherine Hu | -- |  |
| Nakul Joshi | -- |  |
| Ian Malave | -- |  |
| Rishi Mukhopadyay | -- |  |

### Current Infrastructure



*<<Describe the infrastructure currently utilized at the client’s organization (i.e. hardware, software, network, etc.). If there is no current system, describe either competitor’s product or how users perform the desired tasks/ features currently. >>*

The LA Metro Bus currently has a few options when it comes to purchasing redeeming tickets. Riders can either purchase single-ride fares on the bus or pay using pre-purchased tokens. For both these options the rider receives a paper ticket as a proof of purchase. Another option is for metro users to purchase a TAP card from many locations across Los Angeles, and be refilled from any TAP vending machine. To use these TAP cards, users simply tap their card as they enter the bus and the appropriate fare is deduced. The initial cost for the TAP card is $1 and can store values for up to three years.   
  
There is currently no competitor for the TAP concept since it is produced and run by a government agency. The current options are either using a TAP card or pay as you go. Our product would save resources, time, and create a more user friendly interface and payment option.

#### Current Artifacts

*<< List all (or as many as you were able to observe) the artifacts used by the system or by the users in operating the system. Provide a brief description about each artifact. For artifacts that have not been shown or given to you but have requested for, specify the planned delivery date for them. >>*

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| **Artifact** | **Description** | **Requested/ Shown/  Received** | **Planned Delivery Date** |
| **Money payment** | **Pay each ride as you go using cash- no change given** |  |  |
| **Pre-paid tokens** | **Purchase exact change tokens to use per ride** |  |  |
| **TAP cards** | **Prepaid plastic cards with a chip that allow you to ad** |  |  |
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#### Current Business Workflow

<< Sketch the business workflows around the current system by using UML Activity Diagram Notation>>

