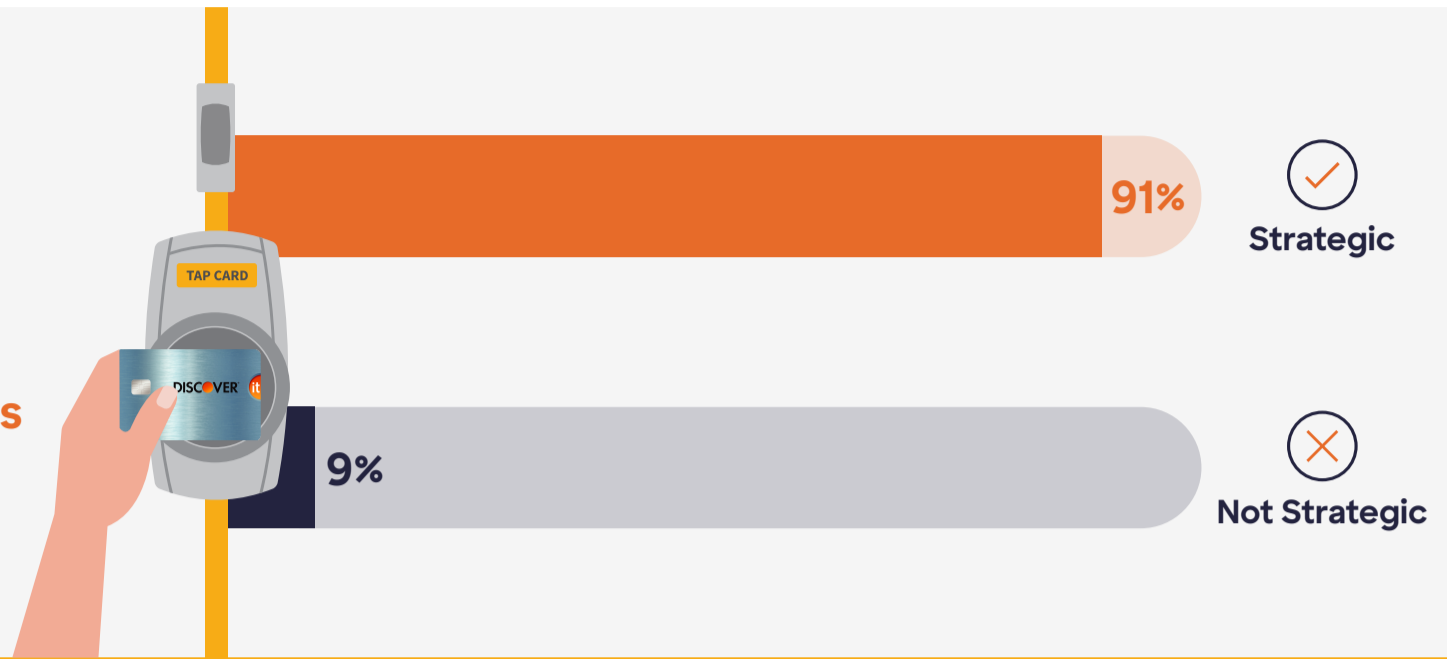


# Transit Professionals from Around the Globe Report How Contactless Payments Improve the Rider Experience



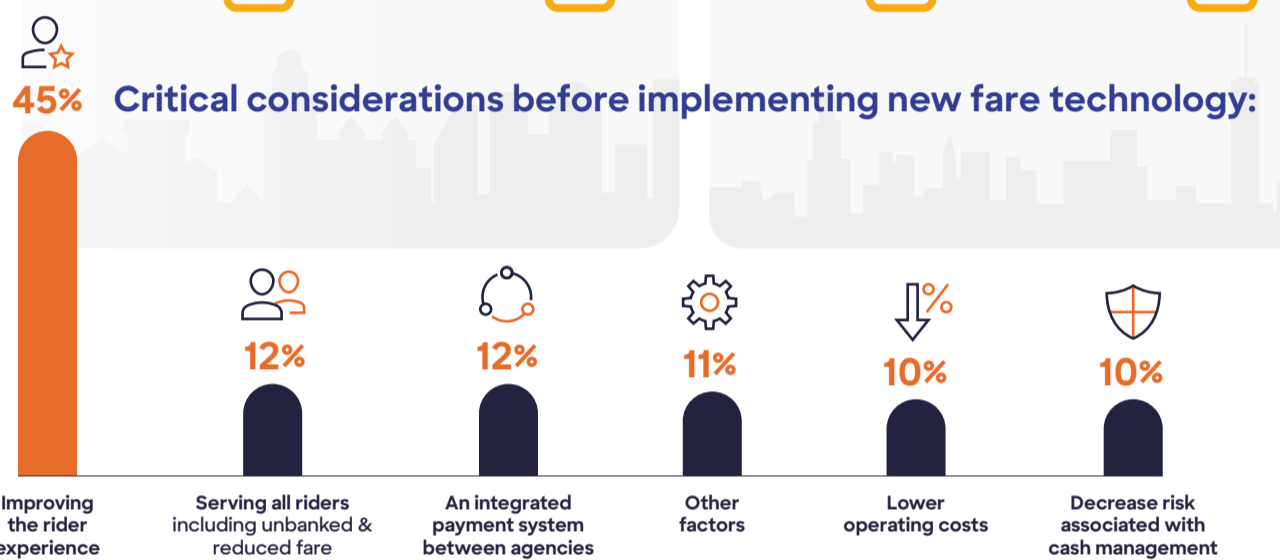
A recent study commissioned by Discover® Global Network surveyed nearly **100 transit professionals** from agencies around the globe. Respondents shared their views on **improving the rider experience through implementing new fare collection payment systems** and **challenges transit agencies face**.

Majority of respondents report fare collection is a **strategic area of focus**



n=96

“Improving the Rider Experience” is the most important factor when investing in new fare collection technologies



n=92

Increasing ridership and improving the rider experience are the biggest challenges facing transit agencies today



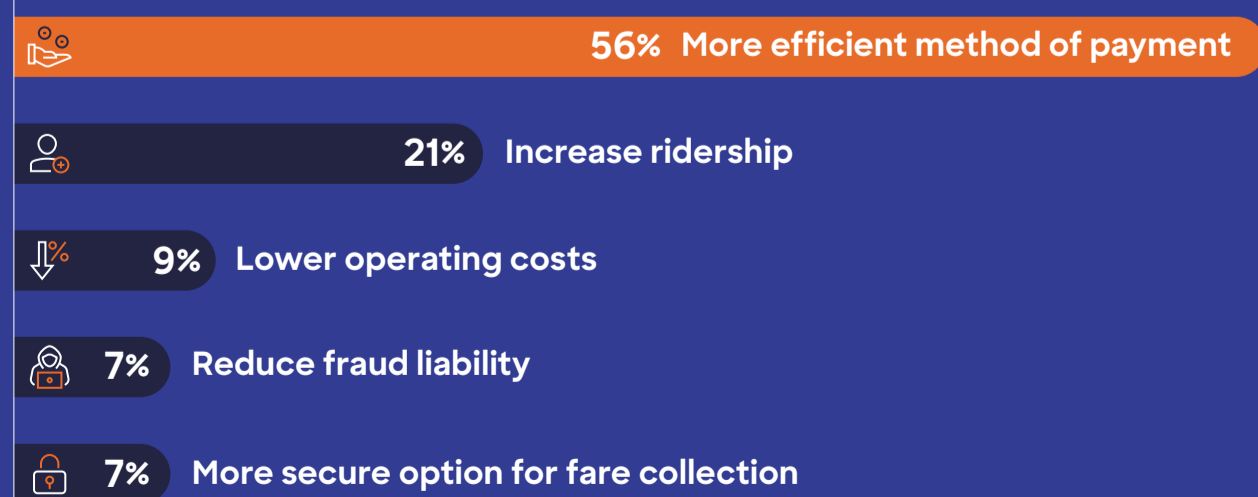
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## Agencies that have already implemented open loop payments are seeing the following benefits



n=20

Top reasons transit agencies plan to implement open loop payments in the near future



n=43

Learn how to accept contactless payments from 305M+ cardholders on the Discover® Global Network. [→](#)