



Now Available

Smart Card

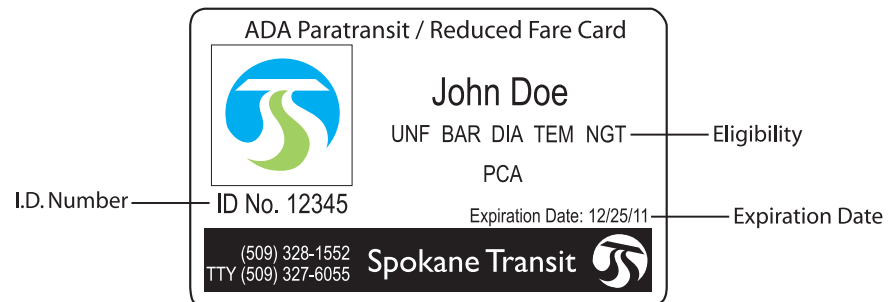
For Paratransit Customers

... and a new look for your ID card ...



YOUR PARATRANSIT ID CARD HAS A NEW LOOK!

In January 2009 Spokane Transit Paratransit will begin issuing new ADA eligible ID cards to our customers. All new customers will receive this card and existing customers will be given the new ID card when they renew their eligibility status. We expect everyone to have the new ID cards by 2012. In the meantime, please continue using your current Paratransit ID card.



WHAT'S SO SMART ABOUT SMART CARDS?

Your new ID card can be converted into a Smart Card

A Smart Card

- can be used as a Monthly Pass or a Stored Value (Pre-Paid Debit) Card.
- is more durable than traditional monthly passes. It won't bend or break easily.
- is re-loadable and can be re-used indefinitely.
- can be used to pay fares on both vans and buses.
- provides a faster method of payment than cash and you never need to have exact change.

You now have the option to exchange your Paratransit ID card for a combined Paratransit ID/Smart Card.

WHAT IS A SMART CARD?

Smart Cards are a new, high-tech way for you to use STA public transportation. The Smart Card is chip-embedded and can be used as a Monthly Pass or Stored Value (Pre-Paid Debit) card. A Smart Card is read when touched to the target on a Mobile Data Computer (MDC) or Ticket Vending Machine (TVM) when reloading your Smart Card.



The front of the Smart Card looks like your Paratransit ID card. The back of the card features the Smart Card graphic (see above right).

Note: Smart Cards can only be loaded with a Monthly Pass at The Plaza. If you prefer ordering your Monthly Pass online or by phone, the new Smart Card may not be a convenient choice for you.

TO EXCHANGE YOUR PARATRANSIT ID CARD FOR A PARATRANSIT ID/SMART CARD:



- 1) Take your Paratransit ID Card to The Bus Shop at The Plaza.
- 2) Tell the Customer Service Representative you want to exchange your Paratransit ID Card for a Smart Card. You will have your picture taken and added to your new Smart Card at this time. There is a \$2.00 fee for this service.
- 3) Tell the Customer Service Representative you would like your Smart Card loaded with either a Monthly Pass or Stored Value. (You may load up to \$50.00 per visit.)
- 4) Pay for the Monthly Pass or the dollar amount (pre-paid stored value) loaded on your Smart Card.

For extra security, your picture will be added to your Paratransit ID/Smart Card.

OTHER THINGS TO KNOW ABOUT PARATRANSIT ID/SMART CARDS:

On the van: Hand your ID/Smart Card to the driver who will scan it for you. Be sure to tell the driver if it is a Monthly Pass or a Stored Value (pre-paid debit) card.

On the bus: Tell the bus driver you are qualified for a reduced fare before you pay.

If you lose your Smart Card: There is a \$5.00 replacement fee for all lost, stolen or damaged Smart Cards. To replace a lost Smart Card go to The Bus Shop at The Plaza.

Consider storing your Smart Card in a clear plastic holder. This will protect your card, which will be INVALID if chipped, torn or damaged. **DO NOT PUNCH A HOLE IN YOUR SMART CARD.**

For more information on STA's new Paratransit ID/Smart Cards, please call 328-RIDE (328-7433).