

Smart Card Information

www.spokanetransit.com

Thank you for selecting a Smart Card to pay your fares on Spokane Transit. It is our hope that these new cards will be convenient tools to enhance your experience with us. The technology is a giant leap ahead of our previous fare collection methods. Thank you for taking this big step with us and we hope that you'll soon find your Smart Card to be as exciting and useful as we do!

-Spokane Transit

Smart Card Fast Facts

Monthly Pass Smart Card or Stored Value Smart Card?

Smart Cards can be used two ways - as a Monthly Pass or a Stored Value (Cash Card). During the purchase process at Customer Service, you must determine how you wish to use it. A \$2 fee would apply if you change your mind later.

Monthly Pass:

If you currently have a monthly pass and utilize it often, you should choose to use your Smart Card as a monthly pass. The cards work like your current pass - except you just tap your Smart Card to the reader on the farebox, rather than swiping.

Stored Value (Cash Card):

This option is just like paying cash for each ride and works well for occasional riders. You load a certain amount of cash on the card (\$10 for example). Each time you board the bus the farebox deducts \$1.50 (or 75 cents for Reduced Fare), leaving you with \$8.50 on your card (or \$9.25 for Reduced Fare). A maximum of \$50 can be loaded on the card.

Two-Hour/Day Passes

Only Stored Value (Cash Card) users must request a Two-Hour Pass to transfer to another route or a Day Pass for unlimited rides all day. Ask the Coach Operator for the pass before tapping your card to the farebox reader.

Price and replacement

There is a \$2 set up fee when you first get your Smart Card. This pays for the cost to STA to provide the card. If you lose your card at any time you will be required to pay \$5 to get another. If you lose your card be sure to report it as lost immediately to ensure that someone does not steal your card and deplete its value. Call Customer Service at 456-7277 to report a lost card. In order to use this replacement feature you must first register your card at the time of purchase at Customer Service.

Other things to know

- STA can put your name and photo on the back of the card if you wish. Reduced Fare users can place their ID card on the back of a Smart card (eliminating the need for two passes). Ask at Customer Service.
- To use the your card simply tap it to the red bull's-eye on the front of the farebox and listen for the immediate happy beep.
- If you get your monthly pass from work, school or a social service agency you will continue to use traditional magnetic stripe monthly passes.
- When it's time to reload your card, just bring it back to Customer Service or to a Ticket Vending Machine.
- Smart Cards are for Spokane Transit purposes only
- Smart Cards are not a legal form of identification