



Frequently Asked Questions about Metro Stored Value Cards and 10-Ride Zone 1 Tickets

June 2013

Effective Aug. 1, 2013 Metro will stop selling 10-ride Zone 1 tickets and begin selling stored value cards. Here are some questions we have received about this development.

Q: What is happening to 10-ride Zone 1 tickets?

A: Effective Aug. 1, 2013, Metro will no longer sell 10-ride Zone 1 tickets. We will continue to accept them through Dec. 31, 2013.

Q: Why is Metro discontinuing 10-ride Zone 1 tickets?

A: The main reason that Metro is discontinuing 10-ride Zone 1 tickets is because we received feedback from the public that they are not flexible enough to meet riders' needs. They cannot be used to pay for additional zones, transfers or discounted fares.

Q: What can I use instead of 10-ride Zone 1 tickets?

A: Metro offers several other ways to pay your fare:

- **NEW stored value cards in \$10, \$20 or \$30 denominations**
- 30-day rolling pass good for unlimited travel in zone of your choice for any 30-day period
- Exact change in dollar bills and coins

Q: How do stored value cards work?

A: Just buy a stored value card worth either \$10, \$20 or \$30 and use it like cash every time you ride the bus. It can be used to pay all zone fares, buy transfers, pay discounted fares such as Fare Deal (without a sticker), children's fares or UC or Cincinnati State fares, and even for multiple riders.

When you use a Metro stored value card, remember to **TIE** it up:

- **TELL** driver the fare you're paying
- **INSERT** card in slot on top of farebox
- **ENJOY** always having correct change

Important reminders when using stored value cards:

- If you're paying for zone fares, transfers or additional riders, tell your operator **before** you insert your stored value card.
- If you're paying a discounted fare (Fare Deal, UC or Cincinnati State) you must swipe those cards **before** you insert your stored value card.

- You may need to insert your stored value card more than once. For example, if you're paying for your adult Zone 1 fare, a child's half fare and two transfers, you will need to tell the operator beforehand and insert your stored value card four times so the farebox will take the proper amount of money off your card for each transaction.
- Insert the stored value card into the slot on top of the farebox every time you ride, color side facing you and the arrow pointing down.
- Farebox deducts the amount of your ride, including transfer or zone charges, each time you use it and prints the new balance on the card.
- If the printing area of the card fills up with transaction details, the farebox will issue you another card with up-to-date balance information.
- If the value on your card falls below the needed fare, add cash or use another stored value card to pay the difference.
- When your card no longer has any value, the farebox will print "0" and it will no longer be valid.
- Treat stored value cards like cash. Metro is not responsible for lost or stolen stored value cards.
- Since they are like cash, stored value cards can be used to pay for any Metro fares:
 - All zone fares and transfer charges for you and your traveling companions
 - Fare Deal card customers' cash fares without monthly stickers
 - UC and Cincinnati State card customers' fares
 - Child's fares and transfer charges for children between 35 and 45 inches
 - Stored value cards cannot be used to purchase of 30-day rolling passes.

Q: Can I use a stored value pass to pay zone fares?

A: Yes. Since they are just like cash, you may use a stored value card to pay any fare on Metro, including buying transfers or paying multiple fares.

Q: Will transfers be issued with stored value cards?

A: Yes, you may request a transfer when using your stored value card and the \$.50 transfer charge will be deducted along with your fare.

Q: Can I use a stored value card to pay for multiple riders at one time?

A: Yes, just be sure to tell the driver how many fares you are paying before inserting the stored value card into the farebox so the appropriate number of rides can be deducted. You will need to insert and remove your stored value card into the farebox for each transaction you make.

Q: Can I use a stored value card to pay for Fare Deal reduced fares?

A: Yes, but be sure to swipe your Fare Deal card before inserting your stored value card so the farebox only deducts half-fare.

Q: What if I don't have enough left on my stored value card to pay the full fare?

A: You may pay any remaining fares with cash or another stored value card.

Q: What happens if there's no more room to print transactions on my stored value card?

A: If the printing area of the card fills up with transaction details, the farebox will issue you another card with up-to-date balance information.

Q: Can I reload my stored value card?

A: No, stored value cards cannot be reloaded. When there is no remaining value left on your stored value card, place it in the nearest recycling container and get a new one.

Q: Why can't I buy stored value cards in any increment besides \$10, \$20 or \$30?

A: We are offering stored value cards in increments that will be the most convenient for our customers while minimizing the need for the farebox to print out remaining value on a second card.

For example, if you use a \$30 stored value card to pay for Fare Deal cash drops only, there may not be enough room to print transaction details on the first card before the card runs out of value. In that case, the farebox will issue a new stored value card with your remaining value on it. Stored value cards bought at the sales office are made out of a special plastic-coated paper but those issued from the farebox are made out of paper, which are not as durable and do not last as long as plastic-coated ones.

Q: Can I buy stored value cards online or at outlets?

A: No, stored value cards will only be sold at the Metro sales office at 120 East Fourth Street downtown across from Government Square. They may be available at other locations in the future.

Q: Can I buy multiple stored value cards at one time?

A: Yes, you may buy as many stored value cards as you would like at one time.

Q: What should I do with the 10-ride Zone 1 tickets I have?

A: 10-ride Zone 1 tickets will be accepted until Dec. 31, 2013.

Q: Can I sell back my unused 10-ride Zone 1 tickets?

A: Unused 10-ride Zone 1 tickets cannot be sold back or exchanged.

Q: What about smart cards?

A: Metro is still testing smart cards and will begin selling them when all technical issues are resolved. We hope to make smart cards available later this year.

Q: Where can I get more information?

A: You may call 513-621-4455 or visit www.go-metro.com for more information about stored value cards or any other Metro service.