



**FARE DEAL PROGRAM**  
(513) 632-7540

## **Frequently Asked Questions about the Metro Fare Deal Smart Card**

### **Q: What is a smart card?**

A: A smart card is a way to pay for bus fare that uses a card with a tiny chip inside that stores information. It works the same way your current Fare Deal card does except you don't have to swipe it through the farebox. Simply tap it on the target area and the farebox will "read" the information on the chip and let the driver know it is a valid card and what you should pay.

### **Q: My current Fare Deal card doesn't expire until March of 2014. Will I still need to get a smart card?**

A: Yes. Effective early in 2014, magnetic swipe Fare Deal cards will no longer be accepted by Metro's fareboxes. All Fare Deal customers must have a smart card at that time to ride for a reduced fare **REGARDLESS OF THE EXPIRATION DATE PRINTED ON THE SWIPE CARD.**

### **Q: Why is Fare Deal changing to a smart card?**

A: Metro's new fareboxes accept smart cards, which are the newest technology in paying for bus fare. They provide more control, better security and starting sometime next year, they will offer new, convenient ways to pay your fare.

### **Q: When will I receive my new Fare Deal smart card?**

A: If you re-certified for the Fare Deal program, you will receive your new smart card in the mail in late November. Then early next year, the magnetic swipe Fare Deal card will no longer be accepted by the farebox. You must have a smart card to ride for a reduced fare.

If you have not re-certified, you must complete an application to be considered for continued eligibility and to receive your new Fare Deal smart card. You may complete an application in person at the Fare Deal office, located at 7000 Montgomery Rd. in Silverton (the Metro/Access Eligibility and Training Center) served by Rt. 4 Silverton-Blue Ash, Rt. 4 Kenwood-Blue Ash and *Metro\*Plus*. Open Monday, Wednesday and Friday 8:15 a.m. to 4 p.m.; closed Nov. 29 and Dec. 23 through Jan. 5, reopening on Jan. 6.

Call 513-632-7540 to get an application or with questions.

Applications are also available at [www.go-metro.com](http://www.go-metro.com).

### **Q: Can I still get a monthly sticker?**

A: Yes. Metro will still offer a monthly Fare Deal sticker good for unlimited rides for only \$38.50. The sticker will be placed on your smart card and you will need to show it to your driver every time you ride. Once swipe cards are no longer accepted, customers may not purchase a Fare Deal sticker without a valid Fare Deal smart card.

**Q: Can I still get my monthly sticker through the mail?**

A: No. Starting Dec. 10, Metro will no longer sell Fare Deal stickers through the mail or by phone. This move is being made in preparation for the launch of new ways to add multiple rides to Fare Deal smart cards coming sometime next year.

**Q: Can I punch a hole in my Fare Deal smart card so I can put in on a lanyard?**

A: No. Punching a hole in the smart card may damage the chip inside, and once it's damaged, it will not work and you will need to get a replacement card. If you want to put your card on a lanyard, we suggest you get one with a pouch and put your card in that.

**Q: I get my Fare Deal sticker from my case manager. Will I still be able to do that?**

A: Metro is currently working to set up programs with a limited number of agencies. More information will be available in the future.

**Q: Is there a cost for the new Fare Deal smart card?**

A: Not for the first one. There is a cost of \$10, \$20 and \$30 for first, second and third replacement cards respectively if they have to replace the cards. Cards will not be replaced for a fourth time until their expiration date.

**Q: What are future plans for the Fare Deal smart cards?**

A: Starting sometime next year, new smart cards will enable Metro to offer new, more convenient ways to pay your fare, such as reloadable stored value and "electronic stickers" instead of monthly stickers.

**Q: Where can I get more information?**

A: Visit [www.go-metro.com](http://www.go-metro.com) or call Fare Deal at 513-632-7540.