



Metro's Fare Deal Program Changes Frequently Asked Questions

What is changing about the Fare Deal program?

Metro is making several changes to proactively meet customers' needs:

- **New cards** – Metro will be mailing out new Fare Deal cards with a new design during the month of April.
- **Extended eligibility**
 - Those 65 or older or with a permanent disability will have up to a 5-year eligibility term.
 - All other Fare Deal cardholders may have up to 3 years of eligibility.
- **Additional hours and a new downtown location** – Beginning in April, customers can drop off Fare Deal applications along with any supporting documentation and have ID photos taken at Metro's downtown sales office at 120 East 4th Street across from Government Square (served by all downtown Metro routes.) Applications will be accepted at Metro's downtown sales office during the following times:
 - The 2nd and 3rd Tuesdays each month from 7 a.m. - 5:30 p.m.
 - The 2nd Saturday each month from 9 a.m. - noon

Metro will still accept applications at the Silverton office, located at 7000 Montgomery Road on Mondays, Wednesdays and Fridays from 8:15 a.m. to noon and from 1 to 4 p.m. The Silverton office is served by Rt. 4 (Kenwood or Blue Ash) and Rt. 90 Metro*Plus.

- **New ways to get monthly stickers** – Beginning April 15th, customers will be able to purchase monthly Fare Deal sticker the following ways:
 - **By mail** - Send a check or money order made payable to SORTA to 1801 Transpark Drive, Cincinnati, OH 45229
 - **By phone** - Call 513-632-7591
 - **In person** - at the Silverton office at 7000 Montgomery Road on Mondays, Wednesdays and Fridays from 8:15 a.m. to noon and from 1 to 4 p.m. and Metro's downtown sales office at 120 East 4th Street downtown weekdays from 7 a.m. to 5:30 p.m.

Why is Metro doing this?

Metro has received numerous requests from customers to make the Fare Deal program more convenient, so we are making these changes to proactively meet our customers' needs.

Will my new Fare Deal card still work the same way?

Yes, it will work the same way as your current Fare Deal card. Just tap it on the target area of the farebox when you board the bus, then show it to the operator and pay the half-fare requested. Don't forget to request a transfer if you need one before paying your fare.

If you have a valid Fare Deal sticker, just show that to the operator when requested – no additional fare is needed.

Important: don't punch a hole in your card and take care of it or you may damage the antenna inside. If the antenna is damaged, the card may not work and you will need a replacement.

If I lose or damage my card, can I get a replacement?

Yes. Just call 513-632-7540 or visit the Silverton office at 7000 Montgomery Rd. during normal business hours to order a replacement card. Your old card will be turned off in the system so no one else can use it.

There is a \$10 fee for each replacement card.

What are the new locations and hours for Fare Deal?

Beginning in April, customers can drop off Fare Deal applications along with any supporting documentation and have ID photos taken at Metro's downtown sales office at 120 East 4th Street across from Government Square and served by all downtown Metro routes during the following times:

- The 2nd and 3rd Tuesdays monthly from 7 a.m. - 5:30 p.m.
- The 2nd Saturday monthly from 9 a.m. - noon

Can I still drop off my paperwork at the Silverton office?

Yes, Metro will still accept applications at the Silverton office, located at 7000 Montgomery Road on Mondays, Wednesdays and Fridays from 8:15 a.m. to noon and from 1 to 4 p.m. The Silverton office is served by Rt. 4 (Kenwood or Blue Ash) and Rt. 90 Metro*Plus.

Where can I get my monthly Fare Deal sticker?

Beginning April 15th, customers will be able to purchase monthly Fare Deal stickers:

- **By mail** - Send a check or money order made payable to SORTA to 1801 Transpark Drive, Cincinnati, OH 45229
- **By phone** - Call 513-632-7591
- **In person** - at the Silverton office at 7000 Montgomery Road on Mondays, Wednesdays and Fridays from 8:15 a.m. to noon and from 1 to 4 p.m. and Metro's downtown sales office at 120 East 4th Street downtown weekdays from 7 a.m. to 5:30 p.m.

When are these changes happening?

Metro plans to mail new Fare Deal cards to all registered customers during April. Customers may begin visiting the new locations on their specified days and times starting in April, too. And May Fare Deal stickers will be available by mail and phone starting April 15.

What should I do with my old Fare Deal card?

Your current Fare Deal card will still be valid until May 1. If you have an April sticker on it, keep using it until that time. After May 1, destroy it or bring it in to the Metro sales office and we will destroy it for you.

When should I purchase a May sticker?

You should receive your new Fare Deal card in the mail sometime during the month of April. When you do, starting April 15, either bring it in person to the sales office so we can put the sticker on for you or order it by phone or mail order. **Be sure to put your May sticker on your new card, not your old card.**

Don't forget: if you have an old card with an April sticker, you may continue to use it until May 1. If your old card does not have a sticker, you can begin using the new card as soon as you receive it in the mail. Destroy your old card starting May 1 to avoid confusion.

What if I don't get a new card mailed to me?

If you don't receive a new card in the mail, call the Fare Deal office at 513-632-7540 to make sure we have your updated mailing address on file.

I have a permanent disability. Why do I have to recertify every two years?

The recertification process is important so we can be sure to have the most recent information on file for our customers, as well as a current photo. However, those with permanent disabilities or those 65 or older will only have to recertify every five years under these new policies.

All other Fare Deal card holders may have up to three years of eligibility depending on their individual circumstances.

Is my Fare Deal card good for rides on TANK?

Yes, Metro and TANK have an agreement to accept each other's half-fare cards. Just show your valid Fare Deal card to the TANK operator and pay half the TANK fare.

Is my Fare Deal card good for half fare on the Cincinnati Bell Connector?

Yes, if you have a valid Fare Deal, simply purchase a half-fare, 2-hour ticket from either the Cincy EZRide app or at one of 19 ticket vending machines located at each streetcar station. Then show your half-fare, 2-hour ticket and your valid Fare Deal card to the fare inspector when requested. If you have a valid Fare Deal card with a valid monthly sticker, there is no need to buy a half-fare, 2-hour ticket – just show your Fare Deal card with valid sticker to the inspector when requested.

Will the cost of the Fare Deal sticker increase?

There are currently no plans to increase the cost of the monthly Fare Deal sticker. It will remain \$38.50 for unlimited monthly rides on any Metro route and the Cincinnati Bell Connector streetcar. When riding the Connector, you must show your valid Fare Deal card with a valid sticker to the inspector when requested.

Where can I get more information?

Visit www.go-metro.com for more information or call the Fare Deal office at 513-632-7540.