

# Simple. Rechargeable. Sustainable.

Introducing Tcard, the new way to pay.



## Intro

Thank you for purchasing a bus pass loaded on a Tcard! This guide will help you make the most of all of the features that the Tcard has to offer. Please read this information over carefully.

## Register Your Tcard

**Beginning 3/1**, TCAT encourages riders to register their Tcards online at [tcatbus.com](http://tcatbus.com). If you lose your Tcard, TCAT can look you up in the system, authenticate your identity, deactivate your lost Tcard, and transfer your existing ride/ day balance to a new Tcard. If you don't wish to register your card online, please write down the number of your Tcard and keep it in a safe place. TCAT will need that number to issue a new Tcard.

## Use Your Tcard

Tcard will be available January 1, 2010 and can be used immediately. When you board a TCAT bus, simply swipe your card through the magnetic stripe reader. The magnetic stripe on your Tcard should face the reader. Your Tcard must be electronically read and accepted to pay for your fare. It's that simple!

## Load & Recharge Your Tcard

**Between 1/1 and 3/1:** Purchase your pre-loaded Tcard at any TCAT outlet. Tcards are sold pre-loaded with the most popular bus pass options, like monthly passes, 15 rides, and single-day passes.

Tcard recharging is not yet available. Use your pass until it is expired or expended. Then, simply drop it in the farebox—TCAT will recycle it for you.

**Beginning 3/1:** Riders can still purchase pre-loaded Tcards at any TCAT outlet. In addition, riders can recharge Tcards with a custom number of rides and days in person, at a kiosk installed at a major bus stop (like the Green Street Station), online at [tcatbus.com](http://tcatbus.com), or by calling TCAT at 277-RIDE.

## TCAT sells passes “by the ride” and “by the day.”

**By-the-Ride:** You can load an unlimited number of rides onto a Tcard, fob or sticker. Rides have no expiration date. If you purchase at one time:

- **1-14 rides:** pay \$1.50 per ride
- **15+ rides:** pay \$1.33 per ride

In addition, all ride-based passes are 50% off for senior citizens (60 and older), youth (17 and under), and a person certified as being eligible for SSI, SSD or Veterans Benefits. Proof of eligibility may be required.

**By-the-Day:** You can load an unlimited number of days onto a Tcard, fob, or sticker. The more consecutive days of riding you purchase at one time, the more you save on your per-day cost. If you purchase:

- **1-6 consecutive days:**  
pay \$3.00 per day
- **7-30 consecutive days**  
pay \$2.50 per day
- **31-364 consecutive days:**  
pay \$1.50 per day
- **365+ consecutive days:**  
pay \$1.25 per day

## Popular By-the-Day Passes:

**Day pass:** \$3

**Week pass:** \$17.50 (7 consecutive days)

**Month pass:** \$45 (31 consecutive days)

**Annual pass:** \$395\* (365 consecutive days)

*\*TCAT is running a special promotional discount on our annual pass. Originally priced at \$495, annual passes purchased between Jan. 17 and March 17 cost \$395.*

## Check Your Tcard Balance

**Between 1/1 and 3/1:** Check your balance online at [tcatbus.com](http://tcatbus.com), or call us at 277-RIDE. Please note that it may take 1-2 days for rides to post to your account.

**Beginning 3/1:** Check your balance in person at a kiosk installed at a major bus stop (like the Green Street Station), online at [tcatbus.com](http://tcatbus.com), or call us at 277-RIDE. In addition, your Tcard pass type and balance will be displayed to you every time you use your Tcard on the bus. Rides will post to your account nearly immediately.

## Upgrade Your Tcard

After 3/1, riders can purchase a sticker tag or key fob for their bus pass.

A sticker tag is a piece of thin plastic with a sticky backing. It can be attached to any flat surface, such as the back of your cell phone. Sticker tags cost \$3, plus the cost of the selected bus pass.

A fob is a small piece of plastic that you can attach to your keychain, use as a cell phone charm, or hang off a lanyard. Fobs cost \$4, plus the cost of the selected bus pass.

Both sticker tags and fobs have embedded proximity chips; tap your sticker tag or fob on the reader to read the card on the bus.

(Note: Tcards do not have embedded proximity chips. They are offered to TCAT riders free of charge.)

## If Your Tcard Doesn't Work

In order to keep the buses running, TCAT needs to collect fares. Riders must pay a fare to board the bus. If your Tcard, sticker, or fob doesn't work due to TCAT technical error, please contact TCAT at 277-RIDE. TCAT promises to investigate the situation and issue a refund of any fare you may have paid in error.

## Why Are Some Features Available Only After March 1?

In order to provide features such as near-instantaneous account updating and pass recharging, TCAT must upgrade the farebox hardware on the buses. Yet TCAT operates a fleet of over 50 vehicles, 22 hours per day, 360 days per year!

TCAT estimates it will take 8 weeks, from 1/1 to 3/1, to complete all hardware and software upgrades. The upgrade may even be done sooner than 3/1.

TCAT greatly appreciates riders' patience and understanding during the upgrade process. We promise you'll love the result!

**277-RIDE (7433)**  
**[www.tcatbus.com](http://www.tcatbus.com)**

Get TCAT on your cell phone, point your browser to:  
**<http://tcat.nextinsight.com/wml>**  
ADA Paratransit Service: 273-1878 • TTY: 277-9766



# Info Guide

EVERYTHING YOU NEED TO KNOW TO  
TAKE ADVANTAGE OF ALL THE FEATURES  
THAT TCARD HAS TO OFFER.



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