

Hello there!!

Here's some information on Waiver funded one-way transportation if you, or a client, are new to the whole system!

TSE fills cards on or about the 1<sup>st</sup> and the 15<sup>th</sup> of each month. Each card get filled one of those times, if there is room and the card has been in use. New cards are mailed out to people within a couple of days of getting an approved SA. We look at the balance of EVERY CARD about twice a month, sometimes more often.

If cards are lost or stolen, we cancel them and have the balance transferred to a new card, and then it gets mailed out to the address on file. This can take up to 10 business days; less in most cases...but if things land on holidays or late on a Friday it can take a bit longer. For REPLACEMENTS you need to notify us ASAP... preferably by email, and include the client's current mailing address.

For all questions about cards (metro transit AND metro mobility) the 16 digit serial number is critical.... it starts with 0160, and looks much like a credit card number. Many folks with metro mobility are used to just giving their ID number, but that doesn't help me as I can't search for that number. Serial Numbers are circled in RED below: Metro Mobility ID front and back on the left and a GoTo card front and back on the right.



Remember that the 31-day passes are for Metro Transit ONLY. They are good on the big city buses and the trains.... They DO NOT WORK on the Metro Mobility vehicles at all. The Stored Value option works on ALL SERVICES.

Stored value can be combined with a pass for the occasional Express or Rush Hour ride, or for Metro Mobility rides (ex: when the weather is bad, when regular buses are running limited holiday schedules, etc.) This combo can save money in the long run...rather than a \$90 rush hour pass, a \$65 pass plus \$10 stored value will give someone unlimited regular bus rides, and will "buy" up to 20 rush hour fares. Any of the \$10 not used rolls over to the next month.

Any unused Stored Value will roll over, up to a \$400 balance....that's all the cards will hold. The cards can only hold two 31-day passes, an active and a pending, or 2 pending passes.

See the Tables at the end to help you choose which kind of pass, how much stored value or the combination of the two.

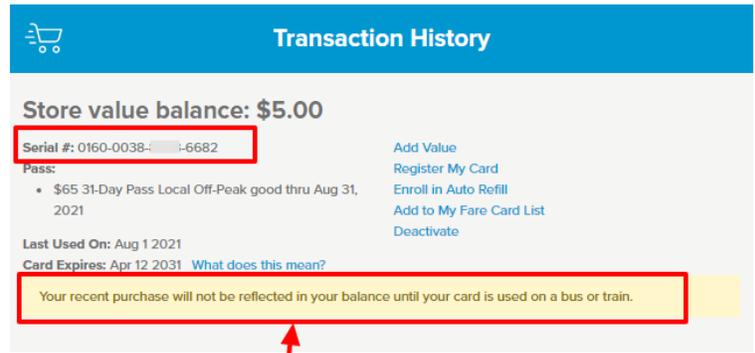
**To check a BALANCE & HISTORY YOURSELF:**

Go to this website <https://store.metrotransit.org/>, Plug the serial number into the "GoTo card serial number" box, then click "→" and it will show you the over view of the card. You can click the "Transaction History" link right under the active balance. That new page will show you usage history for the last 60 days, and any activations of funds in the last 60 days.

Pay close attention to the Highlighted text....it can say things like "Your recent purchase will not be reflected in your balance until your card is used on a bus or train".

That means that there is money or a pass hovering in the background and it will show up on the balance once it is "tagged"/"Beeped"/scanned/used on the bus or train. The Funds can move from nearly there, needing to be "beeped" on a card reader just once, to needing to be "beeped" twice if the card hasn't been used in a while. Those uses need to be at least 3 hours apart, as transit transfers last for 2.5 hours.

To put it in baseball terms....the full active balance that we can see is "up to bat", any funds that are put on, but not yet shown are "on deck" and the money that was on a card that hasn't been used in 60 or more days for refills (or 30 days for brand new cards) has been sent all the way back to the bullpen, so it needs 2 scans to be "at bat".



pass/funds are waiting for the card to be BEEPED

**Use in the Past 60 Days**

| Date          | Action | Stored Value Change |
|---------------|--------|---------------------|
| Aug 1 8:50 pm | Ride   | \$0.00              |

**Purchases in the Past 60 Days**

| Date Activated | Pass Change                     | Stored Value Change |
|----------------|---------------------------------|---------------------|
| Aug 1 8:50 pm  | \$65 31-Day Pass Local Off-Peak | \$0.00              |
| Jul 8 11:32 am |                                 | \$5.00              |



The location for endorsement we need to see for ADA bus card replacements is circled in red. For ADA certified people, the letter in the box will be an A or and L.



The front of a Limited Mobility Card is shown below. These cards are formatted to hold the subsidized \$36 pass, and will only charge \$1 of stored value for a Metro Transit trip if there is no pass on it. Clients have to do a pack of paperwork and be approved for this. They then get an approval letter, and can get an endorsement on their state ID.



This kind of card requires a copy of the ID with an A or L endorsement. Locations of endorsements are shown circled in red on image at the Left ←

## FOR CLIENTS THAT CALL YOU:

Since we check the cards all the time, it would be a very odd occurrence for anyone to "Run out" of a 31-day pass if they've got a current Service Agreement. That being said, if you have folks that are on the nervous side, please reassure them that their card will be filled before the pass runs out as long as they have an active SA. We can also provide you with the link to the transaction history and you can look for any pending funds.

Many Metro Mobility drivers are "helpful" and tell riders they are almost out of funds, even when the balance is at \$12, and the card will be filled later that day. The drivers can only see the active balance on the cards, and have no idea if there are pending funds, or if a client's card is filled by an agency and not the client themselves. This "helpfulness" can cause confusion and distress for some. Please reassure them their card will be filled monthly as long they have an active SA. If they are consistently running out of the approved funds before the next fill, work with them on budgeting, or increase their monthly amount.

You can use the instructions above to check the balance on a client's card if you have the serial number. If you do this, look for that yellow highlighted text, and look for the "LAST DATE USED" This will tell you if they've actually BEEPED the card on a bus/train or MM vehicle. If that date is recent, but there are no transactions listed under the "Use In the past 60 days" section, ask them to try the card again, and stress how important it is to hear the BEEP on the bus or other vehicle. OCCATIONALLY, rarely in fact, a card has been broken. This is usually a weird programming error in the RFID chip. If you are 100% sure that a card isn't working for someone, and they really have BEEP-ed it a few times in one week, we will start the replacement process..... but there is a bit of a catch...

First, it takes at least 10 business days.... Second, if the funds are in the Yellow pending zone, that's where they will be on the new card as well, and the client will need to use (BEEP) the card to activate them.

No matter how we explain things, both you and we, will be getting some phone calls not believing us that there are funds waiting for them. We can only hope and encourage them to activate the funds right away, so nothing goes into that weird pending zone that needs 2 uses to activate.

This is a sticker we put on every card that TSE sends out. Some Metro Mobility ID cards will be sent directly to a client's address, and we won't have the opportunity to add this sticker, or the letter that we send with cards.

The top of all our letters have a variation of one of the warning boxes below:



The balance on this new card is \$5 + \$20 + \$65 pending pass.

You will have to use it before that all shows up.

The balance on this new card is \$150 stored value pending.

You will have to use it before that all shows up.

Need help figuring out how much Stored Value a person needs for Metro Mobility?  
 Need help picking between types of 31-Day Passes??? See the set of 3 tables below.  
 Top one is for Metro Mobility.... Middle is for 31-day Passes...  
 Bottom one is for Stored Value used on Metro Transit services.

OCTOBER 1, 2017 METRO TRANSIT AND MOBILITY PRICE CHANGES....

**Rush Hours are Monday to Friday 6-9 am & 3-6:30 pm**

**Stored Value Change for Metro Mobility Rides  
 UP TO # of rides in each category!  
 leftover \$ rolls over to next month.**

| Value / month | Non Rush Rides (\$3.50) | Rush Rides (\$4.50) | Non Rush + Mileage charge (\$4.25) | Rush + Mileage surcharge (\$5.25) |
|---------------|-------------------------|---------------------|------------------------------------|-----------------------------------|
| \$10.00       | 2                       | 2                   | 2                                  | 1                                 |
| \$20.00       | 5                       | 4                   | 4                                  | 3                                 |
| \$30.00       | 8                       | 6                   | 7                                  | 5                                 |
| \$40.00       | 11                      | 8                   | 9                                  | 7                                 |
| \$50.00       | 14                      | 11                  | 11                                 | 9                                 |
| \$60.00       | 17                      | 13                  | 14                                 | 11                                |
| \$70.00       | 20                      | 15                  | 16                                 | 13                                |
| \$80.00       | 22                      | 17                  | 18                                 | 15                                |
| \$100.00      | 28                      | 22                  | 23                                 | 19                                |
| \$120.00      | 34                      | 26                  | 28                                 | 22                                |
| \$140.00      | 40                      | 31                  | 32                                 | 26                                |
| \$180.00      | 51                      | 40                  | 42                                 | 34                                |

**Metro Transit Pass Price Changes**  
 ( these passes are not valid on Metro Mobility vans)

| Pass Charge | All PASSES are Valid for 31 days from activation. Add stored value to make up the price difference between covered fare and rush hour or express buy up.* | Equivalent Cash Value | Best Value if client rides |
|-------------|---|-----------------------|----------------------------|
| \$ 36.00    | ADA certified - Limited Mobility. Need copy of ID with A or L endorsement to obtain. Unlimited rides on most all buses and trains.                        | \$1.00                | 42+ times/ month           |
| \$ 65.00    | Unlimited regular fare rides  | \$2.00                | 34+ times/month            |
| \$ 90.00    | Unlimited regular & rush hour (non-express) rides   | \$2.50                | 38+ times / month          |
| \$ 120.00   | Unlimited rides, includes rush hour express busses.   | \$3.25                | 38+ times / month          |

\* If a rider has a \$65 pass, (\$2 equivalent) and rides during rush hour, the rush hour fare is \$.50 higher. If there is stored value on the card, that 50 cents will be taken from there.  
 Drivers may refuse to take change for this buy up.

**Stored Value Changes for Metro Transit rides -  
UP TO # of rides in each category, if you combine,  
there will be fewer rides.**

| Value / month | ADA - Limited mobility Rides (\$1) | TAP** Authorized Rides (\$1) | non-rush hour rides (\$2) | Rush hour Rides (\$2.50) | Express Rides (\$2.50) | Rush Hour Express Rides (\$3.25) |
|---------------|------------------------------------|------------------------------|---------------------------|--------------------------|------------------------|----------------------------------|
| \$10.00       | 10                                 | 10                           | 5                         | 4                        | 4                      | 3                                |
| \$20.00       | 20                                 | 20                           | 10                        | 8                        | 8                      | 6                                |
| \$30.00       | 30                                 | 30                           | 15                        | 12                       | 12                     | 9                                |
| \$40.00       | 40                                 | 40                           | 20                        | 16                       | 16                     | 12                               |
| \$50.00       | 50                                 | 50                           | 25                        | 20                       | 20                     | 15                               |
| \$60.00       | 60                                 | 60                           | 30                        | 24                       | 24                     | 18                               |
| \$70.00       | 70                                 | 70                           | 35                        | 28                       | 28                     | 21                               |
| \$80.00       | 80                                 | 80                           | 40                        | 32                       | 32                     | 24                               |
| \$100.00      | 100                                | 100                          | 50                        | 40                       | 40                     | 30                               |
| \$120.00      | 120                                | 120                          | 60                        | 48                       | 48                     | 36                               |
| \$140.00      | 140                                | 140                          | 70                        | 56                       | 56                     | 43                               |
| \$180.00      | 180                                | 180                          | 90                        | 72                       | 72                     | 55                               |

\*\* The Transit Assistance Program (TAP) is designed to help make public transit more affordable for low-income residents. The TAP reduced fares are only for use on Metro Transit, not Metro Mobility. The TAP Car will break if used on a Metro Mobility van.

For more information on how TAP works and how to sign clients up visit:

<https://www.metrotransit.org/tap-riders>

We hope this 5 page explanation will help answer many of your Waiver Funded One-Way Transportation questions. We understand there is a lot of information to digest, especially if you are new to the transit system.

If you have further questions, feel free to drop us a line via email

[METRO@tse-inc.org](mailto:METRO@tse-inc.org)

We'll get back to you with any details as soon as we can!