



## Overview of the New Automated Fare Payment System

- Biddeford Saco Old Orchard Beach Transit (BSOOB) Greater Portland Metro and South Portland Bus Service are partnering in an Automated Fare System program, so the same payment options will be accepted across all three systems. BSOOB Transit and METRO will begin this system April 1<sup>st</sup>. SPBS may have a later start date. Please visit our web site for updates – BSOOBTransit.org
- When the fare increase takes effect on April 1, regular local fares will increase from \$1.50 to \$2.00, the reduced fare from \$0.75 to \$1.00 and no greater than \$60 per month. Green Line will no longer have zones and fares will be \$4 for all rides and no greater than \$120 per month. ZOOM Express will be \$5 per ride and no greater than \$150 per month. All previous discounted passes will no longer be offered.
- We will no longer issue paper transfers, once a fare is paid via mobile app, smartcard or single-ride ticket, passengers are able to make two free transfers within 90 minutes. Rides outside the 90 minutes will require a new fare payment.
- A limit of three fare charges in one day, no matter how much you ride, will also be built into the new automated system, as will a cap of 30 fare charges in a month. Some fluctuations to these caps will take place if the rides are a mixture of local and the higher cost express services.
- Cash payers will not have the same access to this time window or fare limit benefits.

### Payment options:

- Mobile app (downloaded to your smartphone), a reusable/reloadable smartcard, single-ride ticket, or cash. There are many perks (as described above) when using the mobile app, smartcard, or single-ride ticket, as well as speeding up the boarding process and therefore lessening travel time for all passengers.
- **Mobile app** for smartphone users, available in the App store (**DiriGoTouchpass**). Users will set up their own accounts and connect the app to a bank account to load value. It will have a feature to automatically reload value when your account gets low similar to the EZ Pass to pay tolls. Simply place your phone next to the fare reader to have your code scanned when boarding the bus. The fare system will automatically deduct the fare, track when and where you boarded and track your usage to see if you qualify for the rewards program. It is important to register (link) your account in case your phone is lost or stolen so we can return your remaining value to you.
- The **smartcard** will be created with an account number that is just for you. Value can be added to the card by cash, credit/debit card, or by linking to a bank account – your choice. In the future there will be a larger choice of retail locations to load/reload value or come to our customer service window and we can help you. When boarding the bus, place the card in front of the card reader, wait for the green light and proceed to your seat. If the balance is low, it will be indicated on the card reader. The card should be treated similar to a credit/debit card as it is reusable and has your money on it; should it be lost or stolen, report it immediately so the card can be shut off, keeping any value you have loaded safe. A new card and account can then be set up and any remaining funds transferred to the new card.

- **Single-ride tickets** can only be purchased at the Saco Transportation Center 138 Main St, Saco. Place this paper ticket in front of the reader so the QR code can be scanned. Do not drop your ticket in the fare box. You will need to hold onto the ticket as it serves as your transfer ticket when applicable. (two transfers within 90 minutes)
- **Cash** can be inserted into the fare box when boarding the bus. Exact fare will still be required. Cash users will not have access to the 90-minute window or the perks of maximum charges in a day or month. Cash can be used to load smartcards and mobile apps, and, in that way, a person who prefers to use cash can still enjoy the benefits of this new system.