



Overview of the New Automated Fare Payment System

- Greater Portland Metro, Biddeford Saco Old Orchard Beach Transit and South Portland Bus Service are partnering in an Automated Regional Fare Program. The same payment options will be accepted across all three systems. The new fare system will be launched on October 1st. Please visit our web site for updates – BSOOBTransit.org
- Hannaford and Transit Angel passes will continue to be accepted. At some point, the tokens and passes will be converted to 90 minute passes with QR codes for better tracking of our ridership. (likely March 31, 2020) No refund will be given for other unused tickets or passes and they will have no value.
- When the regional fare policy takes effect, one way regular local fares will increase from \$1.50 to \$2.00 and the reduced fare from \$0.75 to \$1.00. The Green Line will no longer have zones and the one-way fare will be \$4. ZOOM Express will remain at \$5 each way.
- We will no longer issue paper transfers, but once a fare is paid via mobile app, smartcard or single-ride ticket, passengers will have unlimited access to the entire system for 90 minutes. Single-ride tickets do not get deposited into the fare box. Riders need to hold on to the single-ride pass to use when transferring between buses within the 90-minute window.
- 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. To take advantage of the rider rewards program, Zoom Express riders will pay \$150 per month. After 30 rides (30 x \$5=\$150) all rides for the rest of the calendar month are free. Green Line riders will pay \$120 per month. After 30 rides (30 x \$4=\$120) all rides for the rest of the month are free. Local Riders will pay a maximum of \$60 per month. After 30 rides (30 x \$2=\$60) all rides for the rest of the month are free.
- Cash will be accepted in exact fare only. Cash payers will not have the same access to this time window or fare limit benefits.

Payment options:

- **Four Ways to Pay:** A mobile app (downloaded to your smart phone), a reusable/reloadable smartcard, a single-ride ticket, or cash. There are many financial 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.
- The **mobile app** can be downloaded to your smart phone for free from the app store. You will be instructed to create an account that is just for you. When boarding the bus, place your phone near the card reader until the green light shows and proceed to your seat. If the balance is low, it will be indicated on the reader with a yellow light. Accounts with zero balance will receive a red light and you will not be allowed to board the bus. Value can be added to your account by cash (at the Saco Transportation Center), credit/debit card, or by linking a bank account – your choice. In the future, there will be a larger choice of retail locations to load/reload value. Currently, CVS stores can load value.
- The **DiriGo TouchPass smartcard** will be given out for free up to and including December 31, 2020. After that, the card will cost \$2. Customers will be charged \$5 for lost or stolen

cards. The smartcard 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 also referred to as a 90 minute pass** can only be purchased at the Saco Transportation Center 138 Main Street, Saco. These QR coded tickets will be held in front of the reader for boarding. Please hold on to this ticket as it will serve as your transfer during the 90 minute ride window.
- **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. As a reminder our drivers do not make change.