

MEETINGS
PUBLIC

Foothill Transit is seeking public input on the proposed cancellation of Line 189, which travels between Glendora and Claremont. The meeting dates are as follows:

**Public Information Meeting
Tuesday, May 19th, 6:00PM**

Pomona Library
Public Conference Room
625 S. Garey Ave.
Pomona, CA 91766
Take Foothill Transit Lines 286, 291, and 480.

**Public Information Hearing
Wednesday, May 20th, 6:00PM**

Claremont City Hall
City Council Chambers
207 N. Harvard Ave.
Claremont, CA 91711

Customers who are unable to attend these meetings may also send Foothill Transit their input via FAX to 626-967-4608, or via a letter mailed to:

Foothill Transit - Line 189
100 South Vincent Ave., Suite 200
West Covina, CA 91790

You guys really like it when we put the answer inside the articles in Footnotes. Carol Dominguez of Covina, CA won a free 31-Day Pass for April. Who will be savvy enough to find this month's answer? We're making it a little more challenging this time, but we think you're up for it. The new (not really) topic is TAP...again. Good luck!

Please limit entries to ONE per customer. We pick one winner at random from all the correct answers we receive. Duplicate entries could get you disqualified, so no monkey business. Ok?

The new TAP fareboxes are on a diet.

What type of coin will they no longer

accept?

A: pennies

B: nickels

C: dimes

D: all of the above

As always, employees of Foothill Transit contractors and their families are not eligible to win.

Send your answers to Footnotes, c/o Foothill Transit, 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. Please include your personal information, so we can let you know if you've won.

Name: _____

Address: _____

City & Zip: _____

I ride Line # _____

Daytime phone _____

Evening phone _____



Published for the customers, board members, friends, and staff of Foothill Transit. Articles may be submitted to Felicia Friesema, editor.

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Foothill Transit contracts with Veolia Transportation for management and administrative services, and with First Transit and MV Transportation for operations.



Foothill Transit

100 S. Vincent Ave., Ste. 200
West Covina, CA 91790



Foothill Transit

WE DRIVE

Footnotes

Volume 19 No. 4

MAY 2009

Keep Your

Card



Your new TAP card? TOTALLY reusable! NOT disposable! There is SCIENCE inside this card - a super smart chip that holds the key to your transit future! Read more for details...

No, we are not exaggerating. TAP is completely changing how we do the business of transit - your business. There are no print outs anymore. No paper transfers. No proof of payment tickets. Everything regarding your fare is handled within this thin little piece of plastic. And during the start of our switchover? **The card is totally free.** It's our gift to you to help make the transition a little more smooth.

Why? Well because this little card has a BIG job to do. When we say there's science inside, we really aren't kidding. That little microchip inside the plastic really does hold everything you'll need to make riding Foothill Transit a breeze - from passes to transfers to a handy little cash purse. **Yes, transfers. Even if you pay your fare with cash, you need a TAP card to hold your transfer.**

Think of it like you would when you're given, say, a company coffee cup on the first day of work at a new job - it's free when you get it, but it's not full of coffee yet. To be useful, you have to visit the coffee pot and pour in what you want. **The TAP card is the same way - it comes to you empty, you fill it with what you want at your local Foothill Transit Store, or load a transfer onto it on the bus, and then refill it when you use it up.** And like that coffee cup? Your TAP card is less wasteful. There's no discarded paper pass or transfer filling the landfills, dirtying our streets, or using up precious resources to make it. From here on out? Your passes and transfers are a bunch of digital blips inside your new best friend - your TAP card.

Do not throw away your TAP card. Do not lose your TAP card. Do not get a new TAP card for each and every pass you buy. You don't need to. Your TAP card is ALL YOURS for as long as you ride. And right now? We're giving it to you for free. But...and you saw this coming...

IT WILL NOT ALWAYS BE FREE.

Here's the deal, in order to make this switch work and be really the environmentally sound thing that we want it to be, it means that you, the new TAP user, will need to use it as it was intended. It means reusing it. It means refilling it. And we want you to have it. So much so that we are swallowing the cost of each and every card to make sure that our customers are able to board easily and without fuss.

But science doesn't come cheap. It never does. Well, maybe on a good sale day. But this kind of technology has taken a long time to perfect and even more time and money to get them in the hands of the millions (yes, millions) of customers who ride Foothill Transit every year. So at some point, after TAP has been fully established and everyone is used to how it works, those TAP cards will go from free to fee.

Not a big fee. Just a little fee. But it makes it all the more important that you keep your shiny new TAP card in hand and use it over and over again the way it was intended.

Keep it. Fill it. Again and again. And thank you for riding Foothill Transit.

TAP is pretty much here!



Installation of the new fareboxes begins this month! Exciting times! Seriously, we REALLY think you're going to like TAP. We just have a few transitional bits to take care of...

There is an excited mood here at Foothill Transit. The TAP card is about to go into full swing, just in time for summer. We've been trying to get a smartcard fare system working on Foothill Transit for a while now. And now that it's nearly here, we're all chomping at the bit to get it all sorted out and tapping away.

But let's not be too hasty. For a short time our fare system will be in the middle of an identity crisis - a bunch of our buses will be TAP-enabled while the other buses will still have the old fareboxes in place.

Your patience during this transition is greatly appreciated (and that's a bit of an understatement). Change is never ever easy, and never goes the way you think it will. We expect hiccups. Things will be a teensy bit choppy until the whole fleet is fully TAP'd.

That said, we have a few things in place that SHOULD help you (and us) get into gear with minimal fuss.

If you have a TAP card, and it's loaded up with your 31-Day Pass and you board a TAP'd bus (new fancy farebox pictured on the left), you're golden. Simply tap your TAP card on the farebox, listen for the happy beep, and take your seat. You have successfully paid your fare. Congratulations!

If you have a TAP card, and it's loaded up with a 31-Day Pass and you board a NON-TAP bus (as in, it has the old farebox), you'll need to make sure you have the special pink sticker on your TAP card (you get this when you load your pass at any Foothill Transit Store) that says you have a valid pass loaded on your TAP card. Show it to the driver and then take your seat.

If you have a valid 31-Day Pass or a Metrocard and you board a NON-TAP bus, you are ok. Use your pass or Metrocard like you always have. Keep in mind that after May 17th, the likelihood of you catching a bus with the old farebox on board will be mighty slim - this is especially important for the Metrocard users as the new fareboxes won't accept Metrocards and you'll have to pay cash for your fare.

If you have a valid (as in stamped and unexpired) 31-Day Pass and you board a TAP'd bus, you're good to go, but you'll need to make sure your bus operator actually SEES the valid stamp on the back of your pass before your board. Also, keep in mind (again) that after May 17th, the likelihood of you catching a bus with the old farebox on board will be mighty slim. Which means if you've purchased a 31-Day Pass at the beginning of the month, you'd better get it validated in a farebox before then. It'll still be good once it's validated, all the way through its expiration date. But that stamp will be harder to come by as the month rolls on.

If you have a valid Metrocard and you board a TAP'd bus, PLEASE READ THIS - you'll need to pay your fare the old fashioned way - with cold hard cash or a validated 31-Day Pass like we mentioned above. There is NO slot on the TAP farebox to read a Metrocard (which is why we stopped selling them to the public on April 15th) and the bus operator has no way of subtracting the fare from the card for you.

If you are paying cash for your fare, you are good for both the TAP and non-TAP buses. **HOWEVER, if you need to buy a transfer and you are on a TAP bus and you are paying cash - YOU NEED TO READ THIS.** The TAP farebox doesn't print out transfers. It does, however, load a transfer on to your TAP card. What does this mean? **It means EVERYONE - pass holders, cash purse users, and even cash-only customers - has to have a TAP card if they want to buy a transfer.** Loading the transfer on to the TAP card on board the bus is pretty easy. If you're paying cash or using the cash purse on your TAP card, make sure you tell your driver before you pay the fare. They'll walk you through the process. Where do you get a card? All of our buses will have them on board for a short time during the transition. When they run out, you'll be able to get them at any Foothill Transit Store. See foothilltransit.org for store locations near you.

Now, say you have a Metrocard with value still on it and you don't want to lose it? No worries - we will load the remaining value onto a TAP card - same day - for you at our West Covina Store. Or you may visit any of the other four Transit Stores to turn in your card for an exchange. It will take approximately one week for the remaining balance to be transferred to a TAP card and returned to you if you do the exchange at El Monte Station, Claremont, Pomona, or Puente Hills (they don't have the equipment on hand), but we get that not everyone can make it to West Covina. It just means it'll take a little extra time. You have

until August 7th to transfer the balance.

The big point we're making here? BE PREPARED. When all the buses have the new fare boxes, you'll only need a properly-loaded TAP card or cash to board. Both the old farebox and the new farebox like cash. They eat it up easily. It's the passes and transfers that get a little tricky. If you get confused, reread the criteria above. If you're still confused, and lots of you may still be, please call us for help.

Now, let's discuss a few policy changes, the exchange process for old passes, and where to get your new TAP card...

What you need to know about your old passes, the new TAP card, and how to make it work...

Exchanging old passes

August 7th is the **LAST** day you may return any unused, paper Foothill Transit 31-Day Passes or Metrocards with value still on them for loading onto the new TAP card at the five Foothill Transit Stores.

The 31-Day Passes must not be validated (date stamped), in order for their value to be loaded onto your new TAP card.

After August 7th, un-validated paper passes will not be accepted for loading onto a new TAP card. No refunds will be made. None. So get your pass loaded on a TAP card ASAP.

Please note that paper passes that have been validated (date stamped) are not eligible for exchange or face value credit. All validated passes will be accepted up to their expiration date on all Foothill Transit buses.

Buying new passes

We started selling Foothill Transit 31-Day Passes on TAP cards on May 1st. **BUT** if you have a loaded TAP card and you end up boarding a non-TAP bus with an old farebox, that TAP card would have been useless...

UNTIL we developed an amazingly intricate system that will let you use a TAP card on non-TAP Foothill Transit buses - a pink sticker. And not just ANY pink sticker. No. A special pink sticker obtainable **ONLY** at the five Foothill Transit Stores. If you have a TAP card with 31-Day Pass loaded on it, and you board a non-TAP bus, just show pink sticker at the bus operator. You will be allowed to board.

Cash purses are great for former Metrocard users, but you're going to need to use cash on any non-TAP bus you board.

You can load up your cash purse or pass at any Foothill Transit Store or online at taptogo.net.

Using your new TAP card

So you have your TAP card, you've loaded it with a Foothill Transit 31-Day Pass, and you have your fancy pink sticker (obtained at all five Foothill Transit Stores).

You are a customer armed with the latest and greatest of fare technology. Congratulations!

If you board a TAP-enabled bus, and you'll know because the farebox looks totally different (see pic on left), take your new TAP card firmly in hand and tap it on the TAP circle on the front of the box. You'll hear a satisfying beep, and *voila*, you're good to board.

If you want to know your expiration date on your 31-Day Pass? Simply ask the driver - they can see it on their screen. We're working on getting it to display on the front screen on the farebox.

You may also load multiple passes on one card. Convenient, no?

