



# Piedmont Authority for Regional Transportation Administrative Policy

<b>Subject:</b>  <b>PART Fare Policy</b>	<b>Policy Number:</b>  <b>PART- 2019-001</b>
<b>Effective Date: 11-11-2014</b> <b>Revision Date: 11-4-2020</b>	<b>Approved By:</b>  <b>Executive Director</b>

## Piedmont Authority for Regional Transportation Fare Policy

### Fare Types

The PART Board of Trustees has established a variety of faring options for PART Express passengers including cash, passes and tokens. There are three categories of fare types, standard, employer and employee. All fare types have a value associated with it except for PART Employee Passes. The standard fare type also has a discounted (half-price) fare for persons meeting specific criteria; this excludes special programs such as the XPass Employer Discount Program. The discounted fare types are available for students, seniors, persons with disabilities, Medicare cardholders and veterans. For the official list of qualifying criteria and how to register, refer to the Discounted Fare section of this policy.

### Types of Fare Media

PART offers TouchPass Mobile and Smartcard Faring System as a means to manage fare collection on PART Express buses and shuttles. The account-based system allows passengers to use the TouchPass Mobile App or TouchPass Smartcard to load passes and stored value, pay their fare as they board and manage transfers. For instructions on using the TouchPass system on PART, refer to the PART web page or contact PART.

### *Paper Tokens*

- Paper tokens may be purchased in bulk by social service agencies, non-profits, employers and educational institutions. Contact PART for more information.
- Single-ride tokens issued by PART are the only form of paper tokens compatible with the TouchPass System.
- Passengers will use the TouchPass reader to scan the QR code on the front of the token when boarding the bus to pay their fare.

### *TouchPass Smartcard*

- Smartcards can be obtained through the PART website or at the PART CTC.
- The cost for a new or replacement smartcard is \$5.00.
- Passengers must have their TouchPass Smartcard with the appropriate stored value or pass loaded before boarding the bus.
- Passengers can load their Smartcard Account online at [touchpass.com](http://touchpass.com) or at the CTC.
- Passengers must tap their smartcard on the TouchPass reader when boarding the bus to pay their fare. Passengers are encouraged to fully create a TouchPass account and register their smartcard so funds can be managed, transactions can be tracked, and smartcards can be suspended or replaced in the event they are lost or stolen.

### *TouchPass Mobile*

- The TouchPass Mobile App is available in the Apple or Google Play store for download.
- Passengers must establish a username and password to activate their app. Passengers are encouraged to fully create their TouchPass account to improve account management.
- Passengers will use the TouchPass reader to scan their QR code in their mobile app when boarding the bus to pay their fare.
- Passengers are responsible for ensuring there are no issues with their smartphone that might impede the TouchPass reader from adequately reading their TouchPass QR code; this includes battery strength. If the TouchPass reader is unable to properly read the QR code due to phone issues or errors, the passenger is responsible for making the payment in cash at the time of the ride.
- PART and Delerrok/Cubic (TouchPass) are not responsible for any damages to smartphones related to their use on the PART TouchPass system.

### *Accounts:*

- The TouchPass system does not allow a passenger to have both a TouchPass smartcard and mobile app. Passengers are required to choose one fare media. However, passengers can contact PART to transition from one account type to another. If an account is not fully registered in the TouchPass system, PART may be unable to transfer any funds or data.

## **Types of Fares and Passes**

The following is a list and description of the PART Express pass options. Please refer to the Fare Policy Chart and the PART website for more details.

*Single-Ride:* Single-ride cash trips are good for one ride on PART Express. (does not include a transfer).

*Single-Ride Tokens:* Single-ride paper tokens are good for one ride on PART Express (including transfer).

*10-Ride Pass:* This pass is good for ten (ten) one-way trips (including transfer).

*31-Day Pass:* This pass is good for an unlimited number of rides for a total of thirty-one (31) consecutive calendar days. The thirty-one (31) day count starts on the first day the pass is used.

*Stored Value:* Passengers can load denominations between \$5 and \$100 to their TouchPass account to be used on PART Express and other partnering transit agencies offering the TouchPass system. Each time a passenger boards the bus, the TouchPass reader will deduct the dollar value of a single ride. A transfer will be included with the ride.

*XPass Employer Discount Pass:* This pass is only eligible to employees actively employed at registered PARTnership program employer locations. These qualified commuters will receive a 30% discount on standard fare types. Contact PART for more information.

*Transit Employee Pass:* This pass is issued to PART employees through the TouchPass system. Transit employees from partner systems may use their valid transit employee ID card as their pass. The pass is good for an unlimited number of rides.

## **Fares and Pass Rules & Regulations**

*Expirations:* Single-ride paper tokens are valid up to the end of the expiration date printed on the token. 10-Ride and 31-Day passes loaded to the TouchPass system are valid for 1 year from the date of purchase. Stored value funds loaded to the TouchPass system are available for 1 year from the date the funds are loaded.

*Sharing Fares and Passes:* PART does not permit passengers to share TouchPass accounts. All passengers interested in using PART Express are encouraged to activate a TouchPass account. Passengers found to be sharing accounts or abusing the system may be required to pay the full cost of the trip in question, may be ineligible to ride, or may even be suspended from usage of the PART Express system.

*Stored Value:* The minimum amount that can be loaded to a TouchPass account is \$5.00 with a maximum of \$100.00. No more than \$100 can be stored in an account at any given time.

*Loaded Passes:* Only two passes of the same denomination can be stored on a TouchPass account at any one time.

*Insufficient Funds:* If appropriate funds are not available on a TouchPass account or a passenger does not have access to their TouchPass account, the passenger is responsible for making payment in cash at the time of the trip. In the event there is an issue related to a TouchPass reader or cellular connectivity, a passenger may be

Granted the ability to carry a maximum negative balance of \$2.50. The negative balance must be paid before another trip is taken or purchase is made.

*Autoloading:* Passengers can activate the autoloading feature in their TouchPass account. For details on autoloading settings, passengers should reference their TouchPass account. Passengers are responsible for actively managing their account. Passes or stored value that are loaded inadvertently will not be refunded.

*Transfers:* Transfers are free from one PART bus or shuttle to another PART bus or shuttle for passengers using TouchPass. The TouchPass system will automatically provide a transfer through TouchPass. They will simply tap their TouchPass card or scan their Smartphone QR code when transferring. Passengers utilizing single-ride paper tokens will continue to use the paper token for their transfer. Drivers will not authorize a transfer for misplaced, lost or stolen single ride paper tokens. Transfers must be used within 90 minutes for the first ride. Only a maximum of two transfers can be used as part of the same trip. Transfers are not valid on the same route. Cash riders are not issued a transfer and must pay full fare if changing buses.

*Refunds:* PART will not refund the cost of passes or stored value loaded to a TouchPass account. The only exceptions that will be made are in the event that PART has an accounting error related to the account. If funds are not used within their expiration dates, the funds are not refundable and/or will not be reissued.

*Special Programs:* Passengers that qualify for special programs or benefits will receive a Benefit Code that will need to be activated in their TouchPass account in order to receive the pass, fare type, or designation. It is the passenger's responsibility to ensure this code is activated. Any passes or stored value added to a passenger's TouchPass account without having an active benefit code will be at the expense of the passenger. PART will not refund the cost of the pass or stored value. In the event a renewal is required, the passenger is responsible for contacting PART to ensure their benefit is current and up to date.

Any questions or disputes related to TouchPass registrations, transactions, usage, funds, etc., should be directed to PART's Regional Call Center.

### **PART Rewards Fare Capping Program**

*Daily Rewards:* The PART Express daily rewards program caps the number of fares passengers will pay on a daily basis. Once a passenger has paid for a total of two trips during a calendar day, they are eligible for unlimited rides for the remainder of that day; until 11:59 pm. This program is only available to commuters utilizing PART's TouchPass fare system. Cash riders or token users are not eligible. The TouchPass system will monitor the passenger's usage and will alert the passenger when they have reached their daily reward/cap.

*Monthly Rewards:* The PART Express monthly rewards program caps the total amount spent on PART Express fares during a calendar month. Once a passenger has paid the equivalent of a monthly pass, they are eligible to ride the remainder of their trips that calendar month with no additional fare. This program is only available to commuters utilizing PART's TouchPass fare system. Cash riders or token users are not eligible. The TouchPass system will monitor the passenger's usage and will alert the passenger when they have reached their monthly reward/cap.

### **On Board Cash Purchases**

Passengers can choose to utilize cash on board PART Express to pay their fare. The fare box will accept all coins (except pennies) and any bill denominations. The fare box on the vehicle does not provide change. Passengers

that do not have exact change for a cash purchase will not receive a credit or any cash refund. Only Single-Ride transactions can be purchased on board; all other passes must be purchased through a TouchPass account prior to boarding. Passengers using cash are not eligible to participate in the PART Rewards Fare Capping Program and do not receive free transfers.

### **Discounted Fares**

PART provides a discounted (half price) fare to seniors, persons with disabilities, students, Veterans and Medicare recipients. Below are the criteria for each category. Qualifying individuals must pre-register with PART to be enrolled as a discounted fare rider. A special designation will be added to their TouchPass account which will allow them to purchase standard fare types at 50% off. Individuals choosing to pay with cash on the bus must show a valid ID when boarding to receive the discounted fare. For more details, refer to the PART website.

*Seniors:* Must be at least 60 years of age and provide a valid Driver's License or Transit Senior ID during registration or to the driver.

*Disabled:* Must have a valid Disabled ID issued from a partnering transit agency. PART does not accept the GTA Disadvantage Card.

*Veterans:* Must have a valid Veterans ID card. Valid cards include those issued by the US Department of Defense, a Veterans Affairs Retired ID Card, a County issued Veteran ID Card, or North Carolina Driver's License with the "VETERAN" Label.

*Medicare:* Must have a valid Medicare ID or Transit Issued Medicare ID.

*Students:* Must have a valid Student ID issued by their institution or apply through the student discount program on the PART website.

### **Distribution and Sales**

PART passes and stored value can be loaded to TouchPass accounts through the TouchPass website, through the TouchPass mobile app, or at PART's Coble Transportation Center (CTC). Bulk paper tokens can be purchased through the PART Administrative Offices or online at [www.partnc.org](http://www.partnc.org). Refer to Fare Policy Chart and the PART website for more details. Location wishing to obtain the ability to load TouchPass accounts, must be approved by PART as a verified reseller. Any location can advertise or promote the use of the TouchPass system. Contact PART for guidance and promotional materials. PART may offer tokens or passes to individuals, companies, agencies or other entities for promotional purposes.

### **Care of Fare Media and Collection Systems**

**PART is not responsible for any fare media that is lost, stolen, broken damaged, torn or otherwise unreadable.** Hitting or kicking TouchPass reader or the fare box is prohibited. TouchPass Smartcards or paper tokens should be kept in an accessible location and should not be bent, folded or soiled. Use of the TouchPass faring system is encouraged; but optional. PART and Delerrok/Cunic (TouchPass) are not responsible for any damage to smartphones due to their use of the PART TouchPass system. PART may choose to provide a replacement token if it is determined that the user was not negligent in the care of the fare media. Replacements may not be in the exact same media but will equal the replacement value.

**Contact Information**

Piedmont Authority for Regional Transportation

107 Arrow Road, Greensboro, NC 27409

Regional Call Center: 336-883-7278

Administrative Offices: 336-662-0002

[contactus@partnc.org](mailto:contactus@partnc.org)

[www.partnc.org](http://www.partnc.org)

## PART Express Fare Policy Chart

Cost		Type of Media Available			Distribution / Point of Sale				
Fare Type	Full Fare	Half Fare	Cash	TouchPass (Smartcard & Smart Phone)	Token	On Vehicle	CTC	Touch Pass On-Line	Touch Pass Mobile App
Passes									
Single Ride	\$2.50 (a)	\$1.25 (a)	✓			✓			
10-Ride Pass	\$20.00	\$10.00		✓			✓	✓	✓
31-Day Pass	\$80.00	\$40.00		✓			✓	✓	✓
Stored Value	(b)	(b)		✓			✓	✓	✓
XPass	(c)	NA		✓			✓	✓	✓
Special Pass	(c)	NA		✓	✓		✓	✓	✓
Transit Employee Pass	NA	NA		✓		NA	NA	NA	NA

**Notes:**

- (a) Cash can be used to pay for a single ride on the bus, but an actual pass is not generated. If a passenger does not have the correct fare no change or credit will be given. Single ride paper tokens can be purchased with cash only at the Coble Transportation Center (CTC).
- (b) Stored value is loaded in denominations between \$5 and \$100.
- (c) Contact PART for more information. The passenger's cost and process for obtaining a ticket will vary based on the program.