

Inoperable Farebox

If a farebox on one of the commuter buses breaks down while the bus is in service, another bus will be brought to the scene or a convenient location to replace the bus with the broken farebox. If the spare bus/driver are unavailable, the driver will collect cash fares from each passenger.

What do you do when your card has malfunctioned? Who to call? What do you pay?

Every once in a while a SmarTrip® card will not work. The small microchip inside may become damaged resulting in a non-functioning card. All SmarTrip® card issues that involve broken, damaged or non-working cards should be directed to the Regional Customer Service Center (RCSC). Phone number for the RCSC is 1-888-762-7874. If your card does not work on the bus you will be required to pay the cash fare amount.



**Loudoun County
Office of Transportation Services
1 Harrison Street, SE
MSC #69
4th Floor
Leesburg, VA 20175**

**Phone: 703-771-5665
Toll Free: 1-877-GO-LCBUS
Fax: 703-737-8513
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Website: www.loudoun.gov/bus-tysons**



Tyson's Express SmarTrip® Card Guide



**Loudoun County Office of
Transportation Services**

April 2012

Riding Tysons Express and Using Your SmarTrip® Card.

What is a SmarTrip® card?

SmarTrip® is a permanent, rechargeable farecard you use to pay for Metrorail, Metrobus and Metro parking.



And now it can be used on all Tysons Express buses and most of the transit buses in the region, including Fairfax Connector, DASH, ART and systems in Maryland.

A computer chip in the card keeps track of how much money you add to the card – using cash, credit or debit cards – and how much you spend to ride and park. A SmarTrip® card can hold up to \$300, so you can use it a long time before reloading.

How do I register my SmarTrip® card and why?

You should register your SmarTrip® card. It's easy and fast to register online at www.wmata.com. Registration is not mandatory, but highly recommended. If you have registered your SmarTrip® card and it is lost, stolen, defective or broken, then the remaining dollar value on that card will be transferred to a new card. In other words, you might lose the card, but not the money you loaded onto it. There is a \$5 fee to replace any lost, stolen, or broken card. If the card is determined to be defective, a replacement card would be free of charge.

Sights and sounds of the farebox:

If you hear a beep when you tap your SmarTrip® card on the farebox then your card has worked properly. If you hear a warbled sound, then your transaction has one of the following issues: low balance, pass back or r/w error. Low balance means that your card does not have enough value on it to deduct the needed fare amount. You can choose to pay the cash fare or add

value to your card then deduct the fare amount. Pass back means that you may have tapped or held your card on the machine too long. It is telling you that your card has already been charged the correct fare amount. The r/w error typically means that something is wrong with your card. If you see this on the display you should contact the SmarTrip® Customer Service Center at 1-888-762-7874. **Only if your card displays the r/w error will the driver let you pay by cash the SmarTrip® card fare.**

How do I add value (dollars) to my SmarTrip® card?

Adding value can be accomplished four ways: A passes/farecard machine located at all Metrorail stations, the farebox on a Tysons Express commuter bus (using cash only), on line at www.wmata.com or at the Tysons West Park Transit Station, 8300 Jones Branch Drive.

Adding value at the passes/farecard machines

1. Touch your SmarTrip® card to the circular target and follow the prompts.
2. Insert money, a farecard or a metrochek. **Remember each one requires a separate transaction.** You may also use your Visa, MasterCard, Discover or ATM card to add value to your SmarTrip® card at any passes/farecard machine.
3. Press the plus (+) or minus (-) button until the amount displayed is the new value you want your SmarTrip® card to have. The added value cannot be less than the trade-in value of the Metrochek or farecard.
4. When you are finished loading value you want to touch the SmarTrip® card to the circular target a final time. This updates the card and shows the new balance.

Adding value on a Tysons Express Bus

1. **Push the ADD VALUE button first.** This is the white oblong button on the left of the display.

(Do not add your money or touch the card to the target before you push the add value button.)



2. Now touch your card to the target.
3. Put in your money: any coins (except pennies) \$1, \$5, \$10, or \$20 bills.
4. Touch your card again. The value is now loaded on your card and your new balance is displayed.

Adding value at the Tysons West Park Transit Station

Value can be added at the Tysons West Park Transit Station, 8300 Jones Branch Dr, McLean VA, 703-448-3295 using cash or credit.

Checks and Balances

When you tap your card on the farebox to pay your fare, the display will show the fare amount that has been charged to your SmarTrip® card. It will also show you the dollar value remaining on your SmarTrip® card. You have to look quickly, because the display only shows up for a few seconds. To check the balance only on a Tysons Express Bus, simply push the white oblong button to the right of the display and touch your card to the target.

You can also check your balance at the passes/farecard machines at Metrorail stations or on line at www.wmata.com. You can also call the SmarTrip® Regional Customer Service Center at 1-888-762-7874 and they can provide the balance over the phone.