



## Frequently Asked Questions about Metro Day Passes

Oct. 2014

Effective Nov. 2, 2014, Metro will begin selling day passes. Here are some questions we have received about this new fare payment method.

**Q: What is a day pass?**

A: A day pass is a way of paying your fare that offers unlimited rides in a specified zone for a set period of time (a day) without paying any additional fares or buying transfers.

**Q: Why is Metro offering a day pass?**

A: Metro is offering a day pass for more convenience and flexibility and to be responsive to all our customers' riding needs.

**Q: Where can I buy day passes?**

A: Day passes will be sold on the bus and at the Metro sales office at 120 East Fourth Street downtown across from Government Square.

**Q: Will there be day passes for all zones?**

A: Because most of Metro's customers ride in the City of Cincinnati and Hamilton County, Metro is only offering day passes for Zones 1 and 2. You may use a day pass to travel into other zones and pay the additional zone charge if necessary.

**Q: How much will day passes cost?**

A: The Zone 1 day pass will cost \$4.50 and the Zone 2 day pass will cost \$6.30. This price is based on the cost of two rides plus two transfers, but it's good for unlimited rides.

For example: two zone 1 rides at \$1.75 each (\$3.50) plus two transfers at \$0.50 each (\$1.00) equals \$4.50.

**Q: How do day passes work?**

A: Metro's day passes offer unlimited rides in Zones 1 or 2 for just one price. You can even buy them on the bus for more convenience. They're valid from the first time you use them until 3 a.m. the next day. Just swipe them every time you ride.

Here are some important reminders when using day passes:

- To purchase a day pass on the bus, tell the operator **BEFORE** paying your fare or using a stored-value card.

- The first ride is already counted when you purchase a day pass on the bus.
- You may purchase a Zone 1 or 2 day pass on any route, not just routes operating in those zones.
- Day passes bought at the sales office will need to be activated on the bus.
- To activate a day pass, insert it into the slot on top of the farebox.
- Once activated, swipe it every time you ride (just like a 30-day rolling pass.)
- If paying for zone fares, tell your operator **before** you insert your day pass.
- You may not use a stored-value card to pay zone fares unless the card has already been activated.
- All activated day passes expire at 3 a.m. the next day. For example, if you buy a day pass and activate it after midnight, it will be good until 3 a.m. the **following** day.
- You may pre-purchase day passes from the sales office and use them at a later date. The 3 a.m. expiration date is not set until it is activated.
- Day passes are not accepted for half-fare rides on Transit Authority of Northern Kentucky (TANK.)

**Q: Can I use a stored-value card to buy a day pass?**

A: Yes. You may use a stored-value card to purchase a day pass **on the bus only**. Tell your operator **BEFORE** inserting your stored-value card.

**Q: Will transfers still be offered?**

A: Yes, Metro will still offer transfers for those customers who need them.

**Q: Will transfers be issued with day passes?**

A: No. Day passes offer unlimited rides in zone 1 or 2, so no transfers are needed.

**Q: Can I use a day pass to ride beyond zone 1 or 2?**

A: Yes, just be sure to tell the driver beforehand so he or she can charge you the appropriate cash drop. Just swipe your day pass then pay the zone charge. You may also use a stored-value card to pay the zone charge if the day pass has already been activated.

**Q: Can I use a day pass to ride TANK buses?**

A: No, Metro day passes are not accepted on TANK buses and TANK day passes are not accepted on Metro buses.

**Q: Can I use a day pass to pay for Fare Deal reduced fares?**

A: No, there is no half-fare discount offered on day passes.

**Q: Can I buy multiple day passes at one time?**

A: Yes, you may buy as many day passes as you would like at one time at the sales office and the 3 a.m. expiration date will not be set until you use them on the bus. All day passes bought on the bus expire at 3 a.m. the next day.

**Q: Can I use a day pass to pay for more than one rider?**

A: No, a day pass is for unlimited single rides by the person who purchased it.

**Q: Why do day passes expire at 3 a.m.?**

A: Since the purpose of a day pass is to allow unlimited rides for one day, a cut-off time is necessary. We could make them expire 24 hours from the time of first use, but that would mean having many different expiration times, which would be difficult for our customers to keep track of. We considered making it 11:59 p.m. but several Metro routes run past that time, so we decided 3 a.m. is the most logical time for all day passes to expire.

**Q: What about smart cards?**

A: Metro is using smart cards for Fare Deal customers and other small groups, but is still testing smart cards for the general public. Metro will begin selling them when all technical issues are resolved.

**Q: Where can I get more information?**

A: Call 513-621-4455 or visit [www.go-metro.com](http://www.go-metro.com) for more information about day passes or any other Metro service.