

Q&A

- **How do I register my account?** Online at myTropiCard.com
- **How do I reload my TropiCard?** At myTropiCard.com, TropiCard Kiosk, Customer Service at Rosa Parks Transportation Center or LeeTran Headquarters.
- **Is there a reloading fee?** There is no reloading fee once your TropiCard is purchased.
- **Is there a limit of how much I can preload my TropiCard for?** A maximum of \$50 online or in-person.
- **How do I check the balance?** Online at myTropiCard.com is your quickest option. Once you've set up an account go to the "TropiCard Purchase and Manage" menu. TropiCards must be registered to check balances and ridership history online.
- **Do I need a LeeTran discount ID if I have a TropiCard?** No, you will no longer need a separate student or senior ID card. The TropiCard will be loaded with your personal information including the discount for which you qualify for.
- **If I receive a reduced fare, can I get my TropiCard from the Kiosk?** You can reload your card at the Kiosk but cannot buy a reduced fare card there. We need to take your photo for the back of your card, please come to Rosa Parks Transportation Center or LeeTran Headquarters.
- **If I use my TropiCard, can others who board with me use the same card?** Each adult traveler will need their own TropiCard. The farebox does not accept multiple uses of the same smartcard for payment of more than a single ride per trip.
- **How do transfers work with TropiCard?** Free transfers will be granted as long as you are heading in one continuous direction and the transfer is within two hours of your first tap of the TropiCard during your journey. If paying by cash, free transfers are not available.
- **Is cash still accepted?** Fareboxes still accept cash – exact fare only. Riders should know they will not receive a transfer when paying fare with cash.
- **Can I use the app or do I need to bring my TropiCard every time I ride the bus?** YOU NEED TO BRING YOUR TROPICARD EVERY TIME YOU RIDE.

JUST TAP & GO *Limited Use Pass*



Limited Use Passes are also available and will utilize the same TAP and GO technology. These paper passes are non-reloadable and non-replaceable if lost. Passes are available everywhere TropiCards are sold.

SUGGESTED APPS FOR:

Planning your trip • Managing your fare account
Tracking buses in real-time



* Available Fall 2020



ADDITIONAL BUS FARE INFORMATION:

239.533.8726 • RideLeeTran.com



A NEW WAY TO **PAY!**

We have upgraded our fareboxes and paying your bus fare has never been easier.

Just load, tap and go!

Less contact. Quicker boarding.



MyTropiCard.com



JUST LOAD, TAP & GO

TropiCard

Q&A

HOW TO PAY AT THE FAREBOX



HOW TO RELOAD AT A TROPICARD KIOSK

STEP 1

Arrive at bus stop at least 5 minutes ahead of the expected bus arrival time.

STEP 2

Once bus approaches, make sure to have your TropiCard* ready and available.

STEP 3

Place TropiCard level and flat against the card reader, wait for green light and sound confirmation.

STEP 1

Place TropiCard on kiosk where indicated. Insert amount you would like to reload.

STEP 2

Kiosk will prompt you to tap your TropiCard to lock-in funds.

STEP 3

Once you have reloaded your TropiCard it is ready to use.



If your tap was successful, you will hear a sound confirmation, the screen will read **"FARE SATISFIED."**



If your tap was unsuccessful, you will hear a double tone, the screen will read **"CARD WAS MISREAD."** If this occurs, try tapping your TropiCard again and make sure to keep it level and flat against the reader.

If there is not enough money available on your TropiCard, the screen will read **"NOT ENOUGH VALUE."** Please pay with cash. Remember, the farebox only accepts exact fare and cannot make change.

• **My card is not working when I go to pay my fare. What should I do?** If your tap was unsuccessful, you will hear a double tone where the screen will then read "Misread Media" or "Smart Card Not Valid". If this occurs, try tapping your card again and make sure to keep the card level and flat against the reader.

• **What do I do if my TropiCard is lost or stolen? Do I need to purchase a new one?** If you have registered your card on myTropiCard.com, you can report it lost or stolen by speaking with Customer Service at 239-533-8726 or in-person at Rosa Parks Transportation Center. The customer service representative will be able to "badlist" the lost card and reassign a replacement card for \$5.00. This is a one-time fee that is good for the life of the card. The remaining balance from your lost card will be transferred to your new card. Your card is reusable, reloadable, and never expires.

• **What if I didn't register my card, and it was lost or stolen?** If you have not registered your TropiCard, we have no way of deactivating your old card or replacing your money.

• **Does my account freeze until I receive a new card?** Report your card lost or stolen immediately so that your funds can be frozen. As soon as you acquire a replacement card for \$5.00, your fare balance will be accessible.

• **What happens to my information if my card is lost or stolen?** Your card does not contain personal information so if it is lost or stolen there is no issue.

• **Can I use my TropiCard on the beach trolleys?** Yes, all buses and trolleys accept the TropiCard.

• **Are paper passes available if I only want an All Day pass or do I need to purchase a TropiCard?** Limited Use Passes are available.