

Cape Cod Regional Transit Authority's (CCRTA) Electronic Fare System (EFS)

Frequently Asked Questions (FAQs)

The CCRTA has electronic fare boxes on all its fixed route buses. This does NOT include our DART system. The answers to frequently asked questions are listed below:

1. **Did the CCRTA's fares change?** No. The current published fares are the same for adults, youth, seniors and persons with disabilities (p/w/d). There are a few changes in discounted multiple day fares that will make them easier to use and provide financial incentives for purchasing the electronic media.
2. **Can I use cash on the bus?** Yes. The electronic fare box accepts cash fares -- US bills up to \$20 dollars (except \$2 bills) as well as coins. Checks can not be used for payment while boarding a fixed route bus.
3. **Is exact change required?** No. The electronic fare box accepts US bills up to \$20.00. However, the difference between the fare and the amount of the bill is in the form of a **change ticket** which can be used for other ride(s) on the CCRTA fixed route service. No cash or coins can be issued as change by the driver.
4. **What are the types of electronic fare media?** There are several electronic fare products for CCRTA riders:
 - a. **A Cape Cod Charlie Card:** A *smart card* similar to the Massachusetts Bay Transportation Authority (MBTA) "Charlie Card" that acts as a *contactless electronic purse*. When the CCRTA's *smart card* is tapped on the automatic fare box, it automatically deducts the fare from the *stored value* and registers the amount of the fare on the farebox. The driver cannot add initial stored value on Cape Cod Charlie Cards on the bus.
 - b. **A paper ticket with a magnetic stripe:** The electronic fare box allows the driver to sell single ride, day passes and multiple day passes as the rider enters the bus and presents cash to the driver. Important – If you intend to purchase a pass while boarding, you must tell the driver **before** inserting cash or coin. The paper ticket with the magnetic stripe is inserted into the automatic fare box upon boarding the bus and the appropriate fare is registered by the farebox. There are several types of paper tickets issued by the CCRTA:
 - i. **Single Ride Ticket.**
 1. A one-way ride for adults and youth at \$2.00
 2. A one-way ride for persons 60+ or persons with disabilities (p/w/d) at \$1.00
 - ii. **A Day Pass.**
 1. A day pass for adults and youth at \$6.00

2. *A day pass for persons 60+ or p/w/d at \$3.00*

iii. A Multiple Day Pass.

1. *A 31 day monthly pass for adults and youth at \$60.00*

2. *A 31 day monthly pass for persons 60+ or p/w/d at \$30.00*

iv. Flex Route Deviation Ticket.

1. *A one-way ride for adults and youth with a Flex deviation at \$4.00*

2. *A one-way ride for persons 60+ or p/w/d at \$2.00*

- 5. How do I get a Cape Cod Charlie Card?** Cape Cod Charlie Cards are free. You can get a Cape Cod Charlie Card from sales outlet terminals (SOTs) in the Hyannis Transportation Center at the Plymouth and Brockton ticket office. You can add value to the Charlie Card in the Hyannis Transportation Center using cash or credit/debit card.
- 6. Can I add money to the Cape Cod Charlie Card on-line?** Yes. You can add money to your Cape Cod Charlie Card by going on-line at www.capecodrta.org (find the MBTA link) and use your credit or debit card to add value to the electronic purse. The next time you board the bus the value will be added to your card. It is important to note that it usually takes 2 to 3 business days for the additional value to be in effect when using the on-line method.
- 7. Can I add money to the Cape Cod Charlie Card without going to the HTC sales outlet terminal or go on line?** Yes. You can add value to the Cape Cod Charlie card using the automatic fare box by using cash, up to \$20.00. You can also add value to the Cape Cod Charlie Card's electronic purse at any Massachusetts Bay Transportation Authority's Ticket Vending Machine in metropolitan Boston or any other Massachusetts regional transit authority (RTA) participating in the interoperable MBTA Charlie Card program.
- 8. Can I use my Cape Cod Charlie Card on the MBTA?** Yes. You can use your Cape Cod Charlie Card on the MBTA's bus and subway system. However, you can only use the electronic purse to pay a full fare or half fare on the MBTA and participating RTA's. Day passes and 31 day monthly transit passes provided on the CCRTA routes will not be honored outside of the CCRTA region. Conversely, the CCRTA cannot honor discounted fares from other regional transit authorities.
- 9. What are the discounted fares using the CCRTA electronic fare system?**
- a. A day-pass provides unlimited rides for an individual at \$6.00 (\$3.00 for persons 60+ or p/w/d). The fare product is activated when you first enter the bus and insert the media into the electronic fare box. This fare media is valid for the entire day. It can be purchased on the bus or at sales outlet terminals.
 - b. A 31-day monthly transit pass can be purchased on the bus or at sales outlet terminals. The 31 day monthly paper magnetic fare media is activated when you first enter the bus and insert the media into the electronic fare box. Like the one-day pass, the 31-day monthly pass is valid for multiple rides for the entire

day. The **days of use have to be consecutive** and must be used within 31 days from date of activation. The cost of this fare product is \$60.00 (\$30.00 for persons 60+ or p/w/d).

- c. A Cape Cod Charlie Card smart card for persons 60+ and p/w/d with the electronic purse features can be purchased from the CCRTA sales outlet terminal at the Hyannis Transportation Center. This card is identical to the current Charlie Card issued by the CCRTA for persons 60+ and p/w/d. *See the next question.*

- 10. How do I get a Cape Cod Charlie Card with reduced fares?** A special Cape Cod Charlie Card with an electronic purse and contactless features is available for free for the Cape's elderly and persons with disabilities to obtain half-fare rates. As with the current CCRTA senior and persons with disabilities identification card, you have to provide documentation at the CCRTA located on the second floor at the Hyannis Transportation Center and you will be issued a Cape Cod Charlie Card smart card with a photograph of the individual authorized to use the card. If you have already been issued a Cape Cod Charlie Card with your picture on it, you simply have to add value to your CCRTA Access Pass at any sales outlet terminal or on the farebox when entering the bus.
- 11. Are there transfers?** During the summer months, the *Sealine* service from Hyannis to Falmouth stops at the Falmouth Mall. The WHOOSH trolley continues the service between the Falmouth Mall and the Woods Hole Steamship Terminal. (no additional fare)
- 12. What happens if I lose or someone steals my Cape Cod Charlie Card?** The CCRTA is not responsible for lost or stolen cards. However, if you register your card on-line with the MBTA (www.mbta.com), the MBTA can restore the remaining value on your new Cape Cod Charlie Card.
- 13. What happens if my Change Ticket or my 31 Day Monthly Pass paper ticket expires?** There is no way to extend the validation date on a paper ticket.
- 14. What happens if my paper transit pass gets wet or wrinkled and cannot feed into the electronic farebox?** The ticket can not be replaced.
- 15. If I purchase an All Day Pass or a 31 Day Monthly Pass at the fare box, when is it activated?** It's activated the first time you use it.