

1. PURPOSE

To provide the public with an i-ride 10-ride or 30-day pass for purchase.

2. PROCEDURE

i-ride passes can be purchased at Niagara Falls Transit as well as any Transit Sales Agent outlet. The passes can be re-loaded with either pre-paid rides or as a time based pass information through Niagara Falls Transit or on board any bus provided you have the exact cash fare amount.

3. GENERAL PRINCIPLES

- customers have the option to register their i-ride card when it is purchased or at a later date
- there are two channels for registering an i-ride card:
 - City of NF/NFT website: complete and submit an online registration form
 - Paper form: non registered card already obtained - pick up a paper form from Transit Sales Office, complete and return the registration form.

Registration Information

- customers are required to provide the following information on the paper registration form:
 - name
 - address
 - primary phone number
 - card issuance ID
 - email address

Registered vs. Non-registered Cardholders

- this chart lists the features available to registered and non-registered cardholders

| Activity | Registered Cardholder | Non-registered Cardholder |
|--|-----------------------|---------------------------|
| Check rides or days remaining | √ | √ |
| Check transaction history (past ten transactions on card) | √ | √ |
| Obtain a refund – Un-used cards only at Transit Office only | √ | √ |
| Check transaction history (past 3 months from Central System) | √ | X |
| Hotlist a reported card | √ | X |
| Transfer rides or days remaining | √ | X |
| Obtain a transit receipt for federal tax credit | √ | X |

Activating a 30 Day i-ride card

Tap on at the farebox. First ride initiates the 30-day pass time frame/10 Ride Pass.

Reloading Convenience

- On-board the bus with exact cash only
- NFT Office sales outlet

Using the i-ride Card

- Cardholders must validate their ride by tapping their card on a Niagara Falls Transit farebox to begin their trip.
- NFT buses: tap on with 10 ride card to deduct one ride, and to initiate or verify a 30 day pass window
- Purchased at Transit Sales Office: tap on-board farebox to initiate
- Re-load on-board a bus: payment initiates 10-ride and 30-Day pass - no tap on

Fare Payment Scenarios

| If | Then |
|---|---|
| 10-ride or 30-day pass purchased at <u>Transit Office & Sales Outlets</u> | Cardholder is required to tap on farebox the next time boarding the bus |
| 10-ride or 30-day pass re-load at <u>Transit Office</u> | Cardholder is required to tap on farebox the next time boarding the bus |
| 10-ride or 30-day change | Cardholder is required to deplete card if a change is requested or desired (eg: 30 day to 10 ride or vice versa) |
| 10-ride or 30-day pass re-load <u>On-board bus</u> | Cardholder is not required to tap on following a re-load transaction |

Anti Passback and Transfer Window

| Rule | Description |
|-----------------|--|
| Anti Passback | i-ride cards cannot be used for fare payment more than once on the same device within a defined period, currently set to 10 minutes |
| Transfer Window | Cardholders have a predefined window within which they are entitled to transfer between routes, currently set at 60 minutes. This transfer will be free when another ride is taken within the 60 minutes |

i-ride Card Issues

- There are 4 possible i-ride card issues
 - Lost
 - Stolen
 - Damaged
 - Defective

i-ride Card Errors

- Potential reasons for error messages on the farebox during tap on include:
 - Card is blocked in the system because it was reported lost or stolen
 - Card is damaged or defective and cannot be read by the device

Lost, Stolen or Damaged i-ride Card

- Registered cardholders can report a card as lost, stolen or damaged through:
 - i-ride call centre at NFT Sales Office
 - City of NF/NFT website
- Once reported, the card is put on the hotlist and blocked from further use. This will take place on or before the next business day.
- Cardholders must pay a \$5 replacement fee for a new card

i-ride Card Liability

- It can take up to 24 hours for the hotlist to be sent to the devices. Once this happens, the card becomes blocked the next time it is presented to the farebox.
- During this time, cardholders are responsible for any transactions that occur on their i-ride card.

Damaged vs. Defective i-ride Card

- Damaged
 - i-ride card has been physically damaged
 - Cardholder must pay a \$5 replacement fee for new card
- Defective
 - i-ride card has a manufacturing flaw
 - Cardholder is entitled to a free replacement card.

Defective i-ride Card Criteria

- an i-ride card is considered defective when it:
 - Shows no visual damage
 - Cannot be queried on the card reader

Reporting i-ride Card Issues

- When an i-ride card issue is reported, the card should be added to the hotlist if it is registered so that it becomes blocked the next time it is presented to a device.
- It is important for registered cardholders to report i-ride card issues for the following reasons:
 - Decrease the chance of fraud
 - Protect privacy

Channels of Reporting i-ride Card Issues

| | i-ride Call Centre | City Website | At Transit Office |
|-----------|---------------------------|---------------------|--------------------------|
| Lost | √ | √ | √ |
| Stolen | √ | √ | √ |
| Defective | | | √ |
| Damaged | | | √ |

Replacing an i-ride Card

- Registered cardholders can request a replacement card at NFT Sales Office (new card can be received immediately).
- Registered cardholders can have their information and balance transferred to the new card obtained at the Transit Office.
- Non registered cardholders are not eligible to have any information transferred from the old card to the new card. They can only purchase a new i-ride card.
- The following process must be followed when a registered cardholder reports a lost, stolen or damage i-ride card:
 - Add the lost, stolen or damaged i-ride card to the hotlist
 - Issue a new card with customer preferences, charging the \$5 replacement fee
 - Advise customer if they wish to register their new card
- The following process must be followed when registered cardholders reports a defective card:
 - Apply the defective card criteria check to confirm that the card is defective.
 - Add the defective i-ride card to the hotlist
 - Collect the defective card from the cardholder
 - Issue a new card for free and provide the customer with the serial numbers of the old and new card