



Tap & Save Fare Capping Frequently Asked Questions

This program begins July 16th, 2025

1. What is fare-capping?

Instead of buying day or monthly passes in advance, you can earn them as you go! Fare-capping rewards riders for traveling by automatically providing passes based on how much they ride over 24-hour and 30-day periods. This means that once riders travel enough to reach the dollar value of a 24-hour or 30-day pass, our system will automatically "cap" their account so the rest of their trips during these time periods are free of charge.

2. Can you give an example of fare-capping?

For TANK's Local and Express routes, single rides are \$2.00 and 24-hour passes are \$4.00. The 24-hour fare-capping period begins at the first capped ride.

Examples:

Susan catches a bus at 8AM and pays \$2.00 for the ride. Later that day at 4PM, she rides again and pays the \$2.00 fare. Now, the next ride that day, she will pay nothing, because she's reached \$4.00 which equals the cost of a day pass. Until 8AM on the following day, Susan can ride TANK's fixed route Local and Express routes for free because her fares have been "capped".

TANK's Local 30-day passes are \$70. If Susan rides the bus enough times in a 30-day period to pay \$70 in fare, she will not have to pay any more fare for TANK's Local and Express routes for the remaining days left in the 30-day period.

3. What does this mean for TANK customers?

Fare-capping is part of TANK's new fare collection system in which customer information is held in a digital account and payment is accessed by tapping a smart card or scanning a secure barcode on your smart phone through the Transit app. The appropriate fare will be automatically deducted from your account after scanning. A customer must have a TANK account within the Transit app or attached to an EZFare smartcard to receive the benefits of fare-capping, as this is how we will keep track of your total fares paid per day and per month.

4. Why can't I just pay with a credit card when I board the bus?

TANK buses are unable to validate every single credit card, as this would significantly increase the time it takes for passengers to pay their fares and board the bus. That's why we're excited to implement our new payment system so you can just Tap & Ride. The more people who use this payment method, the more time is saved during the boarding process!

5. Does this mean paper tickets will no longer be sold?

Nope! Paper tickets will continue to be sold at TANK's sales office and at our ticket vending machines. Just remember that since TANK is unable to track these in your Transit with EZfare account, they will not count toward fare-capping. Day pass sales on board TANK buses will continue.

6. Why is TANK switching to this new fare payment system?

Our goal is to prevent customers from paying more than they should to ride TANK. Under TANK's new payment system, we will reward frequent riders by upgrading them to 24-hour and 30-day passes when they have paid the value of those passes with single rides. This will allow us to deliver social equity for all passengers by removing the cost barriers associated with paying upfront for a 24-hour or 30-day pass. TANK is simplifying the passenger experience by providing a contactless method of payment that allows you to simply Tap & Ride without the need to purchase tickets in advance and figure out the "right" ticket type needed for your trip.

Using the Transit App

7. How do I set up my account and load funds?

Download the Transit app on your mobile device. Select EZfare to buy fare and pay with a QR code. You will be prompted to create an account using your email address and add a payment method. From here, you can either add a credit card or select another payment option. If you select another payment option, you'll be presented with a barcode to scan at TANK's sales office and select retailers to pay with cash and load funds. Once your account is loaded, you're ready to Tap & Save!

8. How quickly is payment processed?

Payment is processed instantaneously, so once you've received confirmation that your payment has gone through to load funds to your account, you're ready to ride.

9. What if I've already purchased mobile tickets in the Transit app? Will I still be able to use them?

Yes. All mobile tickets expire 1 year after the purchase date, so any previously purchased tickets will still be valid until they expire.

10. What if I get a new phone? Can I transfer my account?

Yes. When you activate your new phone, re-download the Transit app and log in to access your account.

11. What if my phone is lost or stolen?

Contact TANK Customer Service at 859-331-8265 or info@tankbus.org immediately to freeze your account. Download the app on your new phone, then contact Customer Service for assistance in unfreezing your account.

12. What if my battery dies?

You are responsible for showing proof of valid fare to TANK operators or other authorized personnel. If you are unable to display the ticket on your mobile device, it is not valid. We recommend carrying a travel battery pack to avoid this.

13. What if my screen is unreadable?

Your barcode must be able to be read and displayed, or it is not valid.

14. Is Transit with EZfare secure?

Masabi, who supports the purchasing portion of the application, is the leading provider of mobile payment technology for public transportation agencies across the world and is committed to customer account security. Transit with EZfare uses Secure Socket Layer (SSL) technology to securely transfer sensitive data between the application and servers. This link ensures that all data passed between the web server and browsers remain secure.

Using EZfare Smart Cards

15. What if I don't have a smartphone?

Riders without smartphones have the option to purchase an EZfare smartcard to hold their account information and pay their fares. These smartcards can be purchased for \$5 at TANK's sales office (3375 Madison Pike, Ft. Wright, KY). These

cards can be loaded with funds at select local retailers (find a retailer here: <https://map.payithere.com/>) with cash, online with a credit card, or at the TANK sales office with either cash or credit card. Just like the Transit app, simply tap your card on the validator when boarding the bus and the correct fare will be automatically deducted.

16. What information will be needed to set up an account with my EZfare smartcard?

While an e-mail address is not required for EZfare smartcards, TANK encourages all customers to register their card with an e-mail address, as it provides the best protection if the card is lost or stolen. TANK can deactivate a lost smartcard and assist with setting up a new one on the account. Without an e-mail address, this functionality is not possible. Credit card information is not required.

17. Can I punch a hole in the card so I can put it on a lanyard?

No. Punching holes in the smartcards could damage the internal chip that the validator reads on the bus and/or the barcode on the back of the card that is required to load funds.

18. What if I lose my EZfare smartcard?

Please contact TANK's Customer Service at 859-331-8265 or info@tankbus.org to report lost or stolen smartcards associated with EZfare accounts. If an account is established via mobile app or with a smartcard that has been registered and tied to the account, TANK can deactivate the lost smartcard and assist with setting up a new one with the account. If funds are loaded onto a smartcard without an account being created, the funds cannot be recovered. TANK is not responsible for replacing lost or stolen smartcards. New ones can be purchased for \$5 at the locations listed above.

Other Questions

19. What happens if I don't have enough money in my account to ride?

Customers can still pay cash on-board, but it will not count toward fare-capping.

20. What about Reduced Fare Program customers? How will this affect them?

All customers who are currently eligible for discounted fares through the Reduced Fare programs can use the new payment system and access fare-capping with their discount, but they must enroll first either through the Transit app with EZfare or with an EZfare smartcard. TANK will contact reduced fare riders to assist with account set up and enrollment, or you can contact us at info@tankbus.org to get set up.

21. How do I pay for my discounted fare?

A customer's discount eligibility will be assigned to their account. The payment process is the same for all customers. They tap their smartcard or scan the QR code in the app on the validator located onboard the vehicle. The discount is automatically applied to the fare in their account, whether they use a smartcard or phone to pay. Reduced Fare customers will still have the option to purchase \$35 stickers up front for unlimited rides for the calendar month. They will still be required to show their Reduced Fare card to the driver when boarding the bus. Current riders using the reduced fare program; we will be in touch to convert to the new smartcard, or you can contact us at info@tankbus.org to get set up.

22. Will TANK+ provide fare-capping?

Since TANK+ does not sell 24-hour or 30-day passes, at this time the service will not cap fares, and all rides will continue to cost a flat \$5 or \$2.50 per trip. TANK+ riders will continue to pay for their trips on the TANK+ mobile app or with cash.

23. Where can I get more information?

For more information, please visit <https://www.tankbus.org/tap-and-save/> or contact TANK's Customer Service Center at 859-331-8265 or info@tankbus.org