Inoperable Farebox

If a farebox on one of the commuter buses breaks down while the bus is in service, another bus will be brought to the scene or a convenient location to replace the bus with the broken farebox.

What do you do when your card has malfunctioned? Who to call? What do you pay?

Every once in a while a SmarTrip® card will not work. The card contains a small microchip inside which may become damaged resulting in a non-functioning SmarTrip® card. If your card is not working properly on Loudoun County Transit buses, you should try to see if it will work at any of the Metrorail stations. All SmarTrip® card issues that involve broken, damaged or non-working cards should be directed to the Regional Customer Service Center (RCSC). Phone number for the RCSC is 1-888-762-7874. If your card does not work on the bus you will be required to pay the cash fare amount.

Loudoun County

Department of Transportation and Capital Infrastructure
101 Blue Seal Drive, Suite 102
Leesburg, VA 20175

E-mail: rideshare@loudoun.gov

Loudoun County Transit SmarTrip® Guide

www.loudoun.gov/transit

1-877-465-2287

What is a SmarTrip® card?

SmarTrip® is a permanent, rechargeable card used to pay fares on Loudoun County Transit buses and most of the transit buses in the region, including Metrobus, Metrorail, Fairfax Connector, DASH, ART and systems in Maryland.

It's plastic, like a credit card, and is embedded with a special computer chip that keeps track of the value of the card. A SmarTrip® card can hold up to $300, so it can be used for extended periods of time before reloading.

How do I register my SmarTrip® card and why?

Please register your SmarTrip® card. It's easy and fast to register online at www.wmata.com. Registration is not mandatory, but highly recommended. If your **registered** SmarTrip® card is lost, stolen, or damaged, then the remaining balance may be transferred from the old card to a new card for the cost of a new card ($2.00).

Sights and sounds of the farebox:

If you hear a beep when you tap your SmarTrip® card on the farebox then your card has worked properly. If you hear a warbled sound, then your transaction has one of the following issues: low balance, pass back or r/w error. Low balance means that your card does not have enough value on it to deduct the needed fare amount. You can choose to pay the cash fare or add value to your card then deduct the fare amount. Pass back means that you may have tapped or held your card on the machine too long. It is telling you that your card has already been charged the correct fare amount. The r/w error typically means that something is wrong with your card. If you see this on the display you should contact the SmarTrip® Customer Service Center at 1-888-762-7874.

Where should I add value (dollars) to my SmarTrip® card?

Metro Connect Service:

1. Using a passes/farecard machine located at all Metrorail stations.

2. On line at www.wmata.com.

Buses serving Arlington and Washington DC:

1. Using a passes/farecard machine located at all Metrorail stations.

2. On line at www.wmata.com.

3. Although loading cash value onto a SmarTrip® card using the farebox on a Loudoun County Transit bus is permitted, Staff kindly requests that you use option 1 or 2.

How do I add value at the passes/farcard machines?

1. Touch your SmarTrip® card to the circular target and follow the prompts.

2. Insert money. You may also use your Visa, MasterCard, Discover or ATM card to add value to your SmarTrip® card.

3. Press the plus (+) or minus (-) button until the amount displayed is the new value you want your SmarTrip® card to have.

4. When finished loading value touch the SmarTrip® card to the circular target a final time. This updates the card and shows the new balance.

How do I add value on a Loudoun County Transit Bus?

1. **Push the ADD VALUE button first**. This is the white oblong button on the left of the display.

   (Do not add your money or touch the card to the target before you push the add value button.)

2. Now touch your card to the target.

3. Put in your money: any coins (except pennies) $1, $5, $10, or $20 bills.

4. Touch your card again. The value is now loaded on your card and your new balance is displayed.

Checks and Balances

You can check the card balance at the passes/farecard machines at Metrorail stations. You can also call the SmarTrip® Regional Customer Service Center at 1-888-762-7874 and they can provide the balance over the phone or you can check your balance on line at www.wmata.com.

You can also check the card balance on a Loudoun County Transit Bus. When your card is tapped on the farebox to pay a fare, the display will show the fare amount that has been charged to your SmarTrip® card. It will also show the dollar value remaining on your SmarTrip® card. Look quickly, because the display only shows up for a few seconds. To check the balance only of a SmarTrip® card on a Loudoun County Transit Bus, simply push the white oblong button to the right of the display and touch your card to the target.