

# WELCOME TO YOUR ADA CARE ID!



Your new ADA CARE ID is smart and reloadable.

You can load value onto your ADA CARE ID online or on the vehicle by using new smart outlet store CARE PASSES.

## HOW TO USE YOUR ADA CARE ID



### IF YOU HAVE VALUE STORED ON YOUR CARD ALREADY

Tap your ADA CARE ID on the smart reader target area. You're done! The screen will display fare deducted and your remaining balance on your ADA CARE ID.

### IF YOU NEED TO LOAD VALUE FROM A CARE PASS

Wait for the driver to prepare the validator. Screen, light and audio prompts will assist you through the transaction. Tap the ADA CARE ID on the smart reader target area. You can load multiple CARE PASSES tapping each one at a time. Tap your ADA CARE ID again to complete loading your CARE PASS value.

## TIPS

- You can ask the driver to check the remaining balance on either your ADA CARE ID or a CARE PASS. When prompted, tap the smart reader target area to see value.
- Accidentally tap twice and overpay? Notify your driver and they will alert Dispatch, then you contact CARE Customer Service to initiate a refund.
- Please use your remaining old CARE tickets and ticket books by December 31, 2019!