

## FAQ's

### How much does a **Cruz Cash** card or a **Cruz Pass** card cost?

For the first 60 days starting June 7th, cards will be offered at no additional charge. After August 30, 2012 the cost will be \$3.00

### Can I check how much value /rides I have left on my card?

Yes, you can check the status of your card at the Customer Service Booth, by using a TVM machine or by using the "read-only" feature on the farebox with assistance from the bus operator.

### Do cards have to be registered?

Cards are non-personalized cards and are not registered or tracked.

### Can more than one rider use a single card?

Card sharing is allowed with a **Cruz Cash** card or a 15 Ride **Cruz Pass** card only.

### Do I still have to show ID when using a discounted pass or fare?

Yes, valid discount ID is required when using a discounted pass or fare.

### What happens if I lose my card?

Santa Cruz METRO is not responsible for lost, stolen or damaged cards.

*Santa Cruz METRO will not provide cash refunds*

## HOW TO RELOAD CRUZ CARDS AT THE TVM



- Tap the Cruz card on the **red circle** located below the cancel button, to activate the screen.
- Choose the amount of cash or pass type to load.
- Payment screen will appear. Use cash or credit card for payment. Insert card with strip on top facing left.
- Tap the Cruz Card on the **red circle** once again to load.

### TICKET VENDING MACHINE LOCATIONS:

- ★ Santa Cruz Metro Center
- ★ Cabrillo College
- ★ Capitola Mall
- ★ Watsonville Transit Center

## WHERE TO PURCHASE CRUZ CARDS

You can purchase Cruz Cash & Cruz Pass cards at:

- The Customer Service Booth at the Metro Center 920 Pacific Avenue Santa Cruz  
7:00 am - 5:45pm Monday - Friday 425 - 8600
- Online at <http://scmtd.com>
- By mail: Santa Cruz METRO  
920 Pacific Avenue Suite 21, Santa Cruz, CA 95060



**NEW !**

*Ride Smarter*

**M E T R O**

**CRUZ CASH & CRUZ PASS CARDS**



QUESTIONS? CALL CUSTOMER SERVICE (831) 425-8600



Sales start June 7, 2012

## WHAT ARE CRUZ CARDS ?

### ★ DESCRIPTION OF CARDS:

- Two cards are available, the **Cruz Cash** card & the **Cruz Pass** card.
- These cards are durable plastic, similar to a credit card, with an imbedded memory chip.
- The **Cruz Cash** card stores monetary value.
- The **Cruz Pass** card can store the 9 different Period Passes METRO offers, storing one pass type at a time.

### ★ ADVANTAGES:

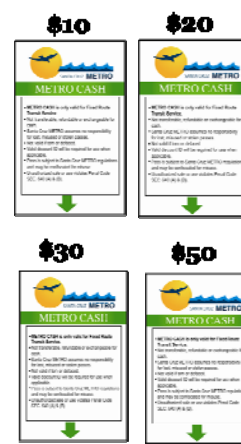
- Faster boarding times
- Rider Convenience
- Cards can be reloaded over and over again.
- Just tap the card on the **red circle** of the fare box!



## CRUZ CASH



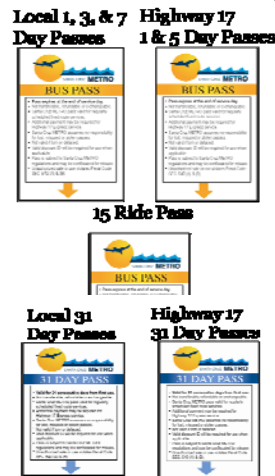
- Holds monetary value
- Deducts fare automatically when boarding
- Reloadable at Santa Cruz METRO Ticket Vending Machines or at the Customer Service booth at the Metro Center.



## CRUZ PASS



- Holds 9 various Period Passes
- Pass validates automatically when boarding
- Reloadable at any Santa Cruz METRO Ticket Vending Machine or at Customer Service booth at the Metro Center.



## HOW TO USE A CRUZ CARD?

### CRUZ CASH

- ★ Just load the cash amount you want onto the **Cruz Cash** card at any TVM machine or at the Customer Service booth at the Metro Center.
- ★ Amounts you can load: \$10, 20, 30, and \$50 dollars.
- ★ When boarding the bus inform the driver of what type of fare you want to use and the proper amount will be deducted from your card. You can use this card for multiple passengers. Just tap the card on the **red circle** of the farebox!

### CRUZ PASS

- ★ You can only load one type of pass onto a **Cruz Pass** at a time. This can be done at any TVM machine or at the Customer Service booth at the Metro Center.
- ★ Types of passes available:
  - \* Local 1, 3, & 7 Day Pass
  - \* Local 15 Ride Pass
  - \* Local 31 Day Pass
  - \* Hwy 17 1 & 5 Day Pass
  - \* Hwy 17 31 Day Pass
- ★ All discounted passes are also available.
- ★ The farebox will automatically read the type of pass loaded and deduct the amount with a tap on the **red circle** of the farebox!