CapMetro App Fare Pilot

This new pilot program brings the convenience and efficiency of the CapMetro App to more people and makes paying for and riding CapMetro fairer and easier. Thank you for participating in this pilot program.

A few things to get started:

1 Download the CapMetro App from the app store for your Apple or Android devices.

2 Register for an account using your Facebook or Google account or another email address.

The CapMetro App has many advantages over paying with cash at the farebox. It's faster, more efficient and has other tools like the Trip Planner that help you get around. These tools are also leading to a big change that will make CapMetro more equitable and provide a better experience for all of our customers: **fare capping**.

How Fare Capping Benefits You

With fare capping, you save money by not having to decide which pass you need. Instead, just buy a Single Ride Pass. Then:

- If you buy 2 Single Ride Passes within 1 day, all your other trips become free for 24 hours after activating the first pass.

- Additionally, if you purchase 33 Local (or 27 Commuter) Single Ride Passes within 31 days, you will automatically earn a 31-day pass.

This cap ensures that you never pay more than $2.50 per day for Local Service (or $7 for Commuter) and makes riding with CapMetro more affordable in the long run!

How Does Fare Capping Work in the App?

Each time you ride, you will purchase a Single Ride Pass (either Local or Commuter). The CapMetro App will keep track of your purchases and monitor your status (see images to the right). As you buy each pass, you automatically earn credit toward a pass upgrade.

Reminder: Local and Commuter passes are tracked separately for the fare capping program, which means they cannot be combined for a pass upgrade.
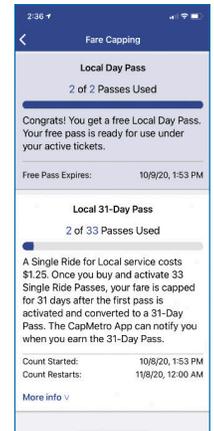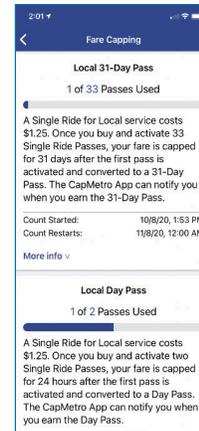
Need to Use Cash to Buy a Pass in the App?

Available at 250+ participating store partners at launch (drug stores and gas stations), you will now be able to buy passes for your app with cash as well as add cash to your account to purchase passes at a later date.
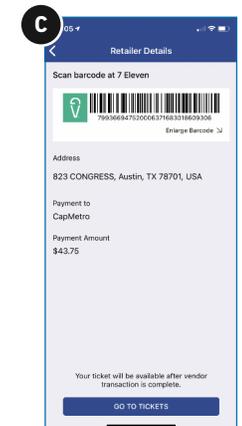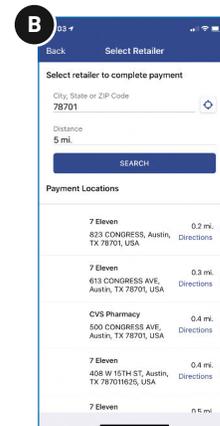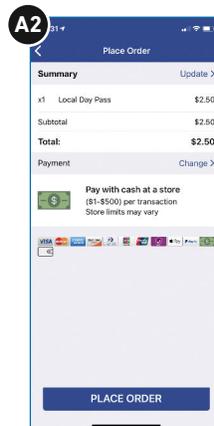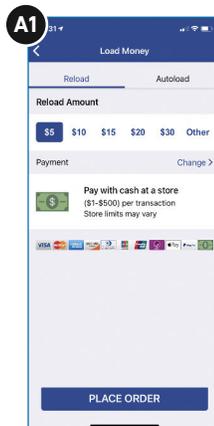
A1
- If you want to load money into your wallet, select **More** on the bottom right (for iPhone) or from the menu on the top left (Android).
- Scroll down and select **Payment Methods**.
- Select **Wallet > Load**.
- Choose the amount you'd like to place in your account.
- Select **Payment > Change**.
- Select **Pay with cash at a store**.

A2
- If you want to purchase a pass, go to the **Store** in the app
- Select the service level you would like to purchase and follow the prompts to add to cart and check out.
- At the checkout screen, select **Pay with cash at a store**.

B
- For either **scenarios A1 or A2**, you will then be able to choose a store location where you will make the payment to complete the purchase.

C
- At the store location, show your screen to the cashier and let them scan the barcode.
- Added cash will now be available in your app wallet, or, if you purchased a pass, the pass will now be available to use.