

# How to Use the Fare Box



# NASHVILLE MTA FARE CARDS

If you are using cash

### Step 1

Please inform the bus operator which type of fare or pass you need before placing money into the fare box. If you are eligible for a discounted fare (Seniors age 65 and older, people with disabilities, Medicare cardholders, youth ages 19 and younger), please inform the bus operator.

### Step 2

Insert bills and coins here. The fare box accepts \$1, \$2, \$5, \$10, and \$20 bills, as well as U.S. coins, including \$1 coins. If you insert more than the price of the fare, the fare box will issue a change card with your balance.



### Step 3

Collect change card or All-Day Pass here.

If you are using All-Day, 7-Day & 31-Day Passes

### Step 1

On the first day of use, activate your multi-day pass here.

### Step 2

Once your pass is activated, swipe it here on the remaining days.



**includes:** All-Day Pass  
7-Day Pass  
31-Day Pass  
All-Day Youth Pass  
7-Day Youth Pass  
31-Day Youth Pass  
All-Day Discounted Pass  
31-Day Discounted Pass

If you are using your 20-Ride Card

### Step 1

Insert your card here.

### Step 2

Retrieve your card here and check the back for number of remaining rides.



**includes:** 20-Ride Local  
20-Ride Discounted Pass

# Frequently Asked Questions

### What is a local bus?

A local bus is a fixed-route bus that makes regular stops along its route to pick up and drop off passengers.

### What is an express bus?

An express bus operates with a limited number of stops. All express routes have an "X" following the route number on the bus destination signs, route schedules, and the system map.

### Where may I buy an MTA pass?

MTA passes may be purchased at Music City Central (400 Charlotte Ave.), online at NashvilleMTA.org, by mail to 430 Myatt Drive, Nashville, TN 37115, or by phone at 615-862-5950.\*\*

\*\* A shipping fee will be applied to all mail, phone and online orders.

### What are the rates for cash fares?

Adult Local, Express & BRT lite Services	\$1.70
Adult All-Day Pass	\$3.25
Adult All-Day Discounted Pass*	\$2.00
Youth Fare	\$1.00
Youth All-Day Pass	\$2.25
<i>ages 19 and younger, please show bus operator proof of age upon request</i>	
Senior	\$0.85
<i>ages 65 and older, please show bus operator proof of age before depositing fare</i>	
People with Disabilities, Medicare Cardholders	\$0.85
<i>special identification card required</i>	
Children ages 4 and younger	No Charge

\*Call customer care for identification requirements. Please note: There are no cash refunds on fare cards.

### CUSTOMER CARE CALL CENTER HOURS

6:30 a.m. to 8 p.m. Weekdays  
8 a.m. to 5 p.m. Saturdays  
10:30 a.m. to 2:30 p.m. Sundays  
Closed Holidays

Individuals who have questions about the fare cards should contact Customer Care at 615-862-5950 or visit the MTA website at NashvilleMTA.org



Call 615-862-5950 to request this information in an alternate format.

Nashville MTA  
430 Myatt Drive • Nashville, TN 37115

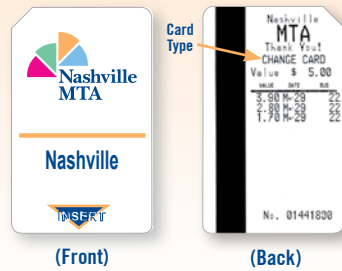


**EFFECTIVE August 1, 2017**

For more information, visit [NashvilleMTA.org](http://NashvilleMTA.org) or call 615-862-5950.

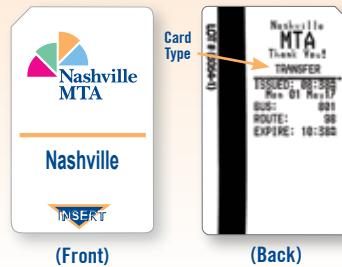
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## CHANGE CARD



You will receive this card if you insert more money than the established fare in the fare box. The box will deduct the fare from the total amount of money you insert, then issue a card with your remaining balance. Please be sure to tell the bus operator that you need a change card, as he or she must push the button to issue the card within 20 seconds. If more than 20 seconds pass, the machine will reset and you will forfeit your change card. Use the amount on the change card toward your fare the next time you ride the bus.

## TRANSFER CARD

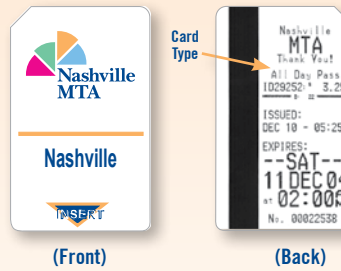


A transfer is a ticket good for two hours to complete your trip. The two-hour transfer window starts when you board the bus. Please be sure to tell the bus operator you need a transfer when boarding.

**Please do not fold, bend, or allow your card to get wet. This could damage the card.**

\*MTA fare cards are valid for rides on any route except for RTA express routes.

## ALL-DAY PASSES



If you wish to purchase an All-Day Pass, please inform the bus operator before placing money into the fare box. If you are eligible for a discounted fare (Seniors age 65 and older, people with disabilities, Medicare cardholders, youth ages 19 and younger), please inform the bus operator.\*

When you purchase an All-Day Pass at the fare box, a card that is similar to a change card will be issued. The All-Day Pass is valid from the time of purchase until the last bus run of that day. The words All-Day Pass, Discounted or Quest Youth will be printed on the back. When boarding the bus for your next trip, simply swipe the pass through the reader on the top right side of the fare box. (See diagram on the back of this brochure.)

For your convenience, the All-Day Pass also is available for purchase in advance at all MTA ticket outlets, online at NashvilleMTA.org, by mail, or by phone at 615-862-5950.

## 20-RIDE LOCAL



The 20-Ride Local card is valid for 20 rides on any MTA bus route.

## 7-DAY PASS & 31-DAY PASS



The 7-Day Pass is valid on any MTA bus route for seven consecutive days from the first day of use. This pass provides unlimited rides during the seven-day period.\*

The 31-Day Pass is valid on any MTA bus route for 31 consecutive days from the first day of use. This pass provides unlimited rides during the 31-day period.\*

An Annual Pass is valid on any MTA bus route for 12 consecutive months from the first day of use. This pass provides unlimited rides during the 12-month period and costs \$600. A photo will be taken for placement on this pass.\*

**Please note: Identification may be requested with any MTA pass.**

## 7-DAY YOUTH PASS & 31-DAY YOUTH PASS

**Ages 19 and Younger**



The 7-Day Youth Pass is valid on any MTA bus route for seven consecutive days from the first day of use. This pass provides unlimited rides during the seven-day period.\*

The 31-Day Youth Pass is valid on any MTA bus route for 31 consecutive days from the first day of use. This pass provides unlimited rides during the 31-day period.\*

## 20-RIDE DISCOUNTED PASS & 31-DAY DISCOUNTED PASS

**Seniors age 65 and older, people with disabilities, and Medicare cardholders**



The 20-Ride Discounted Pass is valid for 20 rides on any MTA bus route. \* Identification is required.

The 31-Day Discounted Pass is valid on any MTA bus route for 31 consecutive days from the first day of use. This pass provides unlimited rides during the 31-day period.\* Identification is required.