**General Questions**

1. **What is Tap2Ride?**
Tap2Ride is a contactless fare payment system that allows riders to pay for bus, light rail, and paratransit services using a contactless debit or credit card.
2. **How does Tap2Ride work?**
Simply tap your contactless debit or credit card on a Tap2Ride device when boarding a bus or SacRT GO paratransit vehicle. For light rail, use your contactless card at a fare vending machine to purchase a ticket.
3. **Where can I use Tap2Ride?**
	* On buses and SacRT GO paratransit vehicles (Tap2Ride devices onboard)
	* At fare vending machines at light rail stations
	* Future expansion (late 2025) will include Tap2Ride devices at all light rail stations for direct contactless payment and transfer between light rail trains and buses.
4. **When will Tap2Ride be fully available on light rail?**
Phase 2, expected in late 2025, will introduce Tap2Ride devices at all light rail stations, allowing for seamless bus-to-light rail transfers.
5. **Can I still pay with cash, Connect Card, or ZipPass?**
Yes, Tap2Ride is an additional payment option. Riders can continue using cash, Connect Card, or ZipPass.

**Payment & Transfers**

1. **What types of payment cards can I use for Tap2Ride?**
Any contactless debit or credit card (Visa, Mastercard, American Express, Discover) is accepted. Mobile payment options like Apple Pay, Google Pay, and Samsung Pay are also supported.
2. **Can I use my phone or smartwatch to pay?**
Yes, you can use mobile wallets like Apple Pay, Google Pay, or Samsung Pay.
3. **Do I need to register my card before using Tap2Ride?**
No registration is required unless you are applying for a discounted fare.
4. **How do transfers work with Tap2Ride?**
	* **Currently (Phase 1)**: Transfers between bus and light rail are NOT available with Tap2Ride. But riders can use Tap2Ride to transfer between buses.
	* **Future (Phase 2 in late 2025)**: Tap2Ride devices at light rail stations will allow automatic fare transfers.
5. **Why don’t transfers between bus and light rail work right now?**
The technology needed to track transfers across different modes of transit will be implemented in Phase 2.
6. **What happens if I forget to tap when transferring between buses?**
Your transfer may not be recognized, and you may be charged another full fare. Always tap the same contactless card when boarding.
7. **Can I add multiple people to my Tap2Ride payment?**
No, each rider must use their own contactless payment method. Tap2Ride does not support multiple passengers on one card.

**Discounted Fares**

1. **Who qualifies for discounted fares with Tap2Ride?**
	* Seniors (65+)
	* Veterans
	* Persons with Disabilities (Medicare cardholders)
2. **How do I apply for the discounted Tap2Ride fare?**
Apply online at [benefits.calitp.org](https://benefits.calitp.org) and select “Sacramento Regional Transit District.”
3. **Why is the senior discount age 65 instead of 62?**
While SacRT offers discounts to seniors 62+, Tap2Ride is linked to the California Integrated Travel Project (Cal-ITP), which uses federal Social Security Administration data, where senior eligibility starts at age 65.
4. **Do I need to apply for a discounted fare in person?**
No. The application process is fully online, eliminating the need for in-person verification.
5. **How long does it take for my discounted fare to activate?**
Once approved, your discount should be linked to your contactless payment card within a few days.
6. **How do I know if my discount is applied when I tap?**
The Tap2Ride system will automatically charge the reduced fare if your contactless card is registered for a discount.