



Beach Cities Transit now accepts TAP! These frequently asked questions (FAQs) may be helpful when riding BCT. More information about BCT can be found at [www.beachcitiestransit.org](http://www.beachcitiestransit.org)

## REGIONAL TAP GENERAL TAP FREQUENTLY ASKED QUESTIONS

### **What is TAP?**

TAP is a durable, eco-friendly, plastic card that contains state-of-the-art smart chip technology designed to improve your transit experience. While not a pass in itself, the TAP card allows you to electronically purchase and load various passes from participating regional and local agencies, stored value or a combination of both.

### **What are the benefits of TAP?**

TAP offers convenience and security. Its smart chip technology allows for free balance protection and the ability to deduct exact fare amounts for any TAP-enabled system to expedite boarding time. TAP makes it easier to connect with other municipal transit systems.

### **Where is my TAP card accepted?**

TAP cards are currently accepted on the following transit services: Antelope Valley Transit Authority (AVTA), Beach Cities Transit (BCT) Redondo Beach, Baldwin Park, Burbank, Carson, Compton, Culver City Bus, Foothill Transit, Gardena Municipal Bus Lines, Glendale, Huntington Park, LADOT Commuter Express & DASH, Long Beach Transit, Los Angeles World Airports, Los Angeles County Public Works, Metro, Montebello Bus Lines, Monterey Park Spirit Bus, Norwalk Transit, Pasadena ARTS, PV Transit, Santa Clarita Transit and Santa Monica Big Blue Bus.

TAP cards can hold different types of passes, transfers, zone passes and stored value to make travel easy for seamless travel throughout the greater Los Angeles area.

### **How do I use TAP?**

It's easy. Simply tap your card on the TAP target of the bus farebox/validator or station turnstile/validator. A "beep" and "GO" message will show your card is valid. You are now free to board the bus or train.

**Where do I purchase a TAP card?**

Purchase your TAP card online, at Metro Rail Stations or at any of the [TAP retail locations](#). You can also purchase your TAP card in person at Redondo Beach City Hall, 415 Diamond Street, Door E, Redondo Beach, CA 90277. Or, call Redondo Beach at 310-937-6660 for more information. City Hall Transit office hours are from 8 am to 1 pm and 3 pm to 4:30 pm, Monday through Thursday, except holidays.

**What if I don't tap my card on the TAP target?**

Any time you ride with a TAP card, you must tap your card. Fare inspectors are riding the system with card readers. You may be cited for fare evasion if you fail to tap the bus farebox or rail station turnstile/validator. So, don't forget to TAP!

**Can I allow others to use my TAP card?**

No. Each rider must have his or her own TAP card. Cards are non-transferable.

**How do I protect and take care of my TAP card?**

Balance Protection registration and information can be found at [taptogo.net](http://taptogo.net).

**What are the terms and conditions for using my TAP card?**

To view the terms and conditions listed in the TAP Cardholder Agreement [click here](#). Your first use of the TAP card signifies your acceptance of this agreement.

**BEACH CITIES TRANSIT  
SPECIFIC TAP FREQUENTLY ASKED QUESTIONS****[GENERAL TAP FOR BEACH CITIES TRANSIT](#)****Q: When will Beach Cities Transit (BCT) accept TAP cards?**

A: On April 20, 2015, Beach Cities Transit (BCT) will begin accepting TAP cards as an additional method of paying fare. BCT will continue to accept cash as a form of payment.

**Q: Why is Beach Cities Transit going on TAP?**

A: Beach Cities Transit now accepts TAP as part of the region's effort to make it safe and secure to pay your fare. The benefits of BCT accepting TAP's Stored Value, EZ Pass or Access Rider Cards are:

- BCT customers can load Stored Value on their TAP card, and will not have to use dollars or coins.
- Regional riders using an EZ Pass can TAP their pass on BCT. They will no longer need an EZ sticker to show to the BCT driver.
- Access riders will continue to use their new Access Rider Card as a TAP card on BCT.

**Q: How much does the TAP card cost?**

A: The initial fee for the card is \$2. This is a one time only card fee. Each time you load your card, there is no additional charge for using it.

**Q: Can other people use my TAP card?**

A: No. Only you are authorized to use the TAP card assigned to you.

**Q: How do I TAP on the Validator?**

A: Simply tap your card on the validator, and look for the green screen message that shows your card is valid. You are now allowed to board the bus.

**Q: What if the Validator shows my TAP card is not valid?**

A: If your card reads "INVALID CARD" or "RELOAD", please pay the fare in cash. Remember to load an EZ Pass or Stored Value before boarding.

**Q: What if I believe that my TAP card is valid, but the Validator is not accepting it?**

A: Please pay the fare in cash. You may verify the status of your card by calling TAP at 866.TAPTOGO or 866.827.8646.

**FARE TYPES AND MEDIA AVAILABLE ON BCT**

**Patrons can pay on Beach Cities Transit with the following:**

- TAP fares accepted on BCT are Stored Value, EZ Pass and Access Rider Card
- BCT fares can also be paid by using cash or a BCT Monthly Pass
- Note: Children ages five and under ride free with a fare paying adult.

**Fare Table**

Type	Fare	Qualifications
Regular Fare	\$1.00	None
Reduced Fare	50 cents	Senior/Disabled/Medicare cardholder
Interagency Transfers	25 cents	Transfer from other transit agencies
BCT Transfer	FREE	Transfer from BCT to BCT

Fares Accepted on BCT					
	Metro Rolling Pass	Monthly BCT Pass	Metro EZ Pass	Stored Value	Access Rider Card
Redondo Beach	N/A	N/A	X	X	X

**Q: What is the difference between Stored Value and a pass?**

A: Stored Value allows you to load the dollar amount of your choice onto your TAP card to pay for single rides on participating TAP enabled transit agencies.

The EZ Pass is a Monthly-Calendar Pass that is loaded to a TAP card. Monthly-Calendar Passes are valid from the first of a given month, to the end date of the month.

**Q: What EZ Pass should I load on my TAP card to board Beach Cities Transit?**

A: To ride Beach Cities Transit (BCT) you will need a minimum base EZ Pass. All EZ Passes are accepted on Beach Cities Transit (BCT) buses.

**PURCHASING EZ PASSES AND STORED VALUE**

**Q: Where can I purchase a TAP card with a pass or Stored Value?**

A: You can purchase a TAP card with both a pass and/or Stored Value loaded at the following locations:

- **Pass Sales Outlets:** A wide network of TAP retail locations throughout the Los Angeles region are authorized to replenish and sell TAP cards with fare. Check [taptogo.net](http://taptogo.net) to search for the retail location nearest you by zip code or city name. However, please note, passes vary per location and availability.
- **TVM:** The TAP Vending Machines (TVM) located at Metro Rail and Metro Orange Line stations sell TAP cards loaded with Stored Value for seamless connectivity.
- **1-866-TAPTOGO:** A TAP representative of The Regional TAP Service Center will be able to assist you with a purchasing transaction.
- **Taptogo.net:** Visit [taptogo.net](http://taptogo.net) to purchase a TAP card with a transit agency specific pass or Stored Value.

Patrons can purchase and/or load their TAP cards at the following location in Redondo Beach :

Address:

**Redondo Beach City Hall**  
415 Diamond St, Door # E  
Redondo Beach, CA 90277

Hours:

Monday – Thursday (Except Holidays)  
8 am to 1 pm and 3 pm to 4:30 pm

Telephone Number:

310-937-6660

**Q: How do I know how much cash (Stored Value) I have left on my card?**

A: There are multiple ways to verify your Stored Value balance:

- **Validator:** When you tap your card on the validator, a message is displayed on the screen showing you the fare amount that was just deducted and your remaining balance.
- **Pass Sales Outlets:** You can also have your balance checked at all vendor locations. Check [taptogo.net](http://taptogo.net) to search for the retail location nearest you by zip code or city name. However, please note, passes vary per location and availability.
- **TVM:** The TAP Vending Machines (TVM) located at Metro Rail and Metro Orange Line stations are able to check your Stored Value balance.
- **1-866-TAPTOGO:** The Regional TAP Service Center is able to check your Stored Value balance and additionally verify what passes have been loaded on your card.
- **Taptogo.net:** By visiting [taptogo.net](http://taptogo.net), you will be able to check your card's transaction history and balance.

**Q: Can I add Stored Value or an EZ Pass, if I already have a TAP card?**

A: Yes. You can add Stored Value or an EZ Pass to your existing TAP card.

**Q: Can I pay a part of the fare with Stored Value and part in cash?**

A: No. This is not allowed. You must pay with either Stored Value, EZ Pass, Access Rider Card or cash.

**Q: How do I pay my fare if the TAP validator does not read my card value?**

A: If the validator does not read your TAP card, please pay your fare using cash.

**[BEACH CITIES TRANSIT PASS – Not available on TAP](#)**

**Q: What Beach Cities Transit passes will I be able to load on my TAP card?**

A: Beach Cities Transit (BCT) Monthly Passes are not available on TAP, at this time.

**Q: When will I be able to buy BCT Monthly Bus Passes on TAP?**

A: It has not been determined when BCT passes will be available on TAP. BCT staff will evaluate and determine if BCT passes are applicable for TAP.

**Q: If I am a Redondo Beach High School student, can I purchase a BCT Monthly Student Pass on TAP?**

A: No. BCT Monthly Student Passes are not available on TAP, at this time. Students should continue to purchase BCT Student Passes at Redondo Beach City Hall or through the order-by-mail program.

**Q: If I am a Redondo Beach High School student, and I use my TAP Stored Value, what fare will I be charged?**

A: If you use the TAP Stored Value, the \$1 fare will be deducted.

## **SENIOR/DISABLED TAP CARDS**

**Q: How do I get a Metro Senior or Disabled Card, so I can get reduced rates using TAP?**

A: You must apply for Metro's Senior/Disabled ID from Metro. You can get a Senior/Disabled application from a Metro Customer Service Center, online at [www.taptogo.net](http://www.taptogo.net) or call 1866.TAPTOGO or 866.837.8646. Senior/Disabled applications are also available at the City of Redondo Beach, 415 Diamond Street, Door E, Redondo Beach, CA 90277 or by phone request at 310-937-6660.

**Q: Is the Metro Senior/Disabled monthly pass valid on BCT?**

A: No. Metro Senior/Disabled Monthly Passes are not valid on BCT. BCT accepts TAP stored value for Senior/Disabled fares.

**Q: What kind of TAP fare is valid for Senior/Disabled passengers on BCT?**

A: Senior/Disabled customers who apply for and receive special reduced-fare Metro TAP ID cards will be able to pay discounted fares using Stored Value on BCT. The correct reduced fare amount will be deducted from the Stored Value.

## **ACCESS RIDER CARDS**

**Q: Should I continue to flash my ACCESS (lime-green w/ picture) card?**

A: No. Instead of flashing your Access Rider Card, simply tap your card on the TAP validator upon boarding and look for an indication of a valid fare. ACCESS cards are already TAP enabled with a valid ACCESS product.

**Q: What if I do not have a new Access Rider Card (lime-green w/picture)?**

A: If you do not have a new Access Rider Card that is enabled for TAP, please call Access at 1.800.827.0829.

**Q: I have an Access Rider Card with a Personal Care Attendant (PCA) logo on it. Do I tap the card twice for the PCA?**

A: No. PCAs must pay a separate fare. The PCA should have their own TAP card with an EZ Pass or Stored Value to pay the fare.

## [METRO PASSES](#)

**Q: I have a regular Metro Pass, can I use it to pay for my BCT fare?**

A: No. The Regular Metro Pass on a TAP card is only valid on LA Metro Bus and Rail. Regular Metro Pass holders who ride BCT must either pay their fare using Stored Value or purchase an EZ transit pass.

**Q: What if I believe the pass I have on TAP is valid, but the Validator is not accepting it?**

A: Please pay the fare in cash. You may verify the status of your card by calling TAP at 866.TAPTOGO or 866.827.8646.

**Q: I am a Redondo Beach resident who is eligible for the Metro Monthly Pass at a discounted rate. How do I purchase my Redondo Beach resident discounted rate for the TAP card?**

A: In order to receive your Redondo Beach resident discount for a Metro Monthly Pass, you must purchase it in person at Redondo Beach City Hall located at 415 Diamond Street, Door E, Redondo Beach, CA 90277 or for more information call 310-937-6660. A Redondo Beach resident discounted pass can be issued to you, with proof of current residency.

Redondo Beach resident discounted Metro passes **cannot** be purchased at Metro Service Centers, the TAPTOGO website or vendor locations.

## [TRANSFERS](#)

**Q: Will a TAP transfer work on Beach Cities Transit (BCT)?**

A: Yes. A transfer loaded to a TAP card from another transit agency like Metro will be valid if tapped on a Beach Cities Transit (BCT) bus within two hours of purchase of that transfer.

**Q: How do I transfer from one Beach Cities Transit bus to another using a TAP card?**

A: Transferring from BCT to BCT is free. Tell the bus operator you would like a transfer upon boarding and you will be issued a paper transfer.

**Q: How do I pay for a Muni transfer on a Beach Cities Transit bus?**

A: At this time, transfers may only be purchased with cash and will be issued as paper.

**Q: How do I transfer from Beach Cities Transit to other transit agencies using a TAP card?**

A: For now, transfers from Beach Cities Transit (BCT) will continue only on paper. When using TAP, tap your card on the TAP validator for the base fare and continue to the farebox. Tell the bus operator you would like a transfer, and then insert your cash payment for the transfer into the farebox and you will be issued a paper transfer.

**Q: How do I transfer from Beach Cities Transit to a Metro bus?**

A: For now, transfers from Beach Cities Transit (BCT) will continue only on paper. When using TAP, tap your card on the TAP validator for the base fare and continue to the farebox. Tell the bus operator you would like a transfer, insert your cash payment for the transfer into the farebox, and you will be issued a paper transfer.

**Q: How do I transfer from Beach Cities Transit to Metro Rail?**

A: Tell your operator that you would like to buy a transfer from Beach Cities Transit (BCT) to Metro Rail. Pay the operator and you will receive a one-time use disposable paper TAP card (polka dot). At the Metro Rail station, tap your card on the turnstile or validator. Your card is good for one ride only.

**Q: How do I transfer from a Metro bus to Beach Cities Transit?**

A: Request a Metro to Muni transfer from the Metro bus operator when paying your fare. Pay cash and you will be issued a paper transfer or an electric transfer (e-transfer) loaded onto your TAP card for use on Beach Cities Transit (BCT). ***Metro, or other agency, passes are not valid on Beach Cities Transit (BCT).***

**Q: How do I transfer from Metro Rail to Beach Cities Transit (BCT)?**

A: After using your TAP card to board the train, purchase a Metro-to-Muni transfer at a TAP Vending Machine before you leave the station. You will have the option of loading an e-transfer onto your TAP card for TAP-enabled municipal operators, or purchasing a paper transfer. Both are valid.

**REFUND HANDLING**

**Q: How do I request a refund for TAP Stored Value used on BCT?**

A: Requests for refunds of Stored Value used on Beach Cities Transit (BCT) buses should be forwarded to the City of Redondo Beach Transit Manager at [bct@redondo.org](mailto:bct@redondo.org). Approved refunds for stored value shall be done in the form of a Stored Value autoload back to the customer's TAP card, unless approved for a check refund by the City of Redondo Beach.