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Long Beach Transit Transitions to TAP, its New Fare Payment System

Most LBT paper passes will no longer be sold commencing February 8, 2015

LONG BEACH, CALIF. (December 17, 2014) – Commencing February 8, 2015, Long Beach Transit (LBT) will fully transition to the Transit Access Pass (TAP) system, which allows customers to load multiple transit passes and Stored Value (aka cash) onto one durable smart card for a more streamlined public transportation experience. LBT customers are encouraged to get their TAP card before the transition date to continue riding LBT without interruption.

With TAP, customers will load fare payment onto their TAP card prior to boarding an LBT bus, and then simply tap their card on the mobile validator on the left hand side as they board. A valid card will turn the validator screen to green and beep, which is the customer's signal to board. Passes from other TAP-enabled transit agencies can be loaded on the same TAP card and be used on buses from those agencies. Regional EZ passes can also be loaded onto the same TAP card to be used among all participating agencies.

With the transition, LBT will no longer sell paper bus passes at pass sales locations. LBT customers will need to acquire a TAP card to purchase most Long Beach Transit bus passes. Regular and Reduced Fare 1-Day and 5-Day LBT paper passes will continue to be available for purchase on all LBT buses.

Customers with disabilities, seniors (62+) and students need a Reduced Fare TAP card to continue to purchase Reduced Fare LBT passes. The Reduced Fare TAP application can take up to eight weeks to process. "We are excited to see the multiple benefits of TAP, and we understand that there might be some challenges for some customers to sign up for TAP. That's why we held several sign-up events for customers with disabilities, seniors and students that spanned across all nine council districts in Long Beach. We were able to assist over 300 customers. Once customers start using their TAP cards, we know that it will make the public transportation experience smoother and even more positive for everyone," said Debra Johnson, Long Beach Transit Deputy Chief Executive Officer.

Applications and detailed information are available at www.lbtransit.com, www.taptogo.net, by calling LBT Customer Service at (562) 591-2301 or TAP at (866) TAPTOGO. Applications are not needed for full-fare TAP cards. You can acquire a full-fare TAP card via the before-mentioned websites and phone numbers or at LBT's Transit and Visitor Information Center at 130 E Pine Avenue in downtown Long Beach, at participating vendors (a Long Beach local list is available on LBT's website), and at Metro train platform kiosks. LBT passes are available for purchase on TAP through all of these options except for metro train platform kiosks.

About Long Beach Transit

Long Beach Transit serves over 28.6 million boarding customers in Long Beach, Lakewood and Signal Hill—as well as portions of Artesia, Bellflower, Carson, Cerritos, Compton, Hawaiian Gardens, Los Alamitos, Norwalk, and Paramount and Seal Beach. Water taxi services via AquaBus and AquaLink are available late spring through early fall. For more information visit www.lbtransit.com.

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