

**THIS APPENDIX IS UNDER CONSTRUCTION. IT WILL BE UPDATED ONCE WE HAVE THE OPEN MOVE INFORMATION**

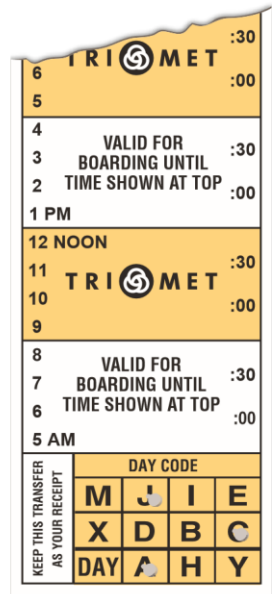
**Appendix F  
Electronic Fare  
System**

**Paying your Fare**

Each CCAT ride costs \$2.50.  
Customers must pay a fare or show proof of payment

when boarding. Valid fares include:

- A CCAT personalized Hop card with valid fare loaded
- Cash fare in exact change (operators cannot give change)
- One CCAT paper ticket
- Transfer ticket
- CCAT 1-Month Pass (customer must sign back of pass)
- A issued badge
- Employer-issued ID badges with a universal pass sticker

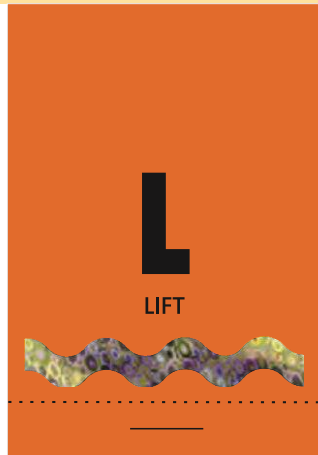


CCAT **does not accept the following** as valid payment of fare:

- Honored Citizen, Adult or Youth Hop cards
- Adult, Honored Citizen or youth paper Hop tickets
- Personal checks
- Non-US currency
- Electronic credit cards such as Apple Pay or Android Pay
- Credit cards

- Personalized universal pass Hop cards (contact CCAT at **503-962-8200** to find out how to convert to a CCAT Hop card)

**Notice:** As of December 31, 2019, fixed-route buses and trains will no longer be accepting Adult, Honored Citizen or Youth pink foil paper tickets. CCAT will still accept CCAT pink foil paper tickets until further notice.



### Hop Fastpass® Electronic Fare

Hop Fastpass is the new way to pay with CCAT! The CCAT Hop card is personalized with your name and photo and will be mailed to each CCAT customer. When booking a trip, make sure to let the reservationist know you will be paying with your CCAT Hop card and don't forget to show it to your operator once you board the vehicle. Your personalized CCAT Hop card also works as an Honored Citizen Hop card on fixed-route buses and trains.



You can load money onto your card online at [myhopcard.com](http://myhopcard.com), at hundreds of local retail stores such as Fred Meyer and Plaid Pantry, over the phone by calling **1-844-MYHOPCARD (1-844-694-6722)**, or by visiting or calling the Ticket Office (**503-962-2424**).

## **How does Hop help you?**

### **Balance Protection**

If your Hop card is lost or stolen, we can transfer your balance to a new card.

### **Earn Monthly Passes as You Ride**

With Hop, you add money to your card before you travel. If you reach \$74 on CCAT in a calendar month, you'll have earned a monthly pass and your CCAT rides will be free for the rest of the month.

### **Auto-Load**

By visiting [myhopcard.com](http://myhopcard.com) you can set up the Auto-Load feature, which will automatically load funds from your credit/debit card to your Hop card if you ever get low.

### **Companions/Personal Care Attendants**

The ADA defines a personal care attendant (PCA) as someone designated or employed specifically to help the eligible individual meet his or her personal daily living needs. PCAs riding with an eligible CCAT customer do not pay a fare. Customers may bring along one companion in addition to a PCA. PCAs and companions must be picked up and dropped off at the same location as the customer. Additional companions may be scheduled if space is available. Please call CCAT the day before your scheduled ride to see if there is available space. Companions pay the regular CCAT fare and must pay using cash, a punch card or ticket. Companions cannot use a Hop card to pay their fare.

Children age seven or older pay the regular CCAT fare. Children age six or under ride free with an accompanying adult.

### **Online Trip Booking and CCAT C.A.R.E.S. Customer Notification System**

At CCAT we are always looking for ways to provide better service to our customers. Our two newest initiatives will help you reduce No Shows, book trips faster and get more accurate arrival times. While we now offer more ways for you to manage your trips, someone will always be available to speak to you over the phone.

## **Online Trip Booking (New for 2020)**

By going to the CCAT website at [.org/CCAT](https://www.org/CCAT), you will find our new online trip booking feature. After creating an account you will be able to easily reserve trips, view all of your upcoming trips on a calendar, and make changes to any rides all from your computer, smartphone or tablet. For more information on how to use online web booking please visit [.org/CCAT](https://www.org/CCAT)

This feature is available to customers receiving door-to-door service and who are paying their own fare for the trips. County-funded trips and customers receiving hand-to-hand service have special handling requirements and trips must continue to be booked through a reservationist or through the fax/email process.