

CITY OF TORRANCE TAXI SWIPE CARD PROGRAM

Swipe Card Usage

How do I use my Swipe Card?

- When you enter your cab, you will see a backseat card reader.
- Before the meter is turned on, you can swipe your card to check your card balance.
- At the end of the trip, the driver will turn the meter off.
At that time, **swipe your card in the backseat card reader.** The barcode side goes in first.
(The front-seat card reader does not work for *Torrance* Swipe Cards.)
- On the screen, you will be prompted to tip the driver. Swipe Cards do not allow tips.
So, **select the “Other” option.**
- The screen will show \$0.00 as your tip amount.
Press the green “Enter” button.
- **Press the green “Pay” button.**
- Wait for the receipt to print.
- If your fare cost is greater than \$13.00:
 - **Swipe your card again** to pay the remainder with your swipe card.
Alternatively, you may pay the remainder using a different card or cash.
 - **Press the green “Pay” button.**
 - Repeat this swiping and paying process until you have paid off your outstanding balance.

What if my Swipe Card fails?

- Try swiping again, in case the card reader misread your card. The barcode side goes in first.
- If that fails, instruct the driver to write down your name and your Swipe Card ID number.

Drivers have trip report sheets. They take down your name and ID number, fill out those trip report sheets, and then they fax the information to the City of Torrance so that we can process your Swipe Card payment at a later time.

You should never be forced to pay out of pocket.

How do I check my Swipe Card balance?

- When you enter your cab, you will see a backseat card reader.
Before the meter is turned on, you can swipe your card to check your card balance.
- Alternatively, you call this automated service at any time: **(855) 932-4245, and do the following:**
 - On your telephone keypad, **Press 1.** Then, **type in your Swipe-Card ID Number.**
- Alternatively, in South Bay Yellow cabs, your card balance will show up on your receipt as:
“CARD BAL”

If you have questions, please call (310) 618-2536.