



Our new reloadable electronic **peggo** card makes paying your fare more convenient than ever.

It's simple and easy to use – just tap your card against the **peggo** card reader on the farebox, wait for the beep, and go. It's also easy to reload and has a number of security features for your peace of mind.

How does it work?

Your **peggo** card has an embedded microchip that communicates with the farebox. When you tap your **peggo** card against a farebox smart card reader a single fare is deducted from the stored value on your card.

Where do I get a **peggo** card?

peggo cards can be purchased in person (see details below), [online](#) or by calling **311**.

In Person

Cards can be purchased at all **7-Eleven** stores and all **Shoppers Drug Mart** stores across Winnipeg.

How much does a **peggo** card cost?

A **peggo** card can be purchased for \$5. A minimum of \$5 e-cash or any e-pass must be purchased with the card in order to validate your **peggo** card. For a limited time, after you register your **peggo** card and use your card for two separate trips on two different days the \$5 you paid for the card will be refunded to your card as e-cash within 48 hours. Meaning for a limited time it costs you nothing to buy your **peggo** card! See our registering my **peggo** card page for details:

[\(http://winnipegtransit.com/en/fares/say-hello-to-peggo/how-do-i-register-my-card/\)](http://winnipegtransit.com/en/fares/say-hello-to-peggo/how-do-i-register-my-card/)

After our launch period the \$5 cost for a **peggo** card will not be refunded.

Please note: If your card is lost or stolen or if it is damaged and requires replacing a \$5 charge will be applied for all replacement **peggo** cards.



Who should have a peggo card?

ALL transit riders aged 6 years and older should have their own peggo card. Even if you only occasionally travel by bus you should get a peggo card.

Types of Fares

Now that you'll be using a peggo card for payment, the types of fare options you can choose from will change slightly. There are two types of fares you can load onto your card:

- **e-passes** – replace paper passes and are valid for an unlimited number of trips during a set number of consecutive days. We offer e-passes that range from 24 hours in length all the way up to an annual pass.
- **e-cash** – replaces paper tickets. Load e-cash onto your peggo card and when you tap your card an e-cash fare is deducted from your card. If you pay using e-cash a 75 minute transfer is automatically loaded on your peggo card so you will no longer require a paper transfer.

If you have both e-cash and an e-pass loaded on your card, the system will automatically activate the e-pass rather than deducting e-cash. If you want to access your e-cash instead of activating an e-pass you need to tell the operator before tapping your card.

You'll still be able to pay your fare using cash (no bills or pennies allowed); however, cash fares will be the most expensive fare option

How do I load fares on my card?

Loading fares onto your peggo card is easy. You can load fares in three ways:

1. in person at one of our retail sales agents
2. online – see details on our How do I load my card page
<http://winnipegtransit.com/en/fares/say-hello-to-peggo/how-do-i-load-my-peggo-card/>
3. or on the phone with **311**.

Important Information about loading fares online or by phone.

Our buses are not in constant wireless contact with a central fare collection database. Rides taken throughout the day are stored on the bus and processed overnight when the bus returns to the garage for servicing.

This means fares loaded online or by phone are not available for use right away. It can take up to 48 hours before these fares are active on your card.



What if I need a transfer?

When you pay your fare with cash the operator will print a paper transfer, upon request, just like they do now. You then scan this paper transfer on the farebox of your connecting bus, just as you do now. Transfers are valid for 75 minutes from the time they are printed.

When you pay your fare using e-cash on your **peggo** card, a 75 minute transfer is automatically encoded on your card with the date and time, so when you board your connecting bus, your **peggo** card knows whether you are entitled to a transfer or are required to pay an additional fare.

Of course, you don't need a transfer if you paid your original fare with an e-pass.

Card Clash

What is card clash?

Card Clash is a situation that occurs when the wireless signals from two or more smart cards interfere with each other. Any type of smart card or proximity card that has a chip, including access cards, bank cards, credit cards, or others could be affected.

We recommend you tap your **peggo** card on the farebox by itself to avoid possible "Card Clash". If you have an employee identification card in a lanyard for example putting your **peggo** card in the same lanyard could result in your card not being read by our farebox.

What are the benefits of registering a **peggo** card?

With ALL **peggo** cards:

- You always have exact change
- You can take advantage of the best value fare product available on your card
- You can purchase e-cash and e-passes, and check the balance on your **peggo** card in person at one of our Customer Service Centres or at a Retail Sales Agent.

With REGISTERED **peggo** cards:

- Your card balance is 'protected' if your card is lost or stolen
- You can purchase fares and check your card balance from the comfort of your own home by going online to [peggo online](#) or by calling **311**
- You can arrange to have e-passes or e-cash automatically reloaded onto your **peggo** card at a predetermined threshold (ie. with 4 days left on your e-pass, or when your e-cash hits \$7.00) without having to visit one of our Customer Service Centres or Retail Sales Agents in person

- Accessibility features can be set on a **peggo** card to assist those with visual or hearing impairments
- Your choice of 18 different language settings for your card

Frequently asked questions

- **When a **peggo** card is lost, is the remaining balance lost as well?**
 - Not necessarily. To protect the e-cash or e-passes you have loaded on your **peggo** card, we recommend you register your card. If you had fares on your registered **peggo** card at the time you reported it lost you can transfer the remaining fares to your new card. Note that only fares from the time you reported your card lost will be transferred. Any fares used before the card is reported lost or stolen cannot be replaced. See our [Reporting a Lost or Stolen card](#) section for details.
- **Why are there two different coloured cards?**
 - Winnipeg Transit has two **peggo** card for passengers. Our green card is for all passengers paying a reduced fare, such as Youth and Seniors. Our white card is for all full fare paying passengers. The different colours help our operators identify a card of a different fare category and the colours and corresponding letter codes will help you make sure you have the correct card. Any passenger using a green card **MUST** register their card to continue to receive reduced transit fares.
 - Passengers using a green **peggo** card are required to present identification to verify that they are eligible to be using a reduced fare card.
- **How long will my **peggo** card last?**
 - A **peggo** card may last up to four years. How long a card lasts depends on how well it is taken care of. Washing, bending or cutting the card or ticket will damage the internal chip, making them inoperable. Once inoperable, a new card would need to be purchased.
- **What happens if my **peggo** card no longer works?**
 - If there is no physical damage to the **peggo** card, then bring it to the Winnipeg Transit Customer Service Centre. If an evaluation of the card indicates the card has a faulty chip, then the **peggo** card will be replaced at no charge. Otherwise, a new card can be purchased at our service centre, online or at one of our [Retail sales outlets](#).



- **Can I use the fares I load online or by phone right away?**
 - When our buses leave the garage in the morning they are no longer in wireless contact with our servers. Fare transactions that take place on a bus throughout the day are stored and transferred to our central server at the end of the day when they come off the road. This means fares loaded online or by phone are not available for use right away. It can take up to 48 hours before these fares are active on your card.
 - **Important Note** If you need to load fares and use your **peggo** card right away, visit one of our [retail sales agents or customer service centres](#). Fares loaded in person at one of our [retail sales agents or customer service centres](#) are active on your card right away.
- **Can I load more than one rolling pass on my card and choose the order they are used in?**
 - Rolling passes loaded on your card are used in the order they are loaded. So, for example, if you load a 3 day e-pass, a 5 day e-pass, and then a 7 day e-pass the 3 day pass will be active first, followed by the 5 day and then the 7 day pass.
- **If I load a rolling pass to my card but don't want it to be active for a few days can I use the e-cash on my card?**
 - If you load a rolling pass on your card but don't want to activate it right away you can use the e-cash on your card. You need to let the operator know that you want to use the e-cash on your card before you tap the farebox.
 - **Important Note** – If you tap your card on the farebox before informing the operator you want to use your e-cash **peggo** will automatically activate the e-pass on your card.

For more information on peggo, check out: <http://winnipegtransit.com/en/fares/say-hello-to-peggo/about-peggo/>