

Flamingo Smartcard – Cost Increase Comments:

- Provide information on how it works
- Individuals stop by to purchase the smartcard from me
- A rider expressed her satisfaction with the app – “So much easier!”
- “Excited that I will not have to carry cash and just use a card”
- Rider was concerned with the card registration - “I don’t know how to register my card” - helped and set up their card.
- A riders expressed his concern on the lack on sales outlets

From: [Jannina Elkin](#)
To: [David](#)
Cc: [Joe DeGeorge](#)
Subject: RE: FW: Bus 10 minutes behind
Date: Tuesday, May 17, 2022 11:41:00 AM
Attachments: [image001.png](#)
[image002.png](#)

David – we looked into the history of your card and find out that you tapped your card 7 times in a row at 2:25 yesterday.

The Flamingo system has a mechanism that if there are excessive taps, the card reader will not recognize it and payment will not be processed, then the card will be locked out for about 3 minutes , this way your card will not be charged every tap you make like in this case. It's a way to protect the rider.

Please be patient and tap gently. Flamingo is working great for all the agencies involved, and based on our collective experience with Flamingo, most of the issues are with the end users, but that's ok, we are here to help!

As I mentioned before, you can always call the office immediately and they will be able to provide you with a response right away.

Thank you,

Jannina

From: David <davidphilipsen72@gmail.com>
Sent: Tuesday, May 17, 2022 10:21 AM
To: Jannina Elkin <JElkin@co.hernando.fl.us>
Subject: Re: FW: Bus 10 minutes behind

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Janniana ,

When I went scan the flamingo bus pass it gave me an ex
I think they got it to work . if there are anymore problems I will Let you know

David Philipsen

On Tue, May 17, 2022 at 8:59 AM Jannina Elkin <JElkin@co.hernando.fl.us> wrote:

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Good morning David,

Thank you for the information provided. Notices about our public outreach have been posted on all our buses and on the website as of last week, but I will have the buses checked today by our operator.

Regarding Flamingo, riders should call our office if they have issues with their smartcard; it could be the card or equipment; either way, we will need more information to investigate and determine the source of the problem. Flamingo Fares has been up and running with isolated minor issues, we are continuously testing to make sure the system works as it should.

As a reminder, the time points posted on the route schedules are estimated times. Due to traffic, weather, or unforeseen events throughout the day, transit routes may be affected at different times.

If you have any other comment/concern, please feel free to call me or call our office at (352) 754-4444.

Thank you,



Jannina Elkin | Transit Coordinator
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TRACK YOUR BUS!
#We'reonYourRoute

From: David <davidphilipsen72@gmail.com>

Sent: Monday, May 16, 2022 5:19 PM

To: Jannina Elkin <JElkin@co.hernando.fl.us>; John Allocco <JAllocco@co.hernando.fl.us>

Subject: Bus 10 minutes behind

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Janina and commissioner John alaco

I just wanted to let you know that the bus was running 10 minutes behind schedule I have talked to other people and they say this is the norm for the Brooksville purple route and I have seen no notification about the workshops for flamingo on the bus I have talked to a lot of people that are having problems with the flamingo card also when I got on the bus to go into Brooksville my card wasn't working however the driver did get it to work eventually hoping you both take this into consideration

. David Philipsen