



TransIT Services of Frederick County

Veronica D. Lowe
Deputy Director

What is TransIT ezFARE?



TransIT ezFARE is TransIT's mobile ticketing app, allows passengers to purchase tickets with their smart phone, including the \$4 one-day pass, available only on the app.

Transit ezFARE was chosen for several reasons:

- The infrastructure is much less intensive compared to installing smart card reader systems, purchasing smart cards and the administrative aspect of activating and maintaining the cards. Because the TransIT ezFARE uses visual validation, no QR code reader is necessary.
- Our 2013 Customer Satisfaction Survey revealed that the typical TransIT rider is an 18-35 millennial going to work, and that 60% of our riders have access to the internet.
- The benefits of mobile ticketing far outweigh any cost.
 - TSFC – No Upfront Cost
 - Vendor earn a percentage of revenue (5%)



Features of Transit ezFARE Mobile Ticketing App

- Buy Tickets 365/24/7
- Your Smartphone is your Ticket
- Plan your Trip
- Get Twitter Updates

NO CASH? NO PROBLEM.

DOWNLOAD TRANSIT EZFARE
THE MOBILE TICKETING APP.



Ride all day for \$4.00. Only on the mobile app.



COMPRAR BOLETOS CON TU TELEFONO INTELIGENTE
INCLUYENDO EL NUEVO \$4.00 PASE DE UN DIA

FREDERICKCOUNTYMD.GOV/TRANSIT



**NO CASH?
NO PROBLEM.**

DOWNLOAD THE TRANSIT EZFARE MOBILE APP
AVAILABLE ON ANDROID & APPLE DEVICES

1. DOWNLOAD
2. CREATE ACCOUNT
3. BUY TICKETS
4. ACTIVATE TICKET
5. SHOW DRIVER

PURCHASE TICKETS WITH YOUR SMART PHONE
INCLUDING THE NEW \$4.00 ONE-DAY PASS

NEED HELP? GO ONLINE OR CALL:
FREDERICKCOUNTYMD.GOV/TRANSIT
301-600-2065



TRANSIT FARES

PAY FARE & REQUEST TRANSFER TICKET WHEN BOARDING

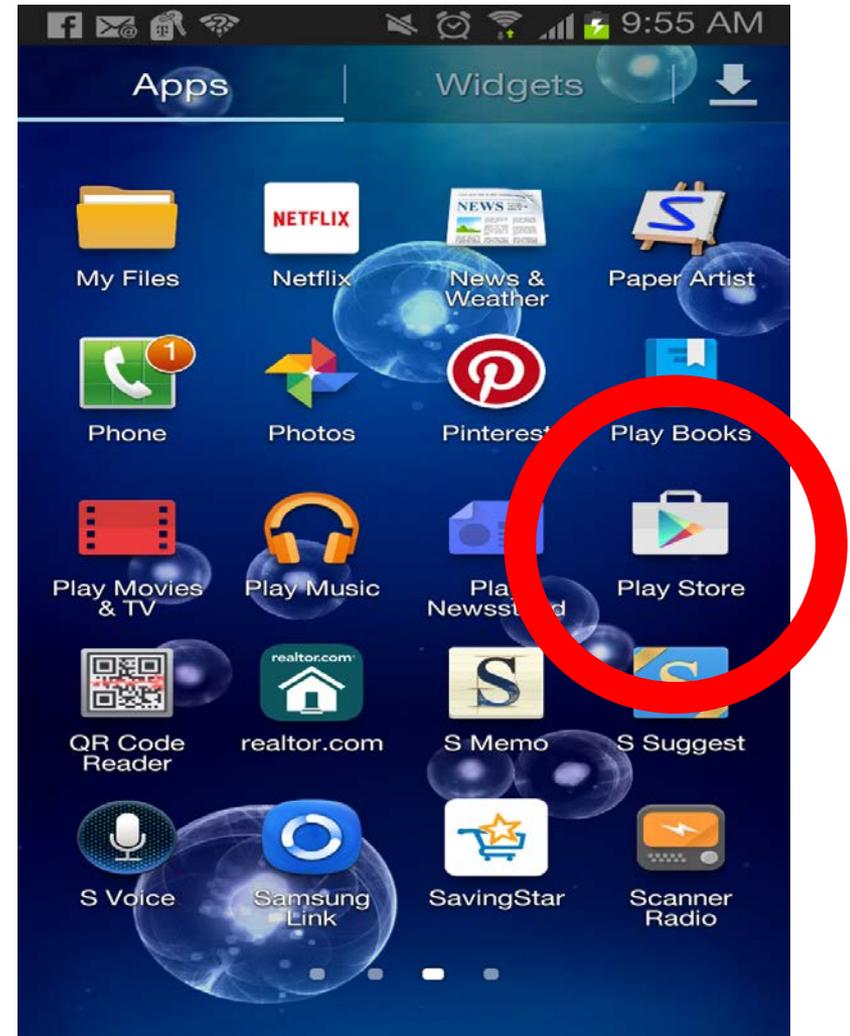
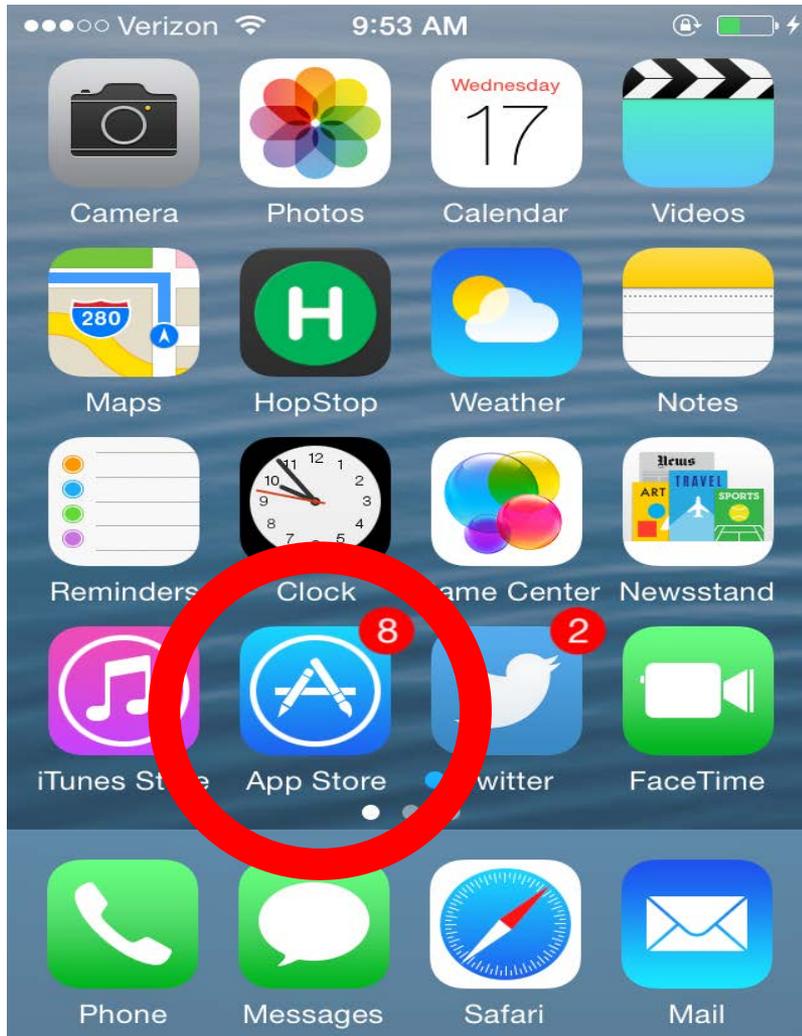
ONE-WAY (GENERAL PUBLIC)	\$1.50
REDUCED (AGE 60 + OR REDUCED FARE ID)	\$0.75
ONE DAY PASS (MOBILE APP ONLY)	\$4.00
CHILDREN (UNDER 3' TALL)	FREE
TRANSFER (REQUEST WHEN BOARDING)	FREE
DEVIATION (ROUTES 10, 20, 60, 61, 65, 80)	\$2.00



PURCHASE TICKETS FROM YOUR SMART PHONE
DOWNLOAD THE *TRANSIT EZFARE* APP

To get started you download ezFARE app

Downloads are free and are available on apple devices (iPhone) through the App Store and on an Android device through the Play Store



Load Screen

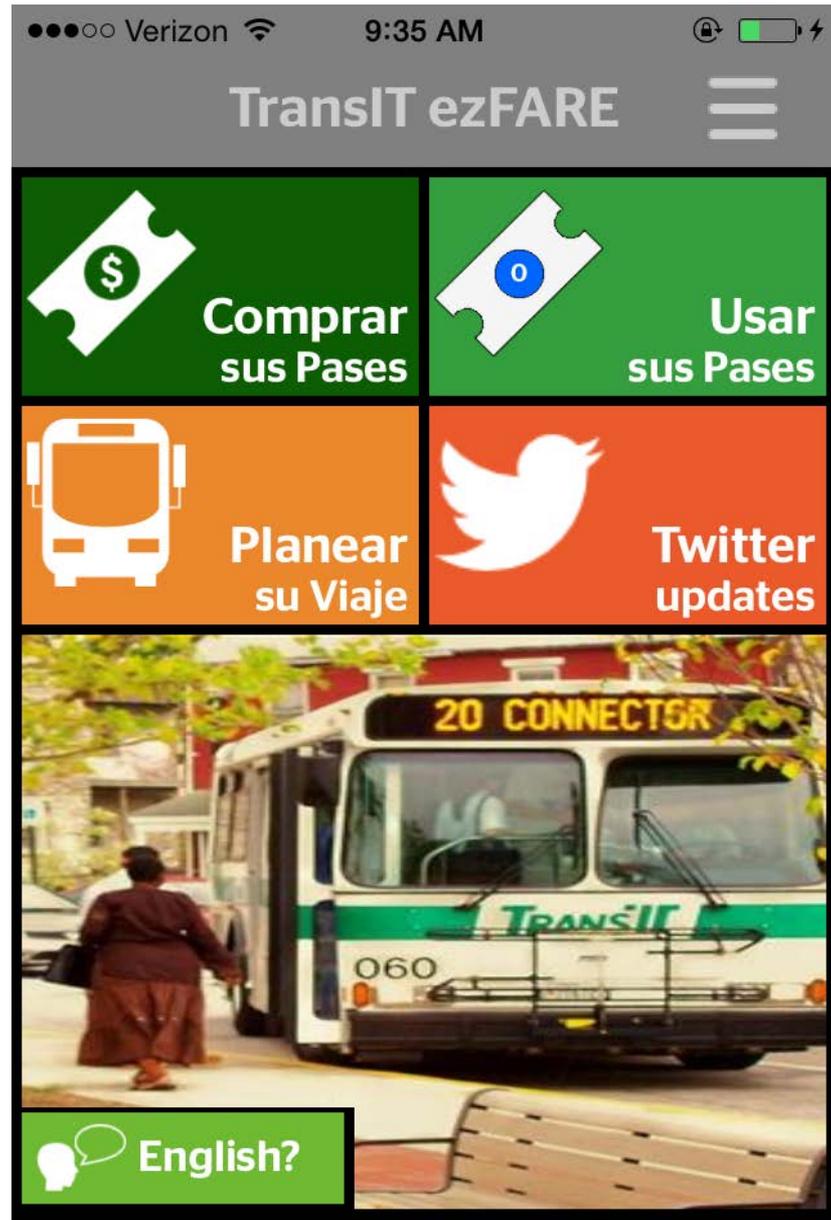
When the app is loading, this screen will appear.



Home Screen

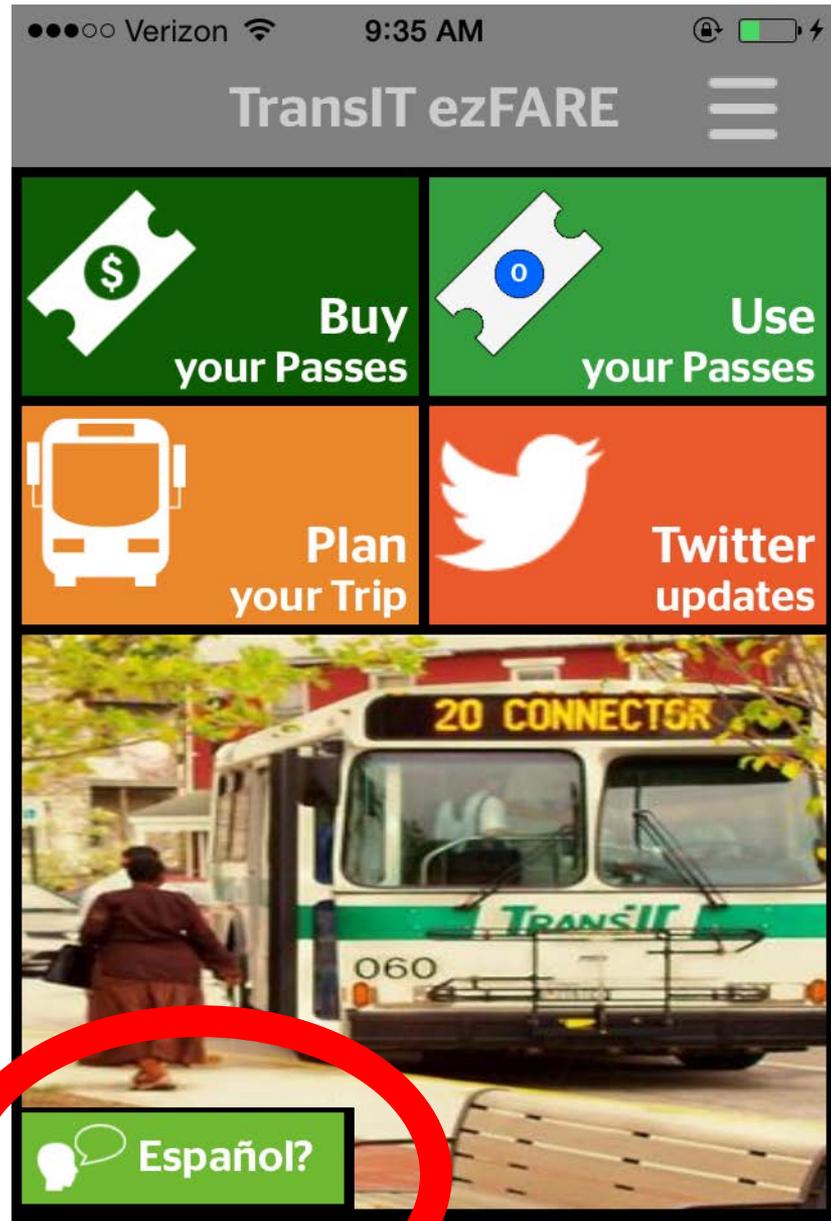
From the home screen you will see a simple layout. From here you can:

1. Buy passes
2. Activate & use passes
3. Plan your trip
4. See twitter updates
5. Change language



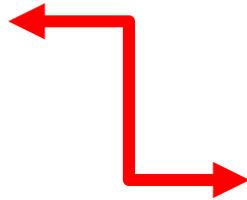
Changing the language

Click the bottom left hand icon to change language to Spanish.

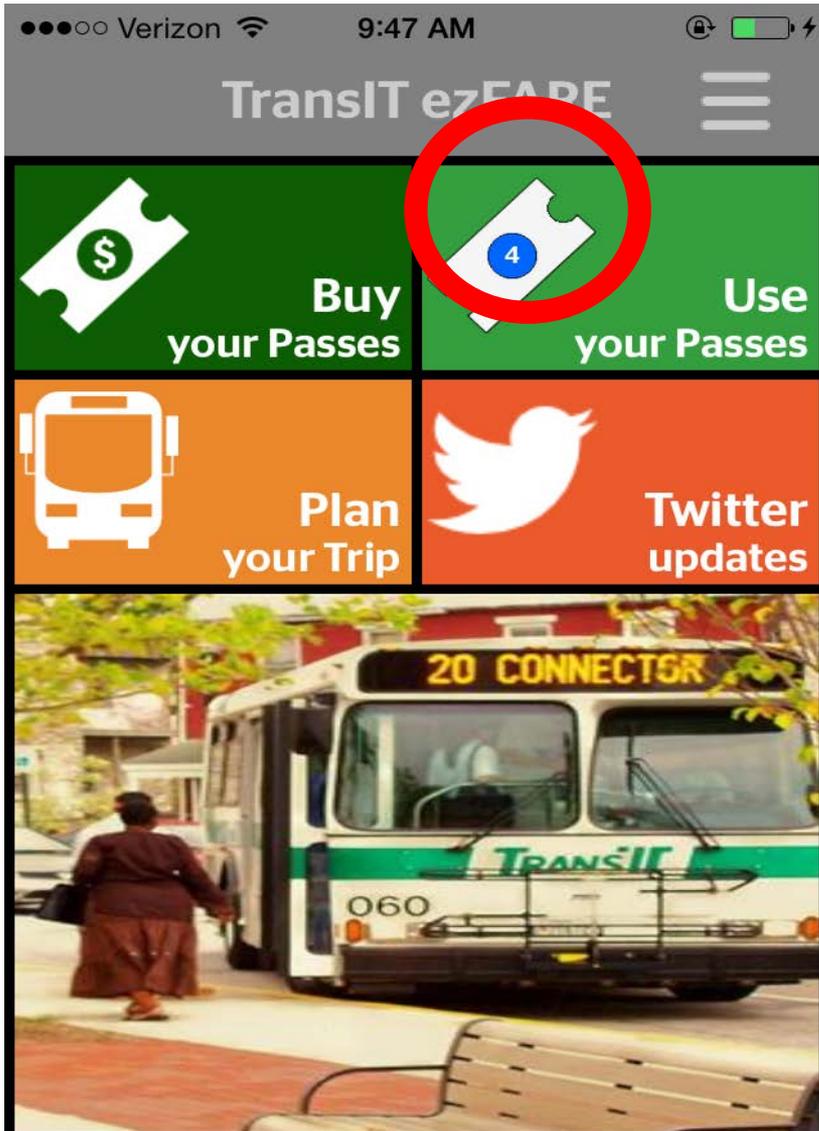


To Purchase Tickets

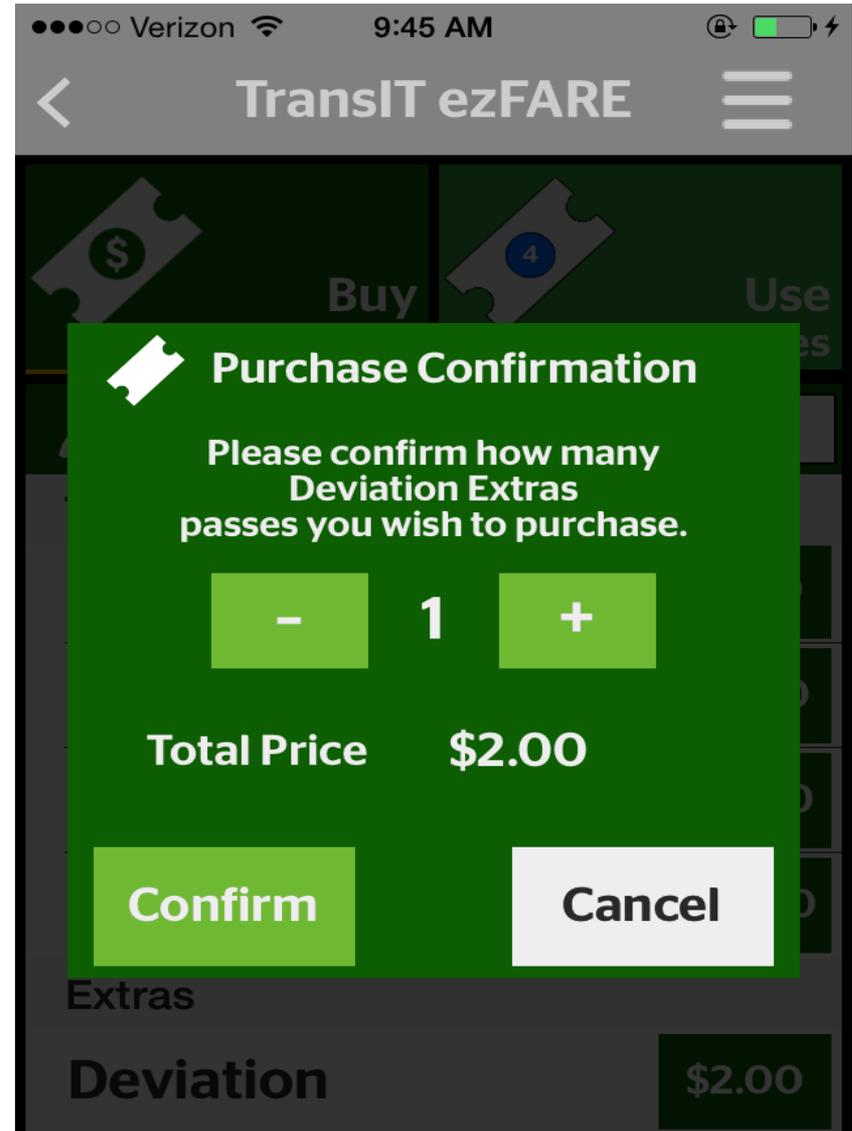
The quick video to the right demonstrates the step-by-step process of how to purchase tickets.



Your passes will show up on the home screen

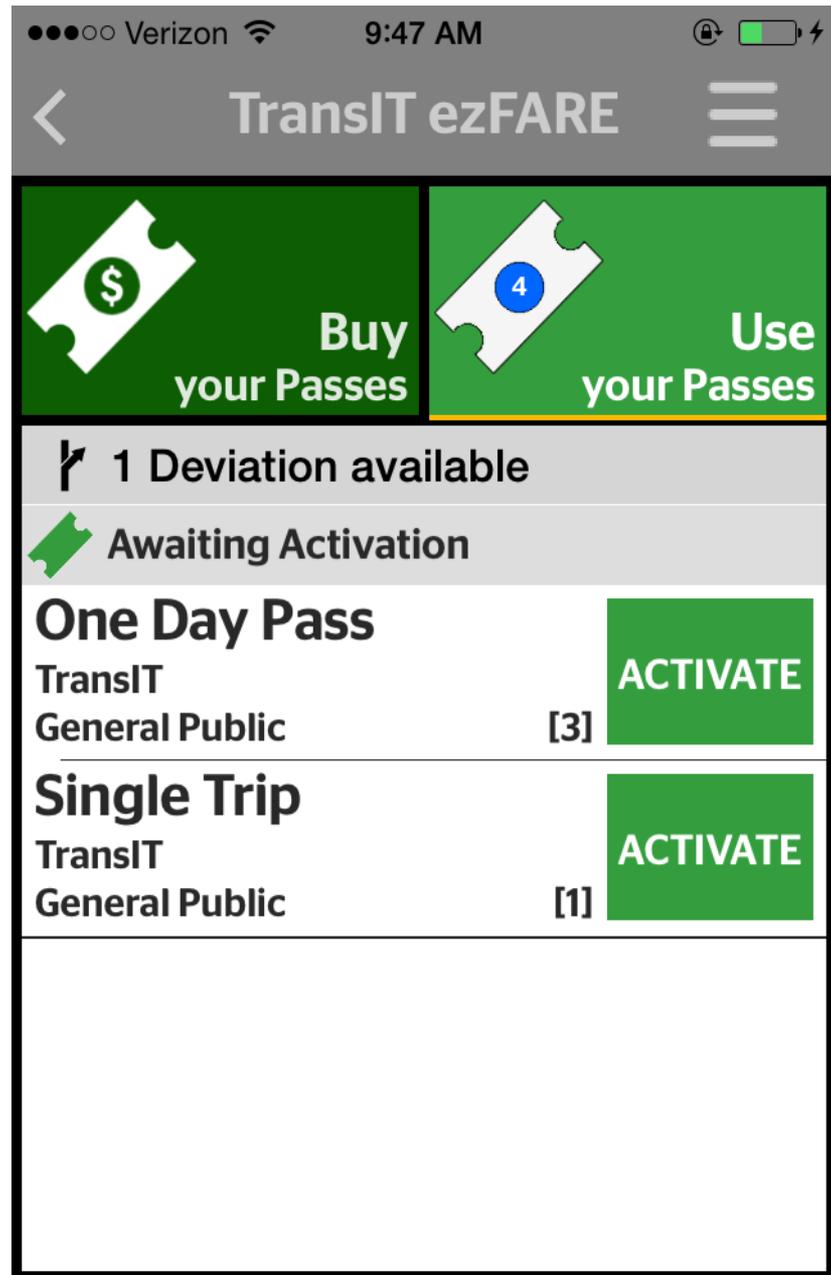


The same process applies for all tickets, including deviations



Activating a ticket

1. Click "USE YOUR PASSES"
2. Look for "AWAITING ACTIVATION"
3. The number beside the activate box is the quantity of that type of ticket (in this case, three one-day passes were purchased)
4. Click ACTIVATE



Activating a ticket

confirm the activation

NOTE: each pass has time associated with it.

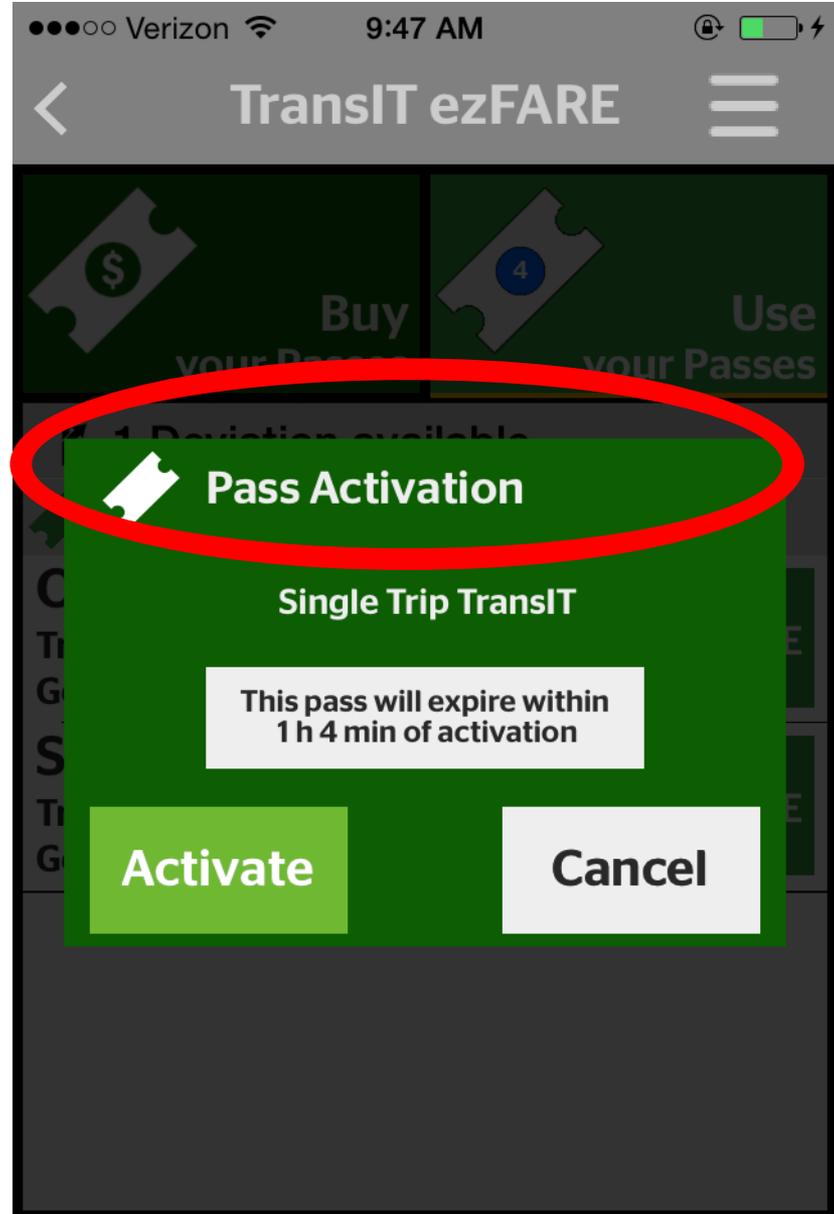
Single trip = one hour & 4 minutes

One-day = until midnight of that day

30 day pass = for 30 days

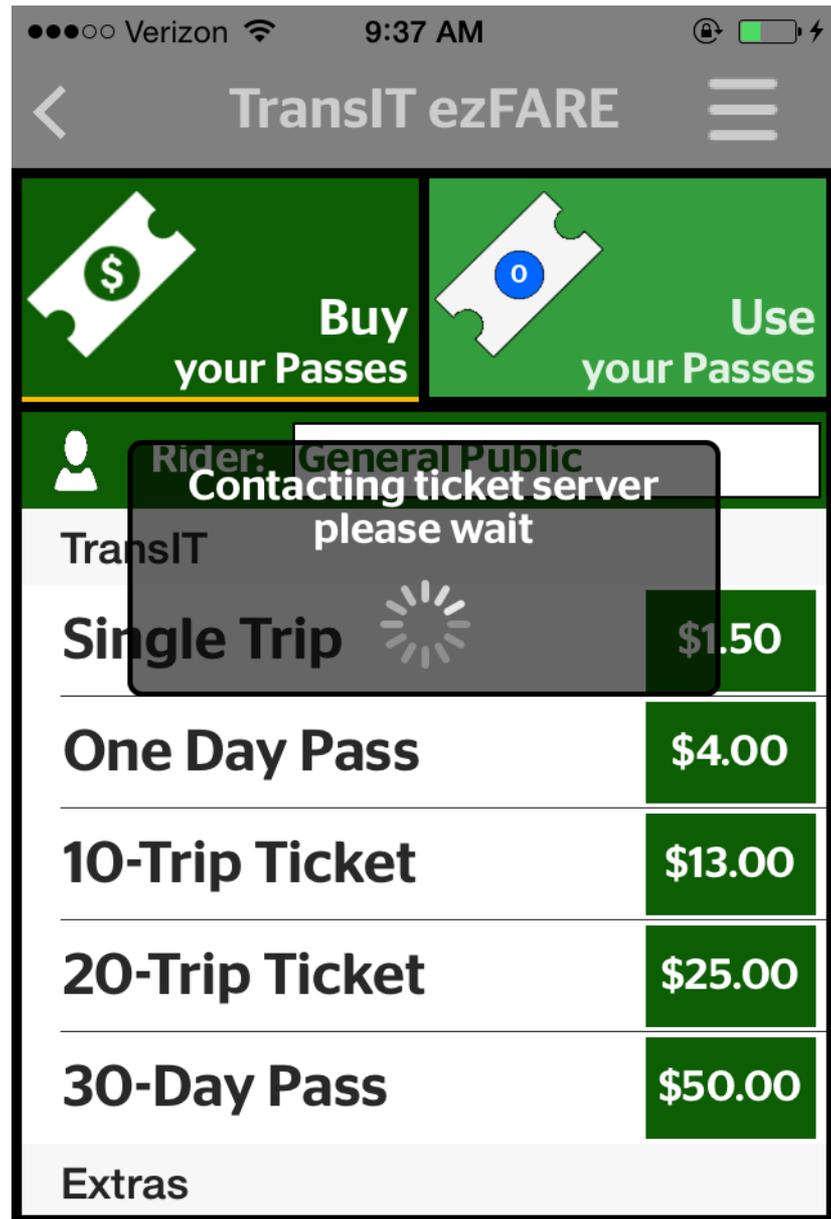
NOTE: THERE WILL BE NO PAPER TRANSFERS. ONE HOUR AND FOUR MINUTES SHOULD BE ENOUGH TIME FOR A RIDER TO ACTIVATE A TICKET, RIDE A ROUTE & TRANSFER TO THE SECOND BUS

NOTE: TICKETS SHOULD BE ACTIVATED IMMEDIATELY BEFORE BOARDING



Your tickets are loading

After you purchase a ticket, the app loads the tickets onto the phone. This may take 15-30 seconds and this pop-up box will occur.

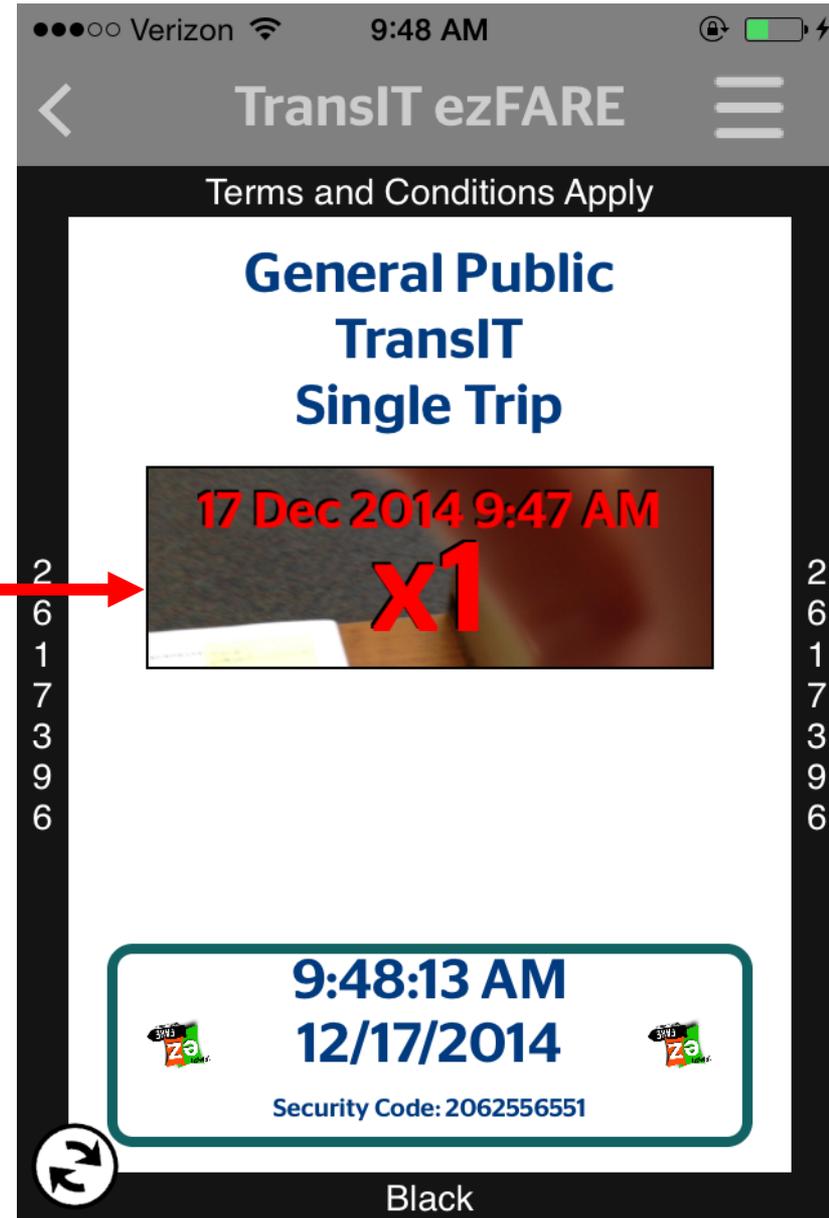


Verifying A Ticket

ONCE A TICKET IS ACTIVATED, YOU CAN VERIFY IT IN SEVERAL WAYS:

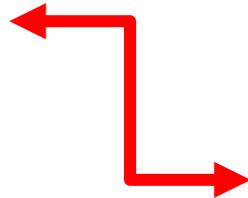
1. The outside frame changes color daily.
2. The date and time is listed
3. The camera is live. Movement behind the camera confirms it is not a screen shot

NOTE: the amount of the activated ticket also shows (here = x1)

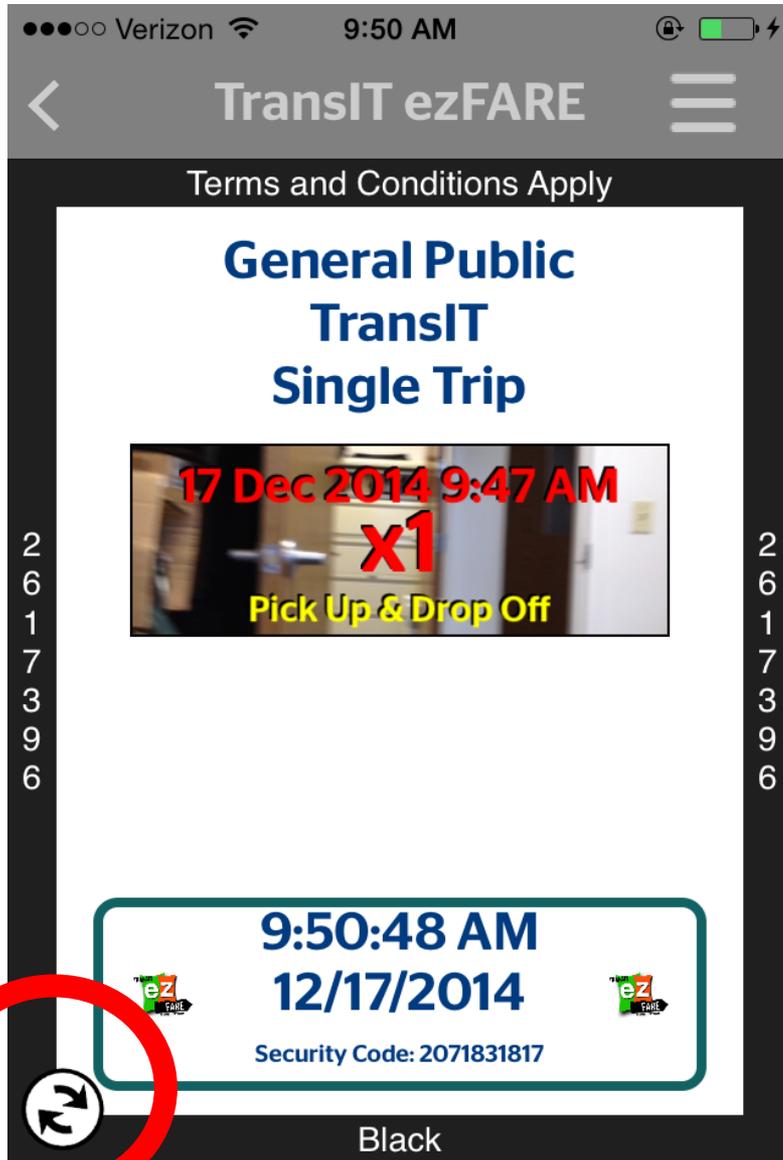


Purchasing Deviations

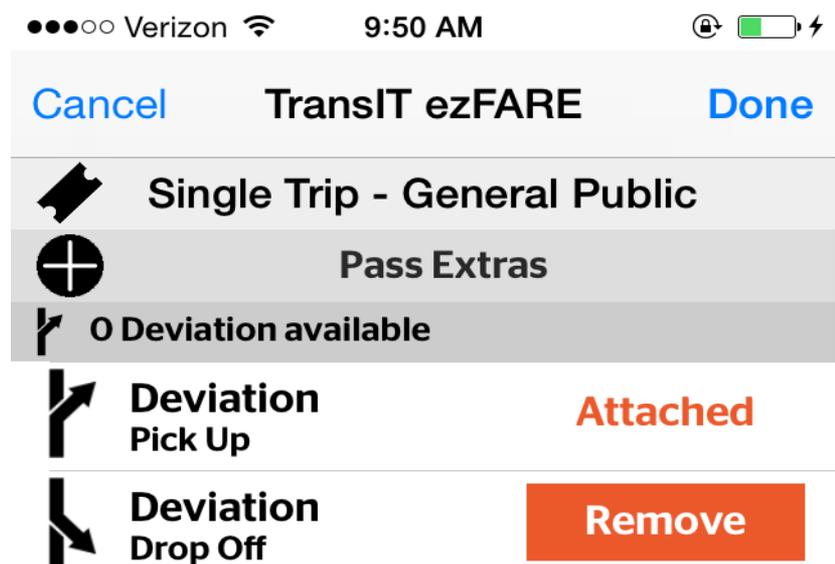
The quick video to the right demonstrates step-by-step how to purchase



Adding a deviation: click the circle at the lower left corner

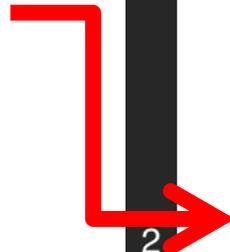


Click "ATTACH" for a pick up OR drop off



Verifying a deviation

1. "PICK UP" or "DROP OFF" will be added to the ticket underneath of the amount of active tickets
2. If a "PICK UP" & "DROP OFF" are both added, it will be shown



Verizon 9:50 AM

TransIT ezFARE

Terms and Conditions Apply

**General Public
TransIT
Single Trip**

17 Dec 2014 9:47 AM
x1
Pick Up & Drop Off

2617396

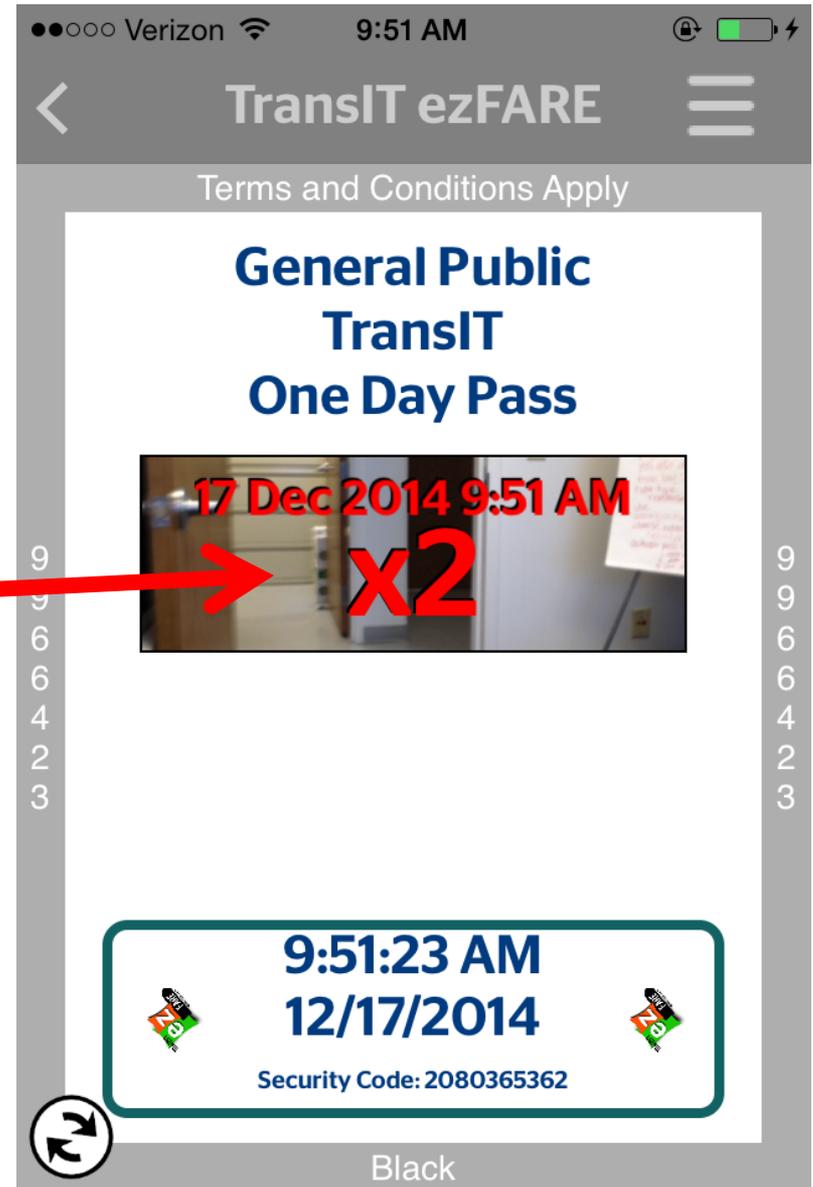
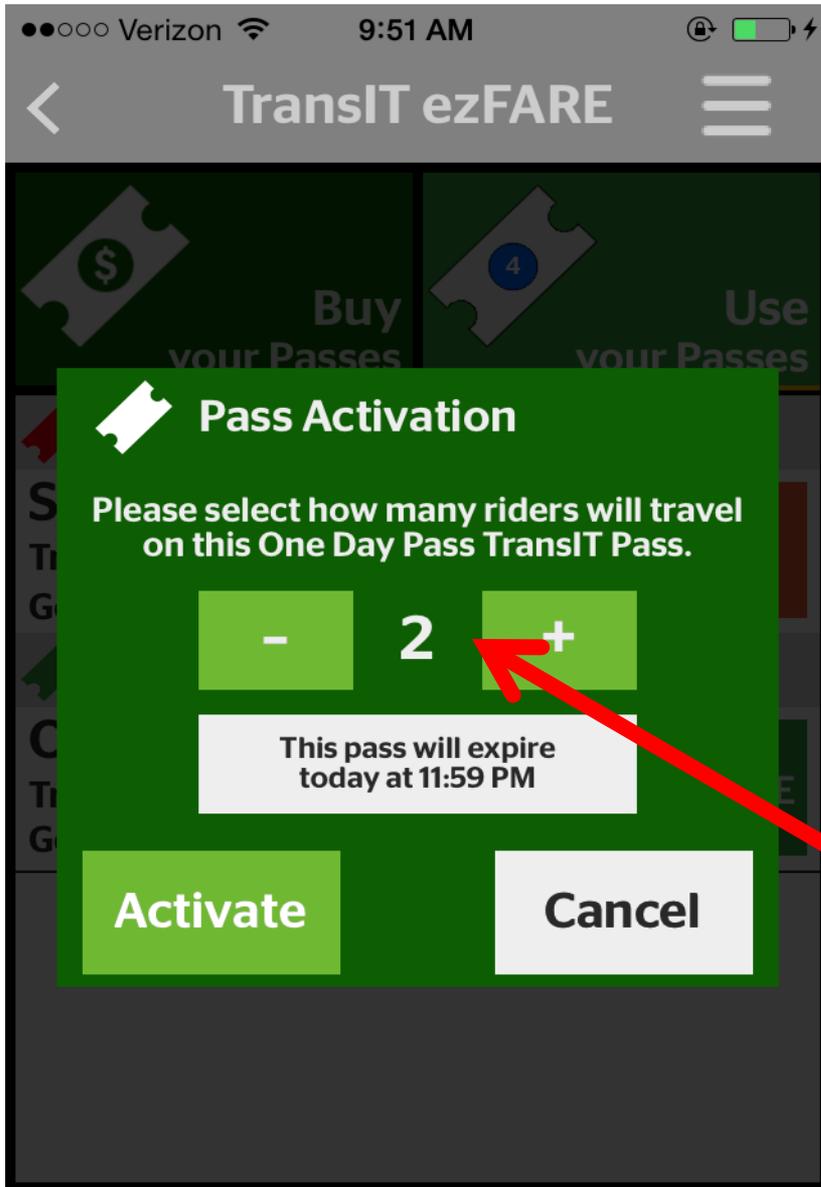
2617396

9:50:52 AM
12/17/2014
Security Code: 2071831817

Black

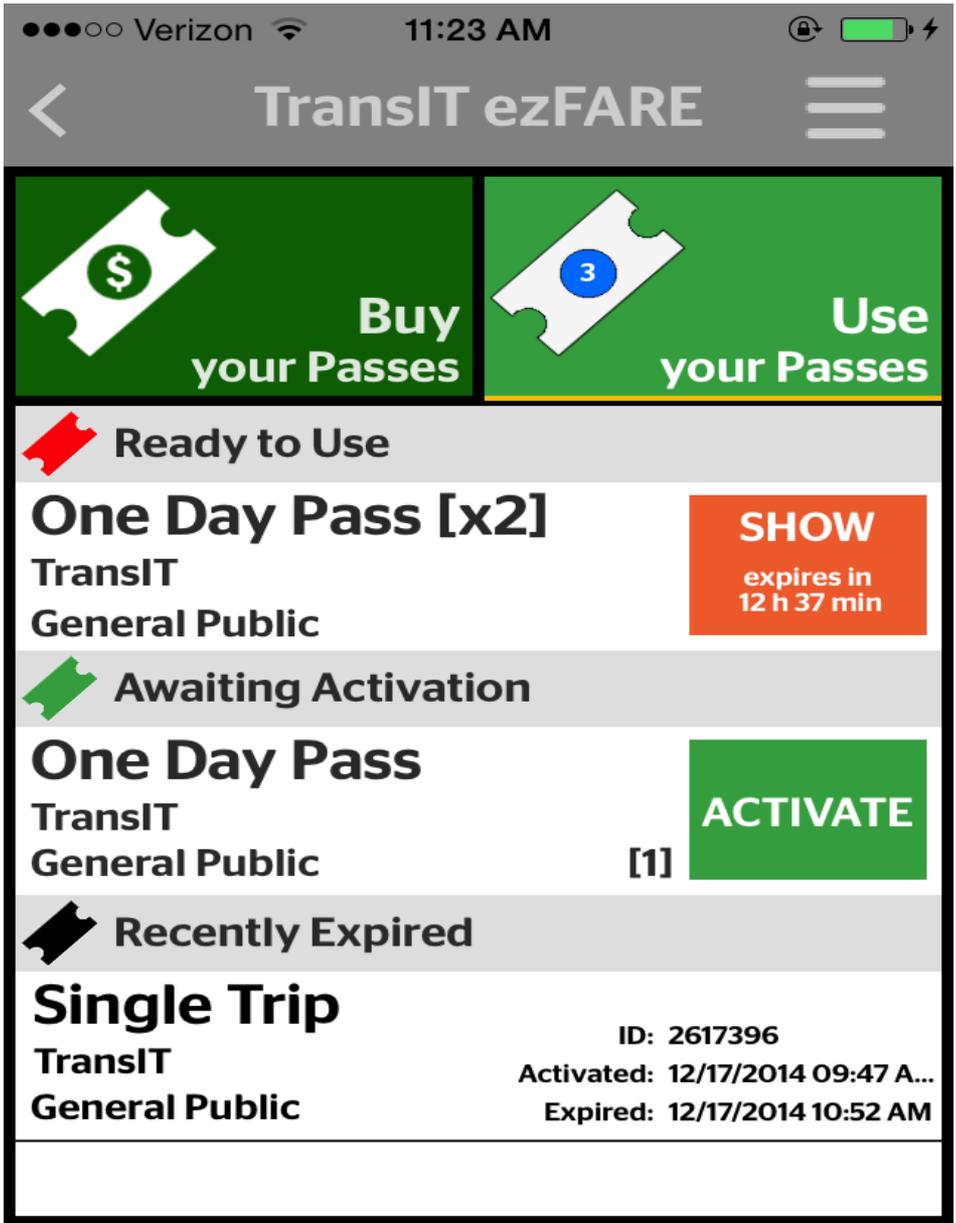
A screenshot of a mobile application interface for TransIT ezFARE. The screen displays a 'General Public TransIT Single Trip' ticket. The ticket details include the date and time '17 Dec 2014 9:47 AM', a multiplier 'x1', and the text 'Pick Up & Drop Off'. The ticket is framed by a black border with the number '2617396' on both sides. At the bottom, there is a green-bordered box containing the time '9:50:52 AM', the date '12/17/2014', and the security code '2071831817'. The word 'Black' is printed at the very bottom. A red arrow points from the text on the left to the 'x1' multiplier on the ticket.

Activating more than one ticket

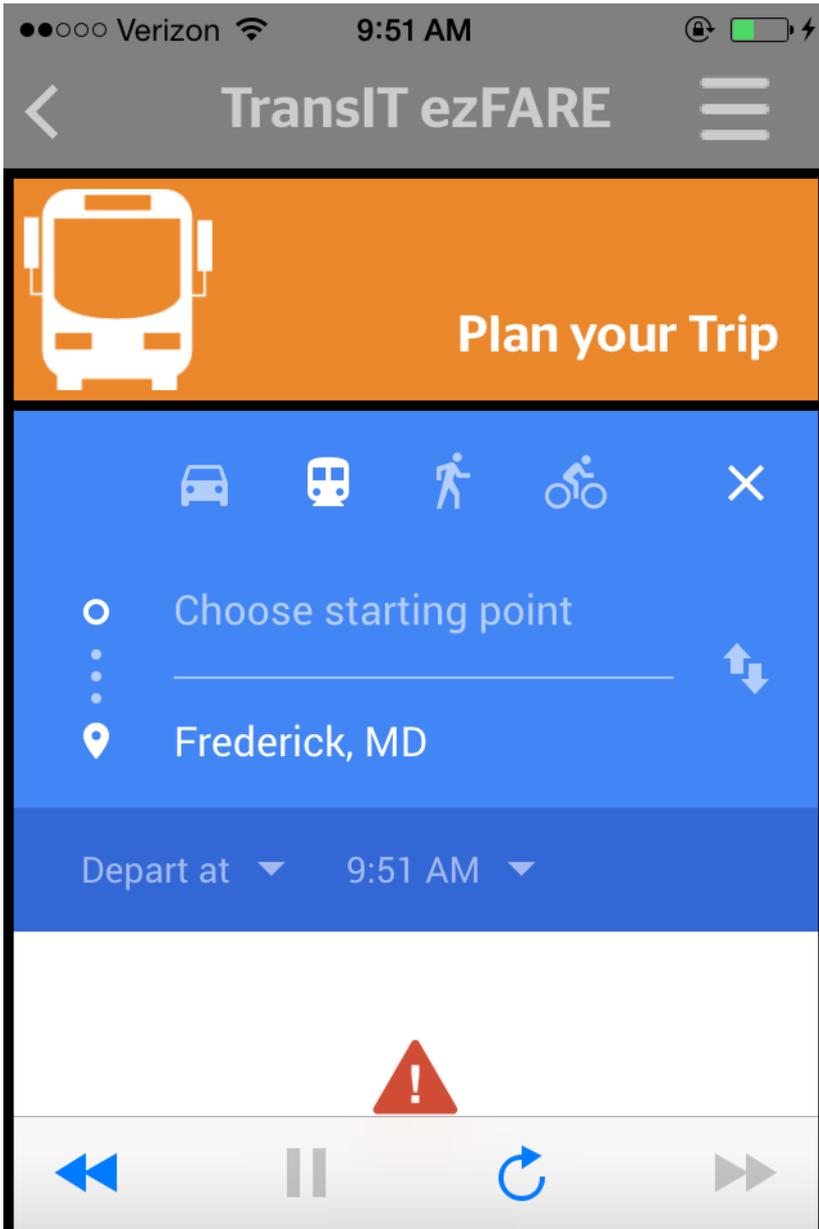


Use your passes screen

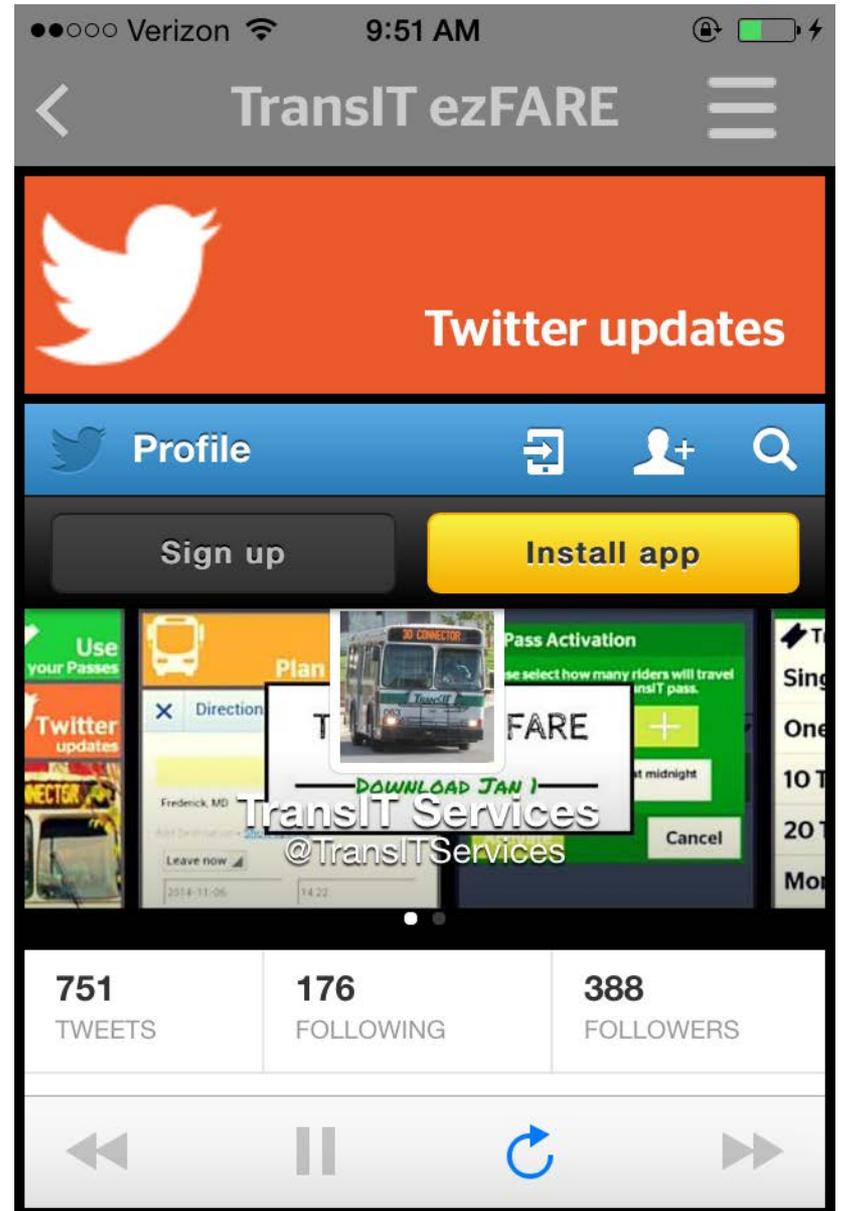
- The use your pass screen contains:
- 1. Passes in use
 - 2. Awaiting activation passes
 - 3. Recently expired passes



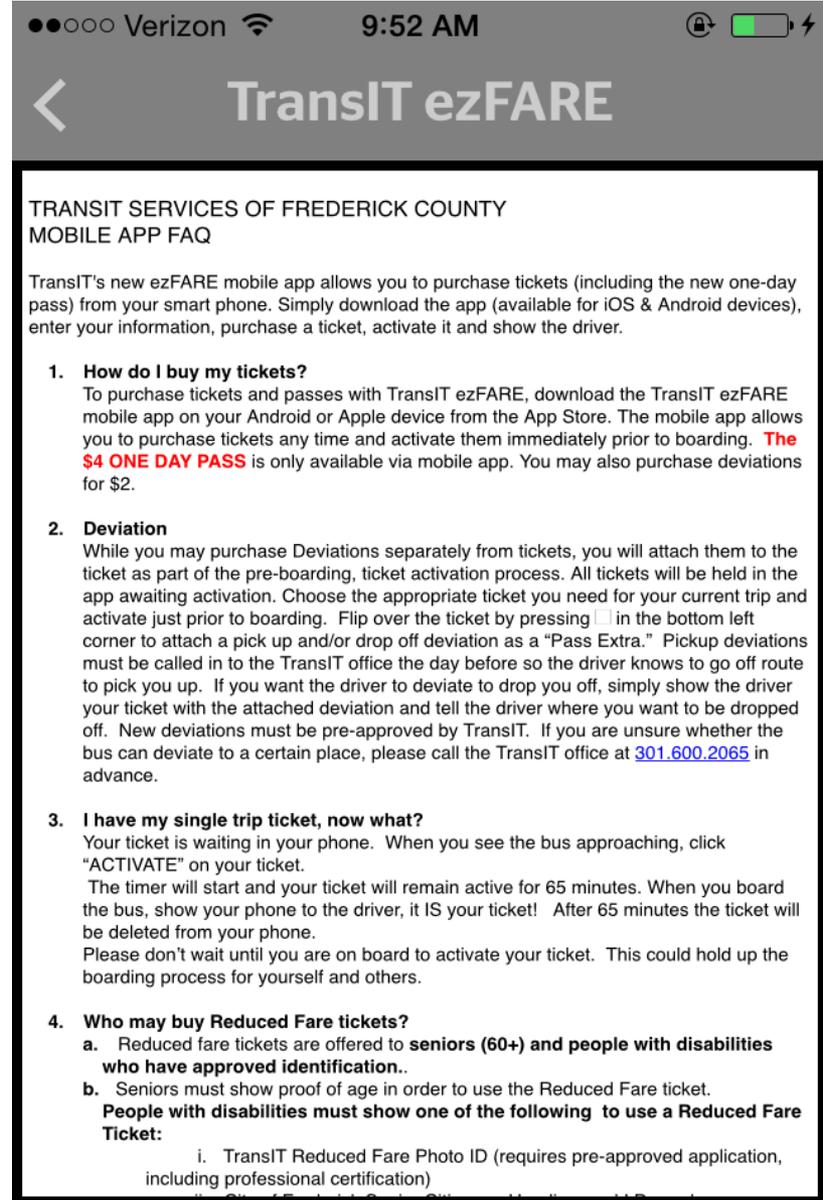
Plan your Trip



Twitter



F.A.Q. and other features



TRANSIT SERVICES OF FREDERICK COUNTY MOBILE APP FAQ

TransIT's new ezFARE mobile app allows you to purchase tickets (including the new one-day pass) from your smart phone. Simply download the app (available for iOS & Android devices), enter your information, purchase a ticket, activate it and show the driver.

1. How do I buy my tickets?

To purchase tickets and passes with TransIT ezFARE, download the TransIT ezFARE mobile app on your Android or Apple device from the App Store. The mobile app allows you to purchase tickets any time and activate them immediately prior to boarding. **The \$4 ONE DAY PASS** is only available via mobile app. You may also purchase deviations for \$2.

2. Deviation

While you may purchase Deviations separately from tickets, you will attach them to the ticket as part of the pre-boarding, ticket activation process. All tickets will be held in the app awaiting activation. Choose the appropriate ticket you need for your current trip and activate just prior to boarding. Flip over the ticket by pressing  in the bottom left corner to attach a pick up and/or drop off deviation as a "Pass Extra." Pickup deviations must be called in to the TransIT office the day before so the driver knows to go off route to pick you up. If you want the driver to deviate to drop you off, simply show the driver your ticket with the attached deviation and tell the driver where you want to be dropped off. New deviations must be pre-approved by TransIT. If you are unsure whether the bus can deviate to a certain place, please call the TransIT office at [301.600.2065](tel:3016002065) in advance.

3. I have my single trip ticket, now what?

Your ticket is waiting in your phone. When you see the bus approaching, click "ACTIVATE" on your ticket.

The timer will start and your ticket will remain active for 65 minutes. When you board the bus, show your phone to the driver, it IS your ticket! After 65 minutes the ticket will be deleted from your phone.

Please don't wait until you are on board to activate your ticket. This could hold up the boarding process for yourself and others.

4. Who may buy Reduced Fare tickets?

a. Reduced fare tickets are offered to **seniors (60+) and people with disabilities who have approved identification.**

b. Seniors must show proof of age in order to use the Reduced Fare ticket.

People with disabilities must show one of the following to use a Reduced Fare Ticket:

i. TransIT Reduced Fare Photo ID (requires pre-approved application, including professional certification)

Links to our website

The "ABOUT" tab under the "F.A.Q" provides a link to the website. From here, passengers can get more contact information, rider bulletins & schedules



Questions

Thank you!

TransIT Services of Frederick County

301-600-2065

TransIT@FrederickCountyMD.gov

www.FrederickCountyMD.gov/TransIT



Mobile Ticketing - Online Ticket Center



An Administrative Tool for TransIT ezFARE, the mobile ticketing app

Application Hyperlink

To access this application, click on the following link:

<https://Frederickcountymd.gov/transitEZFareticketpurchase>



Create a New Customer

Create an Account

Email	<input type="text" value="John.Smith@xxx.com"/> *
Retype Email	<input type="text" value="John.Smith@xxx.com"/> *
First Name	<input type="text" value="John"/>
Last Name	<input type="text" value="Smith"/> *
Password	<input type="password" value="....."/> *
Retype Password	<input type="password" value="....."/> *
	<input type="button" value="Create"/>

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Sign In Screen

 **Mobile Ticketing**
Web Portal

[Create an Account](#) [Sign in](#)

Sign in

Email/User Name

Password

Remember me?

[Create an account](#)

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Home Screen - Customer

What do you want to accomplish?

- [Buy tickets](#)
- [Send tickets to a phone](#)
- [Retrieve tickets from a phone](#)
- [Add or remove phone from my phone list](#)
- [See my shopping cart](#)
- [See my tickets](#)
- [See my order history](#)
- [See my sent tickets history](#)
- [See my retrieved tickets history](#)
- [Change my password](#)



Purchase Tickets

Buy Tickets

[General Public](#) [Senior & Reduced](#) [Youth & Student](#)

TransIT

You need to show valid ID when using this ticket

<p>10-Trip Ticket</p> <p>\$10.00</p> <p>- 0 +</p> <p>Add to cart</p>	<p>30-Day Pass</p> <p>\$30.00</p> <p>- 0 +</p> <p>Add to cart</p>	<p>One Day Pass</p> <p>\$4.00</p> <p>- 3 +</p> <p>Add to cart</p>	<p>Summer Freedom Pass</p> <p>\$15.00</p> <p>- 0 +</p> <p>Add to cart</p>
-----------------------------------------------------------------------------	--------------------------------------------------------------------------	--------------------------------------------------------------------------	----------------------------------------------------------------------------------

Extras

Deviation

\$2.00

- 2 +

Add to cart



View My Cart

My Cart

[remove](#)

One Day Pass

Rider Type: Youth & Student
Fare Category: TransIT

You need to show valid ID when using this ticket

Price: \$4.00

[Update](#)

Subtotal: \$12.00

[remove](#)

Deviation

Rider Type: Youth & Student
Fare Category: Extras

Price: \$2.00

[Update](#)

Subtotal: \$4.00

Your Order

Tickets: 5

Total: \$16.00

[Checkout](#)

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.

Checkout Confirmation

Ticket Order

Ticket	Type	Quantity	Unit Price	Subtotal
One Day Pass	Youth & Student	3	\$4.00	\$12.00
Deviation	Youth & Student	2	\$2.00	\$4.00
Total				\$16.00

[Go To Payment](#)

[Back To Cart](#)

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Payment Gateway

Department of Transit Services

Required fields are highlighted with an asterisk.

Payment information:

Amount:* \$16.00 ⓘ
Merchant: Trapeze ⓘ
Order Number: 23108196754 ⓘ
Total # of Tickets: 5 ⓘ
Email Address: david.krueger@trapezegroup.com ⓘ

Please enter the following information about your payment method:

Cardholder's Name:* John Smith ⓘ
Cards Accepted:   
Card Number:* 5454545454545454 ⓘ
Signature Panel Code:* 123 ⓘ
Expiration Date:* 06 ▼ 2020 ▼ ⓘ

Billing information:

Address Line 1:* 5265 Rockwell Drive ⓘ
Address Line 2: ⓘ
Country:* United States ⓘ
ZIP Code:* 52402 ⓘ
City: CEDAR RAPIDS ⓘ
State: Iowa ⓘ

Receipt information:

Email Address: John Smith@xxx.com ⓘ

Continue



Payment Gateway (cont.)

Department of Transit Services

Please verify the following information:

Amount: \$16.00
Merchant: Trapeze
Order Number: 23108196754
Total # of Tickets: [REDACTED]
Email Address: John Smith@xxx.com

Card information:

Cardholder's Name: John Smith
Card Type: MasterCard
Card Number: *****5454
Signature Panel Code: *****
Expiration Date: 6/2020

Billing information:

Address Line 1: 123 Lane
Country: United States
City: CEDAR RAPIDS
State: Iowa
ZIP Code: 52402

Email Address: John Smith@xxx.com

Is this information correct?



Email Receipt

Reply Reply All Forward

Tue 6/16/2015 10:36 AM

 noreply@velocitypayment.com
Payment Receipt: Transit Services of Frederick County - Web

To David Krueger

Action Items

Please print this receipt for your records

Remittance ID: 23108196754635700653295991271

Received: June 16, 2015 11:35AM EDT

Merchant: Trapeze

Order Number: 23108196754

Total # of Tickets: 5

Email Address: Johnsmith@xxx.com

Amount: \$16.00

Transaction Type: Authorization and Capture

Card Information: MasterCard
John Smith
David Krueger
*****5454

Billing information: 123 Lane
Country: United States
State: Iowa
City: CEDAR RAPIDS
ZIP Code: 52402



Order Completed



Hello David Krueger! [Sign out](#)

[Home](#) [Buy Tickets](#) [Manage Tickets](#) [Manage Phones](#) [Account](#)

0 Tickets

8 Tickets

Order Completed

Order # 24175836910
Payment Reference # 1945042
Completed Time 6/16/2015 11:53 AM (Central Time)
Total Qty 8
Total Amount \$20.50
Paid Amount \$20.50

Ticket	Rider Type	Fare Category	Quantity	Unit Price	Subtotal
One Day Pass	Youth & Student	TransIT	3	\$4.00	\$12.00
Deviation	Youth & Student	Extras	2	\$2.00	\$4.00
Single Trip	General Public	TransIT	3	\$1.50	\$4.50

OK

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



View My Tickets



Hello David Krueger! [Sign out](#)

[Home](#) [Buy Tickets](#) [Manage Tickets](#) [Manage Phones](#) [Account](#)

0 Tickets

8 Tickets

My Tickets

Deviation

Youth & Student
Extras
2 Tickets

One Day Pass

Youth & Student
TransIT
3 Tickets

Single Trip

General Public
TransIT
3 Tickets

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Copyright © 2015 TransIT Services of Frederick County, its subsidiaries and affiliates. All rights reserved.

Manage Phones

Manage Phones

Nickname

Phone Number

Web ID



Handset Info

Web ID: **7173**

You may find your Web ID from your Handset Info in the mobile ticket application in your phone.

My Phone Numbers

Nickname	Phone Number	
The Wizard	3194322571	<input type="button" value="Delete"/>

« 1 » 20 items per page 1 - 1 of 1 items

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Manage Client Phone List

Manage Phones

Nickname

Phone Number

Web ID

Save

My Phone Numbers

Nickname	Phone Number	
Ricky - Client #1538	3194322571	<input type="button" value="Delete"/>

◀ ◁ 1 ▷ ▶ ▶▶ 20 items per page 1 - 1 of 1 items ↻

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.

Send Tickets To Client

**Mobile Ticketing**
Web Portal

Hello John Doe! [Sign out](#)

Home Manage Tickets Manage Phones Account **60 Tickets**

Send Tickets to Phone

Sending tickets to a phone may take several minutes, and the phone must connect via WiFi to download the tickets.

Deviation

General Public
Extras

2 ▾

One Day Pass

General Public
TransIT

5 ▾

Phone

3194322571 (Ricky - Cl... ▾) [Add a new phone?](#)

Tickets

Deviation	Qty: 2	✕
Rider Type: General Public		
Fare Category: Extras		
One Day Pass	Qty: -	
Rider Type: General Public		
Fare Category: TransIT		

Send

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Sent Ticket Confirmation

Hello John Doe! [Sign out](#)

[Home](#) [Manage Tickets](#) [Manage Phones](#) [Account](#) 

Sent Tickets Confirmation

Your request has been received. It may take several minutes to process. You may check the status of your request in [[Sent Tickets History](#)] in your account.

Phone	3194322571 (Ricky - Client #1538)
Request On	6/16/2015 11:32 AM (Central Time)
Status	Request Submitted

Ticket	Rider Type	Fare Category	Quantity
Deviation	General Public	Extras	2
One Day Pass	General Public	TransIT	5

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Sent Ticket History

Sent Tickets History

Create Time	Reference #	Phone Number	Quantity	Status	
6/16/2015 11:32 AM	26897413510	3194322571 (Ricky - Client #1538)	7	Sent Success	Detail

Navigation: ◀ 1 ▶ 20 items per page 1 - 1 of 1 items ↻

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Sent Ticket Details



Hello John Doe! [Sign out](#)

[Home](#) [Manage Tickets](#) [Manage Phones](#) [Account](#)

 **53 Tickets**

Sent Tickets Detail

Phone 3194322571 (Ricky - Client #1538)
Request On 6/16/2015 11:32 AM (Central Time)
Status Sent Success

Ticket	Rider Type	Fare Category	Quantity
Deviation	General Public	Extras	2
One Day Pass	General Public	TransIT	5

OK

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Retrieve Tickets

Retrieve Tickets

Please select a ticket to add it to the retrieving list.

Note: Once a ticket has been delivered to a phone it can no longer be retrieved.

Phone: Rider Type:

Fare Category: Ticket:

	Phone Number	Ticket	Rider Type	Fare Category	Sent Time	Code
<input checked="" type="checkbox"/>	3194322571 (Husband)	Deviation	Youth & Student	Extras	6/16/2015 11:57 AM	7569442
<input checked="" type="checkbox"/>	3194322571 (Husband)	Single Trip	General Public	TransIT	6/16/2015 11:57 AM	5241247

20 items per page 1 - 2 of 2 items

Tickets

Phone: 3194322571 (Husband) Ticket: Deviation Rider Type: Youth & Student Fare Category: Extras Code: 7569442	<input type="button" value="x"/>
Phone: 3194322571 (Husband) Ticket: Single Trip Rider Type: General Public Fare Category: TransIT Code: 5241247	<input type="button" value="x"/>



Ticket Retrieval Confirmation

Retrieving Tickets Confirmation

Your request of retrieving tickets has been submitted. It may take several minutes to process.

Reference # 13105426879
Request On 6/16/2015 12:01 PM (Central Time)

Phone	Ticket	Rider Type	Fare Category	Code	Status
3194322571 (Husband)	Deviation	Youth & Student	Extras	7569442	In Process
3194322571 (Husband)	Single Trip	General Public	TransIT	5241247	In Process

OK

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Retrieved Ticket History

**Mobile Ticketing**
Web Portal

Hello David Krueger! [Sign out](#)

[Home](#) [Buy Tickets](#) [Manage Tickets](#) [Manage Phones](#) [Account](#)

 0 Tickets  8 Tickets

Retrieved Ticket History

Create Time	Reference #	# of Tickets	
6/16/2015 12:01 PM	13105426879	2	Detail

« ◀ 1 ▶ » items per page 1 - 1 of 1 items 

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Ticket Retrieval Details



Hello John Doe! [Sign out](#)

[Home](#) [Manage Tickets](#) [Manage Phones](#) [Account](#)

 **55 Tickets**

Retrieve Tickets Detail

Reference # 62378510941
Request On 6/16/2015 11:36 AM (Central Time)

Phone	Ticket	Rider Type	Fare Category	Code	Status
3194322571 (Ricky - Client #1538)	One Day Pass	General Public	TransIT	5972572	Retrieved
3194322571 (Ricky - Client #1538)	One Day Pass	General Public	TransIT	2734486	Retrieved

OK

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Order History

Hello David Krueger! [Sign out](#)

[Home](#) [Buy Tickets](#) [Manage Tickets](#) [Manage Phones](#) [Account](#) 0 Tickets 8 Tickets

Order History

Ordered Time	Reference #	Payment Confirmation #	# of Tickets	Total Paid	
6/16/2015 11:53 AM	24175836910	1945042	8	\$20.50	Detail

« ‹ 1 › » 20 items per page 1 - 1 of 1 items ↻

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Order Details



Hello David Krueger! [Sign out](#)

[Home](#) [Buy Tickets](#) [Manage Tickets](#) [Manage Phones](#) [Account](#)

0 Tickets

8 Tickets

Order

Order # 24175836910
Payment Reference # 1945042
Completed Time 6/16/2015 11:53 AM (Central Time)
Total Qty 8
Total Amount \$20.50
Paid Amount \$20.50

Ticket	Rider Type	Fare Category	Quantity	Unit Price	Subtotal
One Day Pass	Youth & Student	TransIT	3	\$4.00	\$12.00
Deviation	Youth & Student	Extras	2	\$2.00	\$4.00
Single Trip	General Public	TransIT	3	\$1.50	\$4.50

OK

Copyright © 2015 Trapeze Software ULC, its subsidiaries and affiliates. All rights reserved.



Thank you!

- ▶ Frederick County TransIT
 - ▶ 301-600-2065
 - ▶ TransIT@FrederickCountyMD.gov
 - ▶ www.FrederickCountyMD.gov/TransIT