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

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

TRANSIT ez FARE

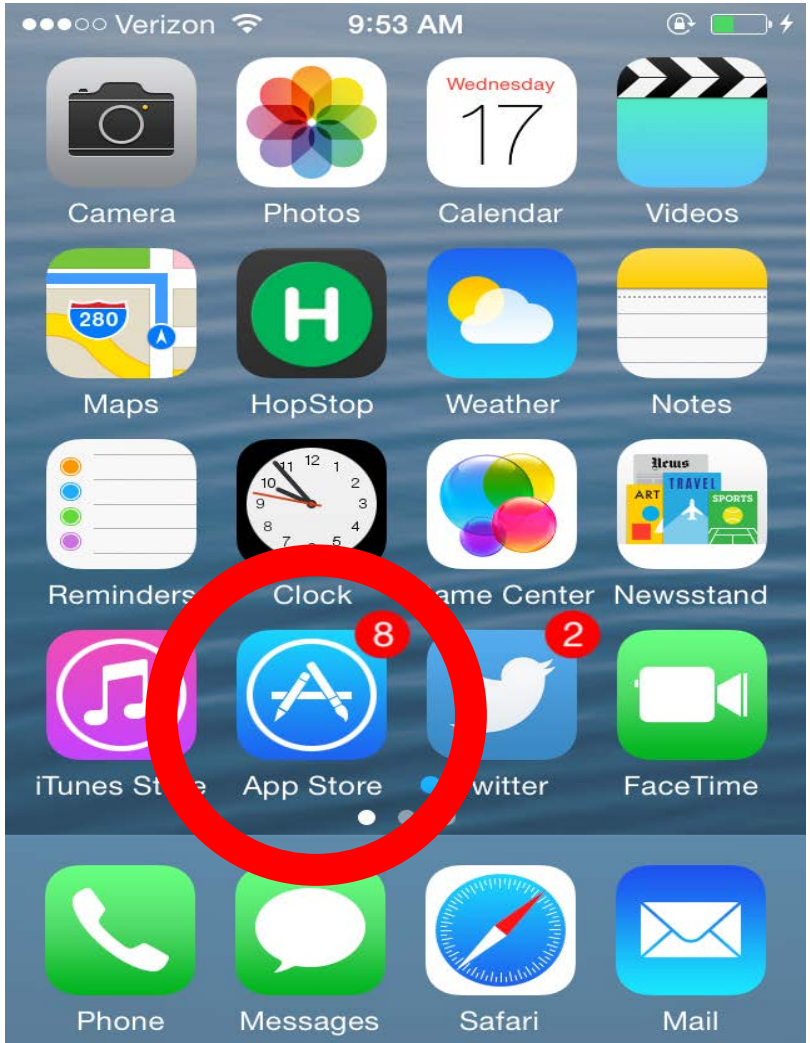
THE MOBILE TICKETING APP

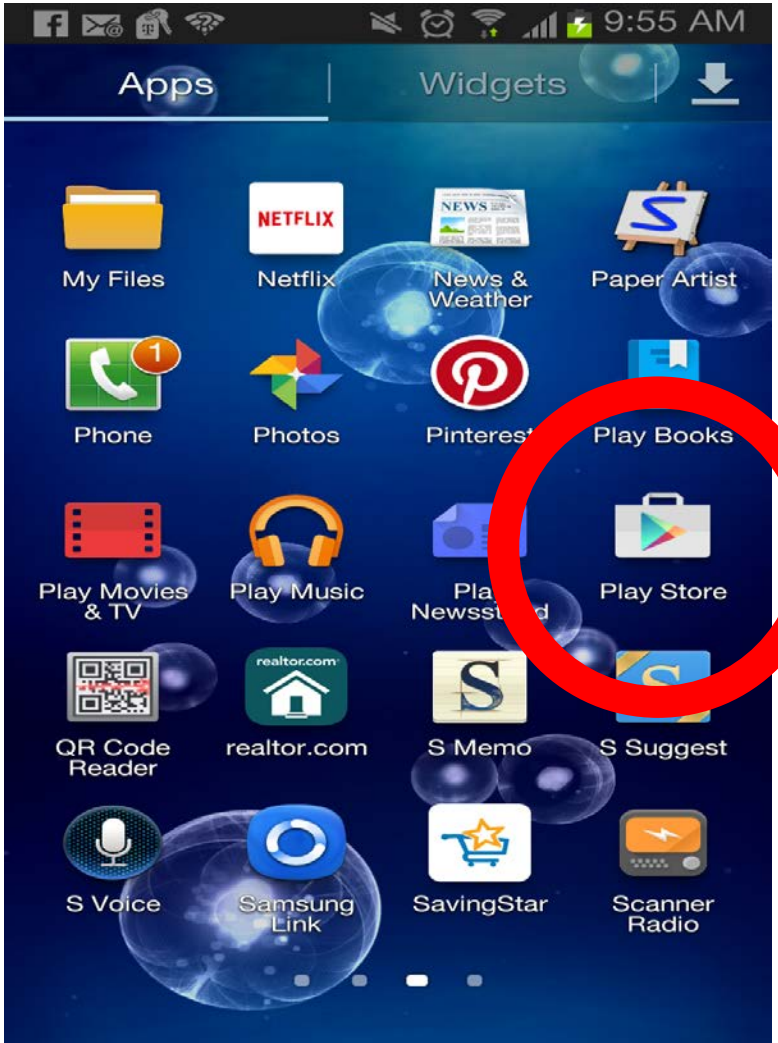
PURCHASE TICKETS FROM YOUR SMART PHONE

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





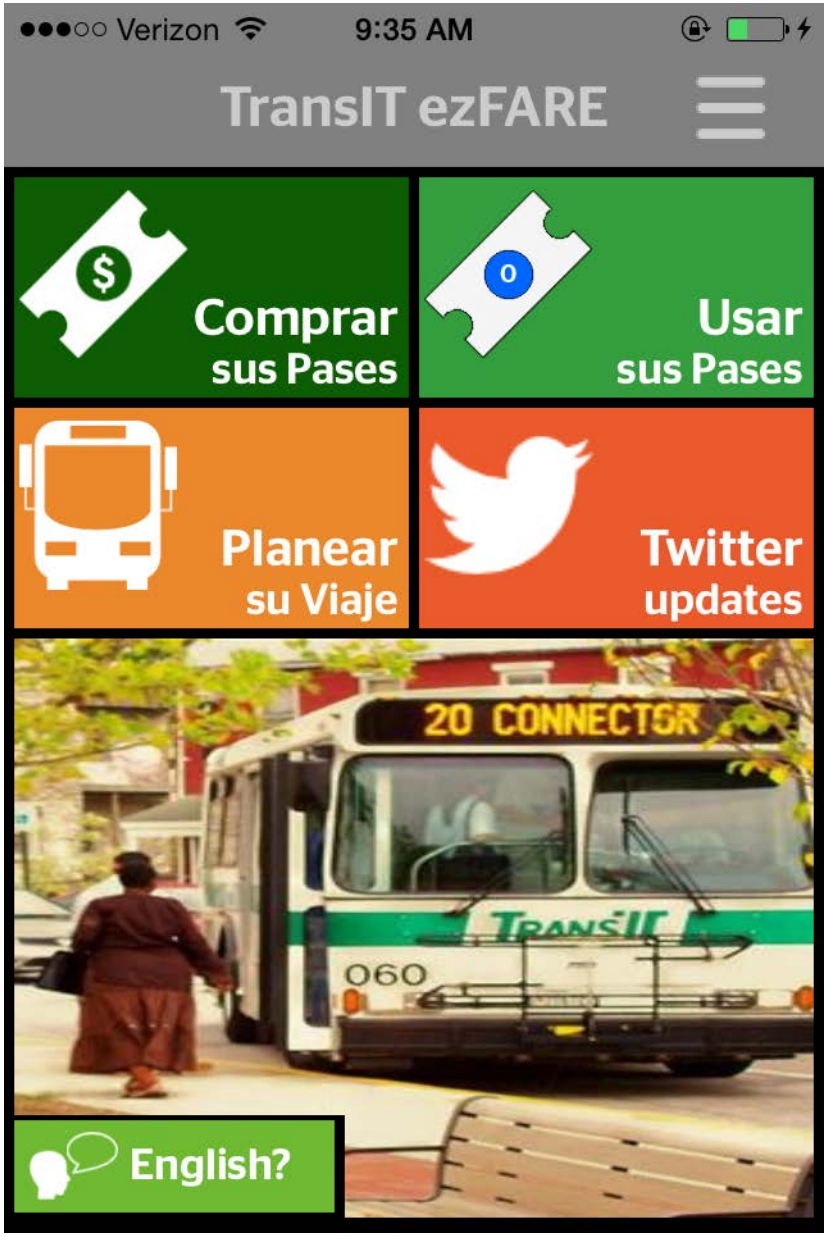
Load Screen

When the app is loading, this screen will appear.

Home Screen

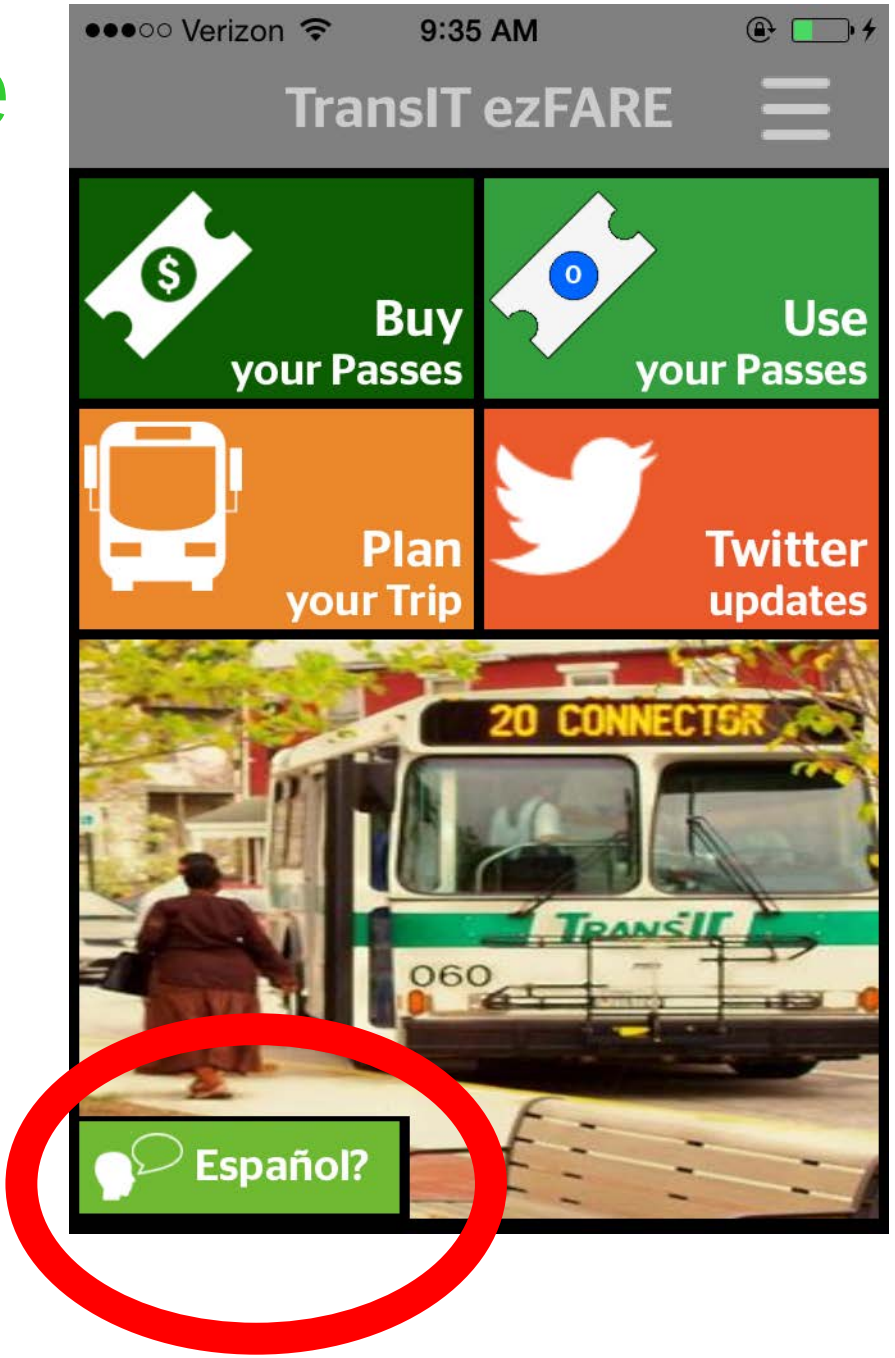
From the home screen you will see a simple layout. From here you can:

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



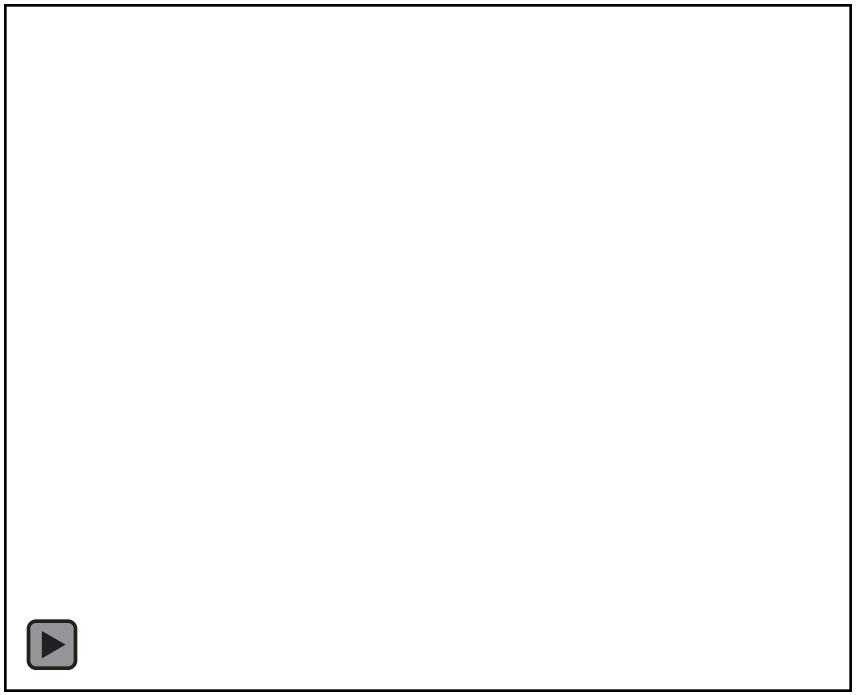
Changing the language

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

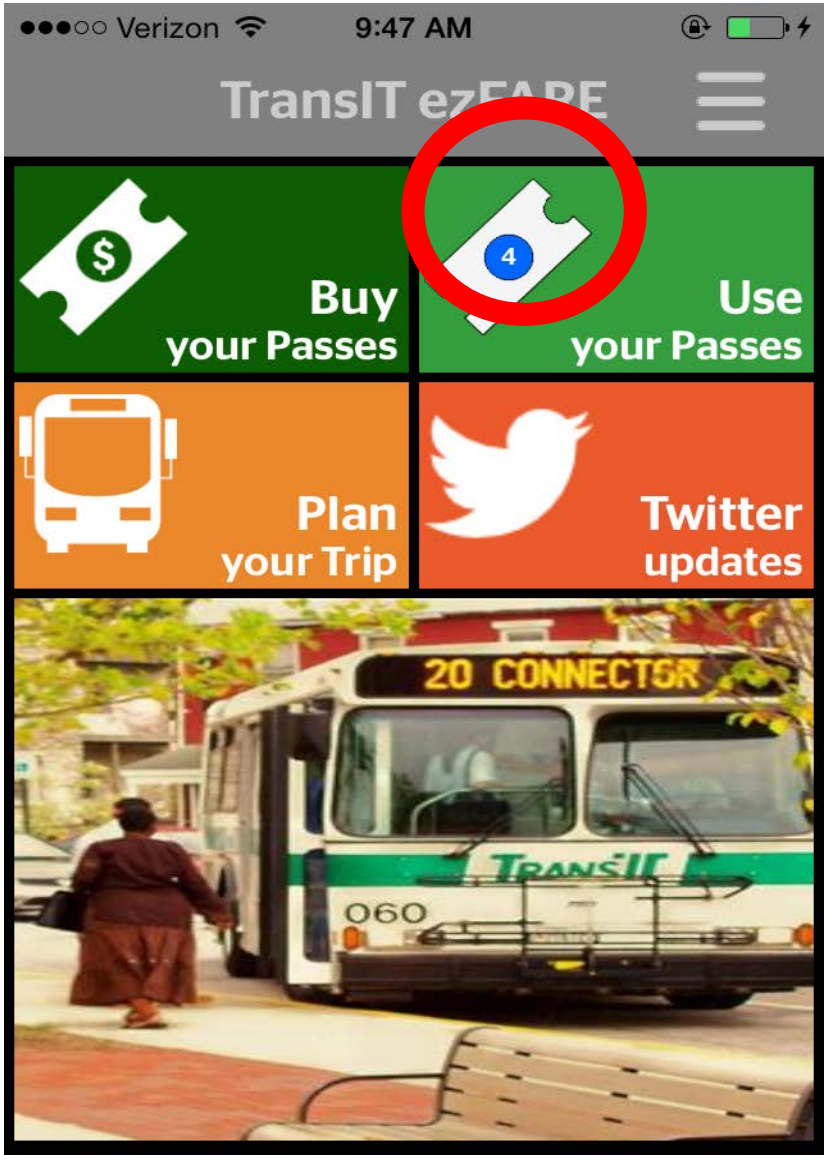


To Purchase Tickets

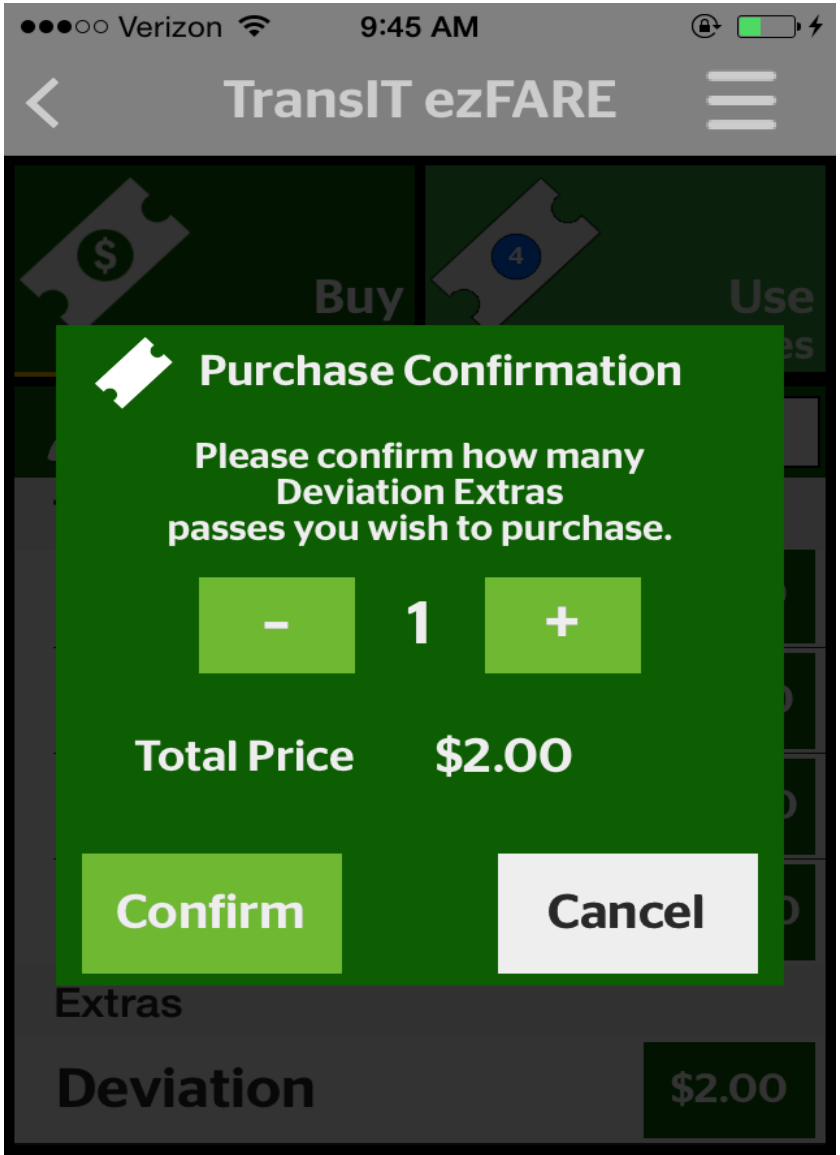
The quick video to the right demonstrates the step-by-step process of how to purchase tickets.



Your passes will show up on the home screen

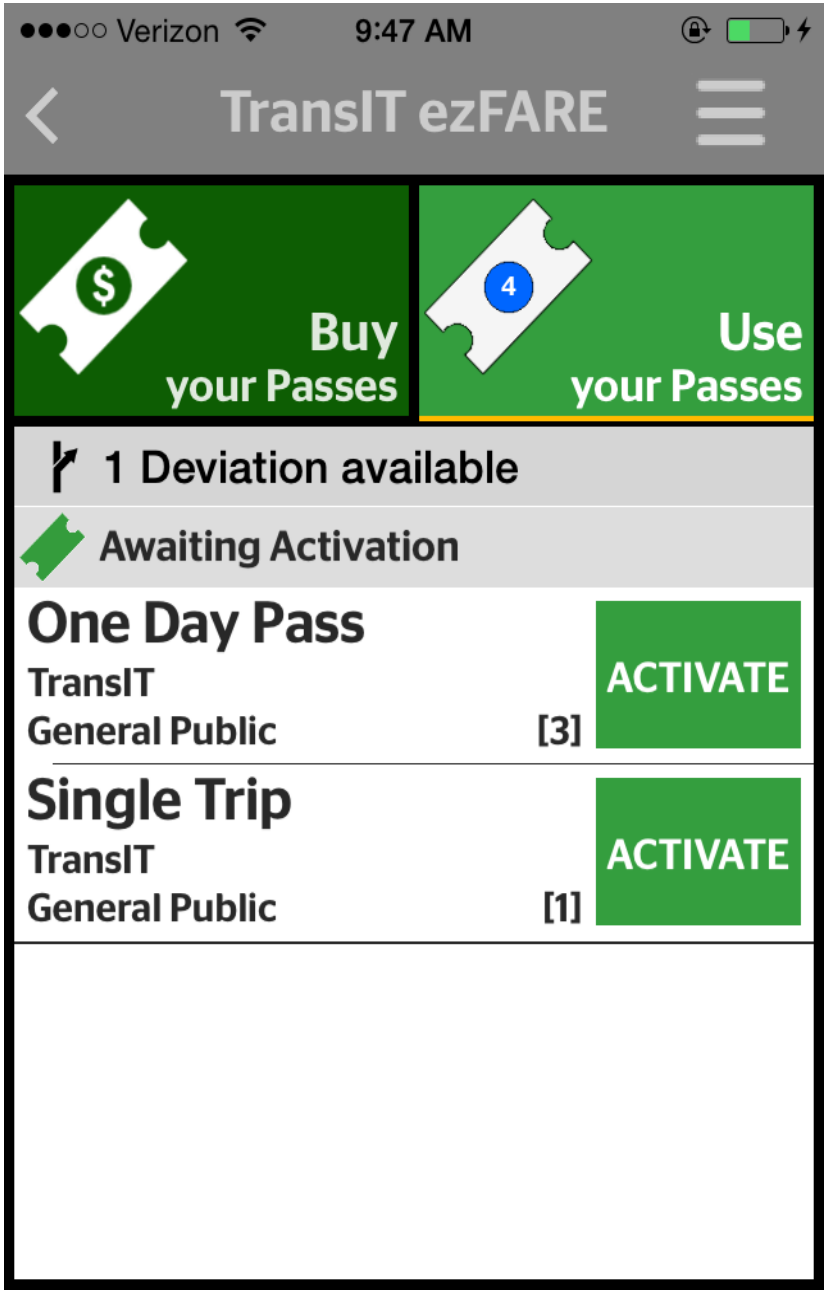


The same process applies for all tickets, including deviations



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

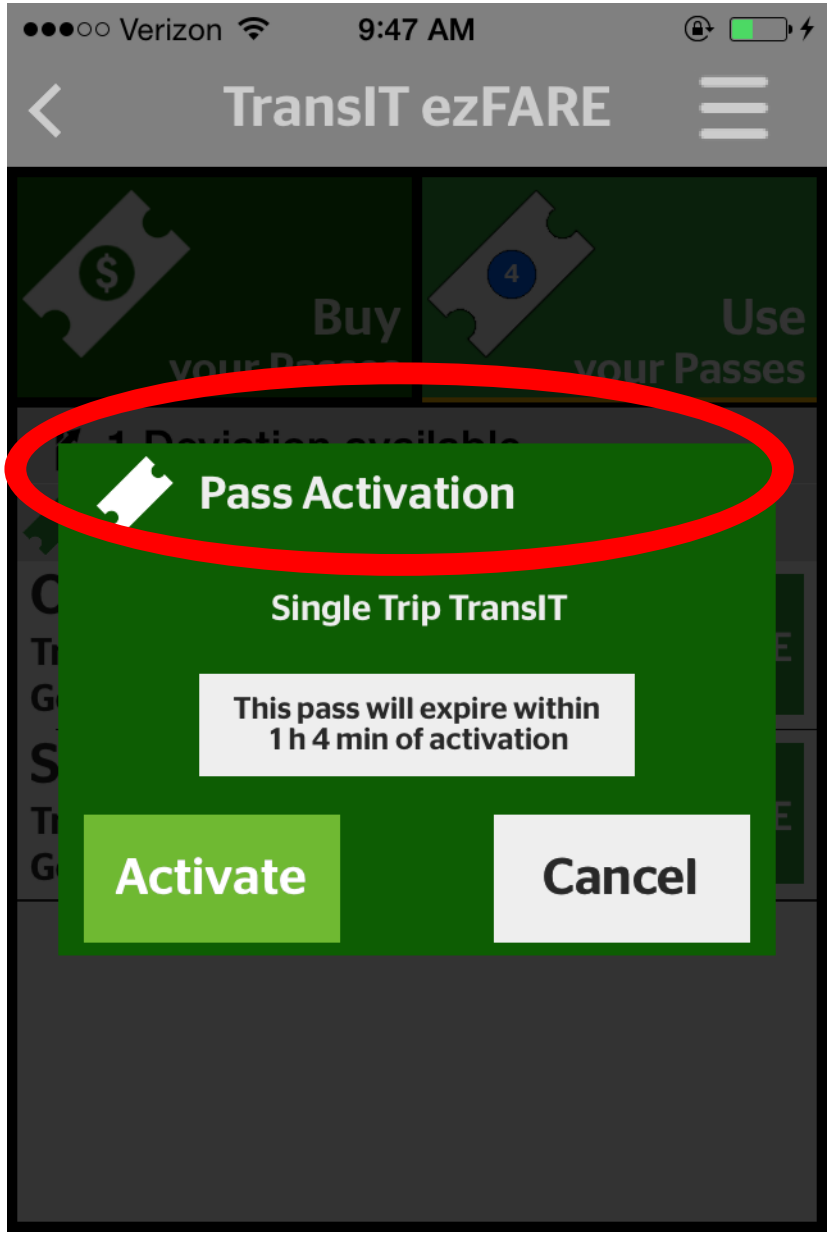
confirm the activation

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

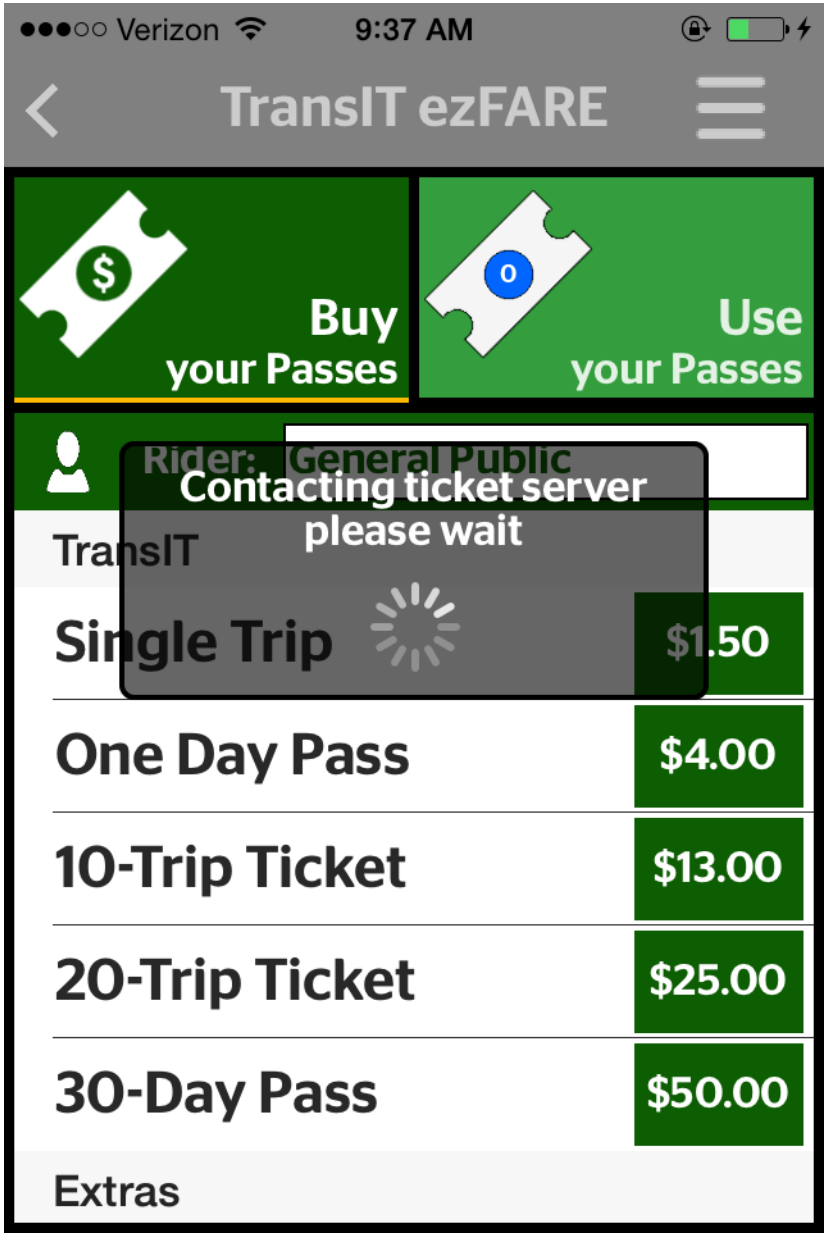
NOTE: THERE WILL BE NO PAPER TRANSFERS. ONE HOUR AND FOUR MINUTES SHOULD BE ENOUGH TIME FOR A RIDER TO ACTIVATE A TICKET, RIDE A ROUTE & TRANSFER TO THE SECOND BUS

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.

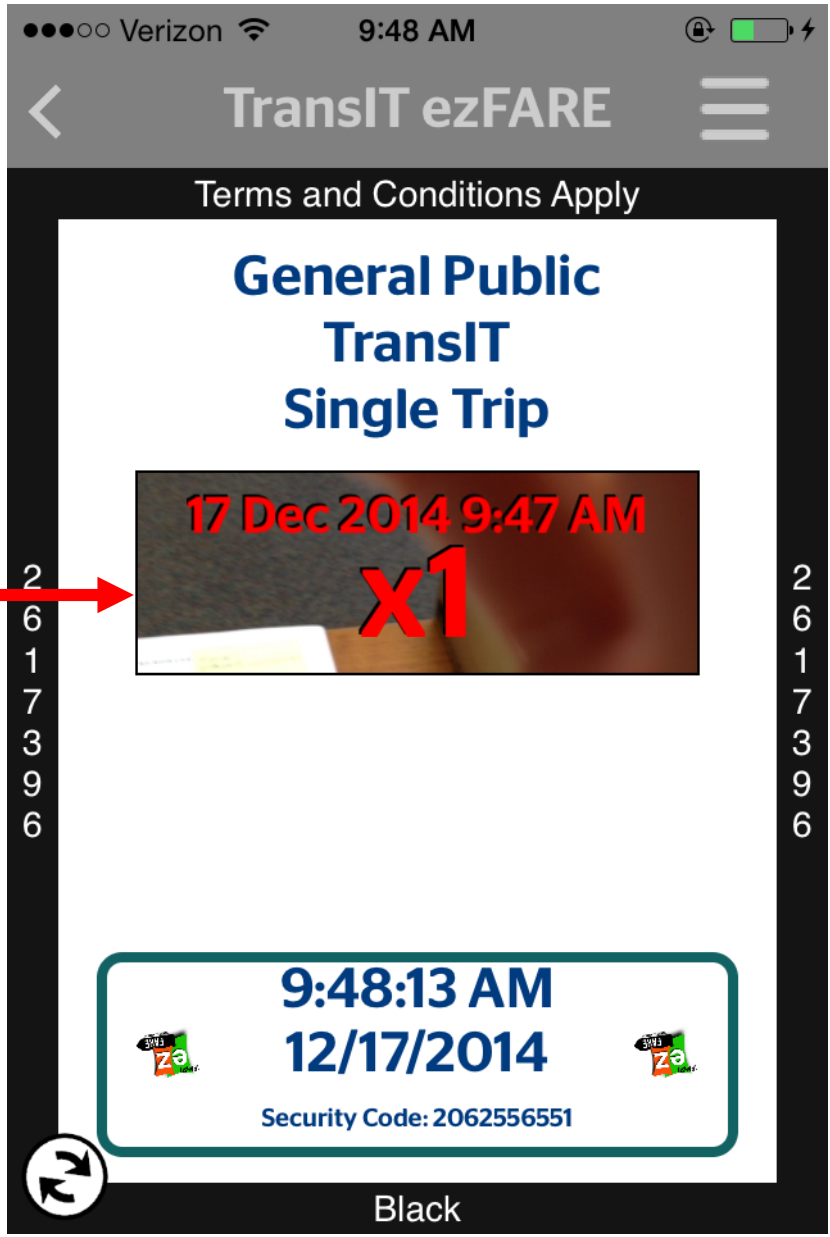


Verifying A Ticket

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

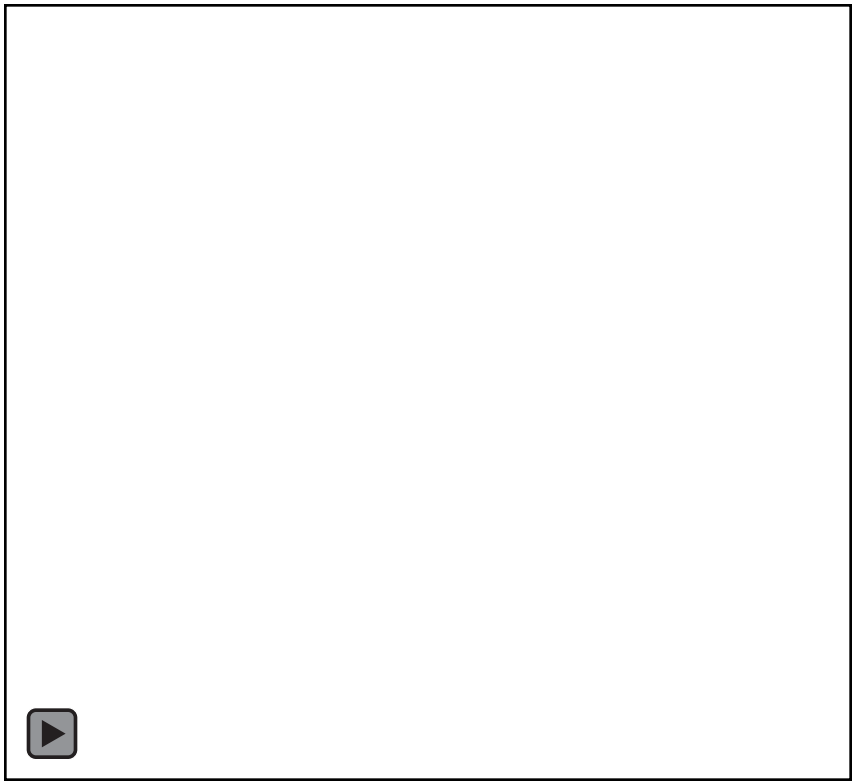
1. The outside frame changes color daily.
2. The date and time is listed
3. The camera is live. Movement behind the camera confirms it is not a screen shot

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



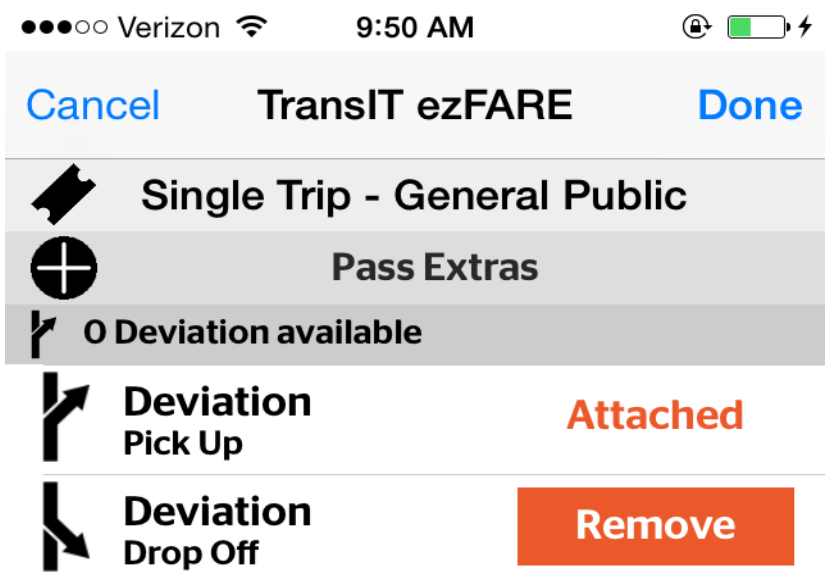
Purchasing Deviations

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



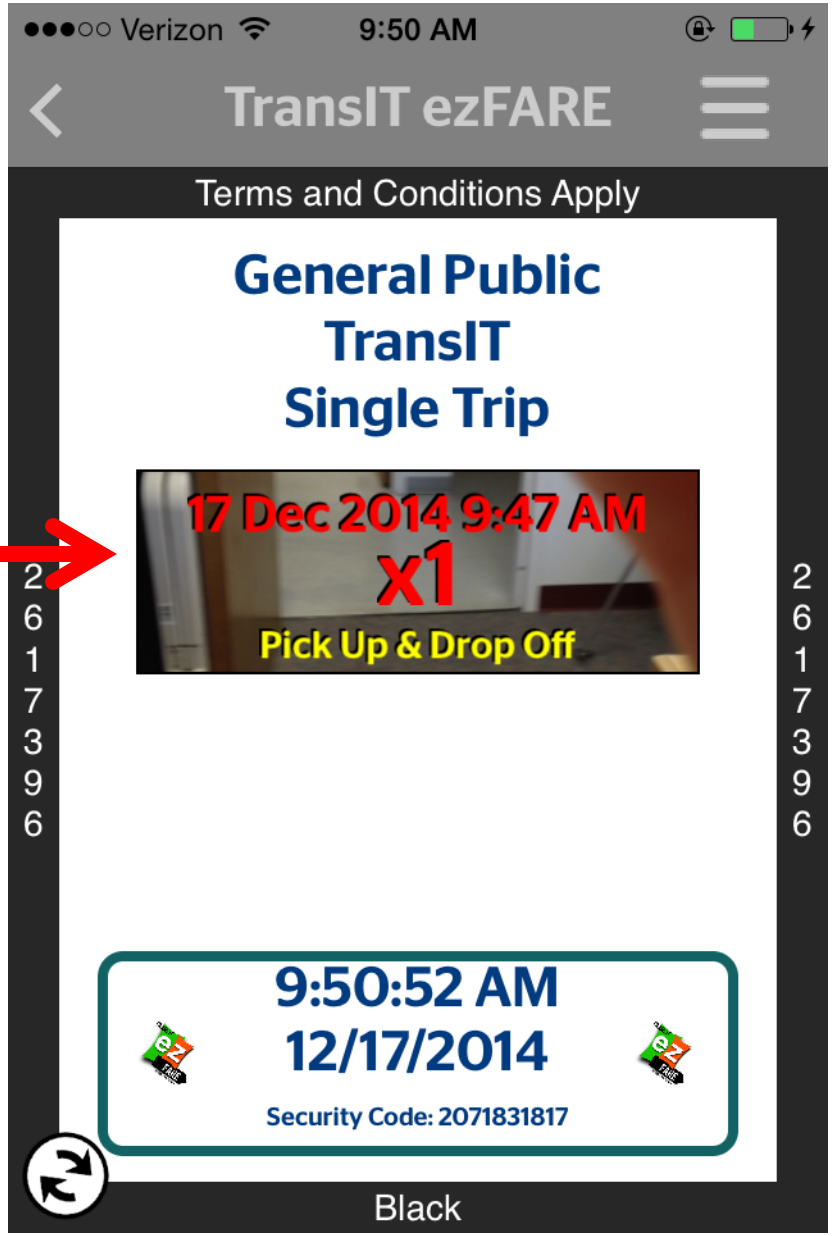
Adding a deviation: click the circle at the lower left corner

Click “ATTACH” for a pick up OR drop off

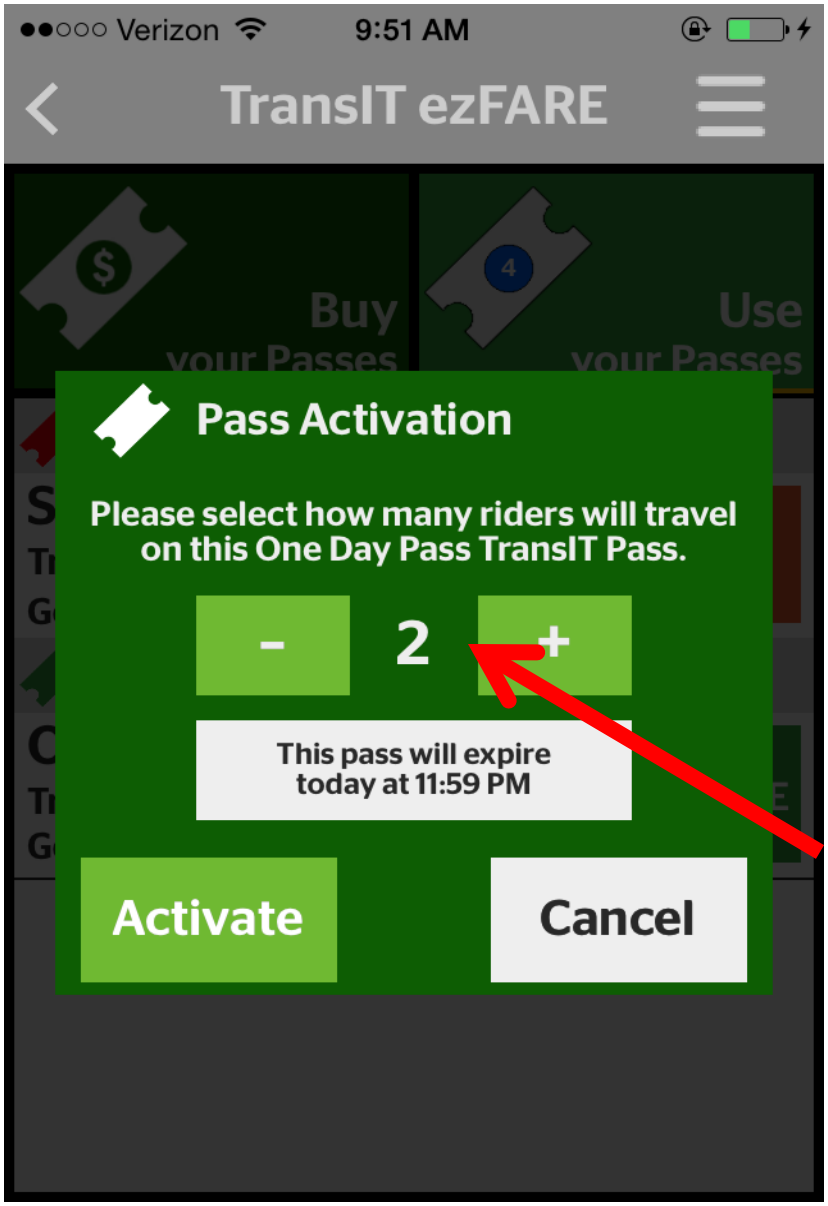


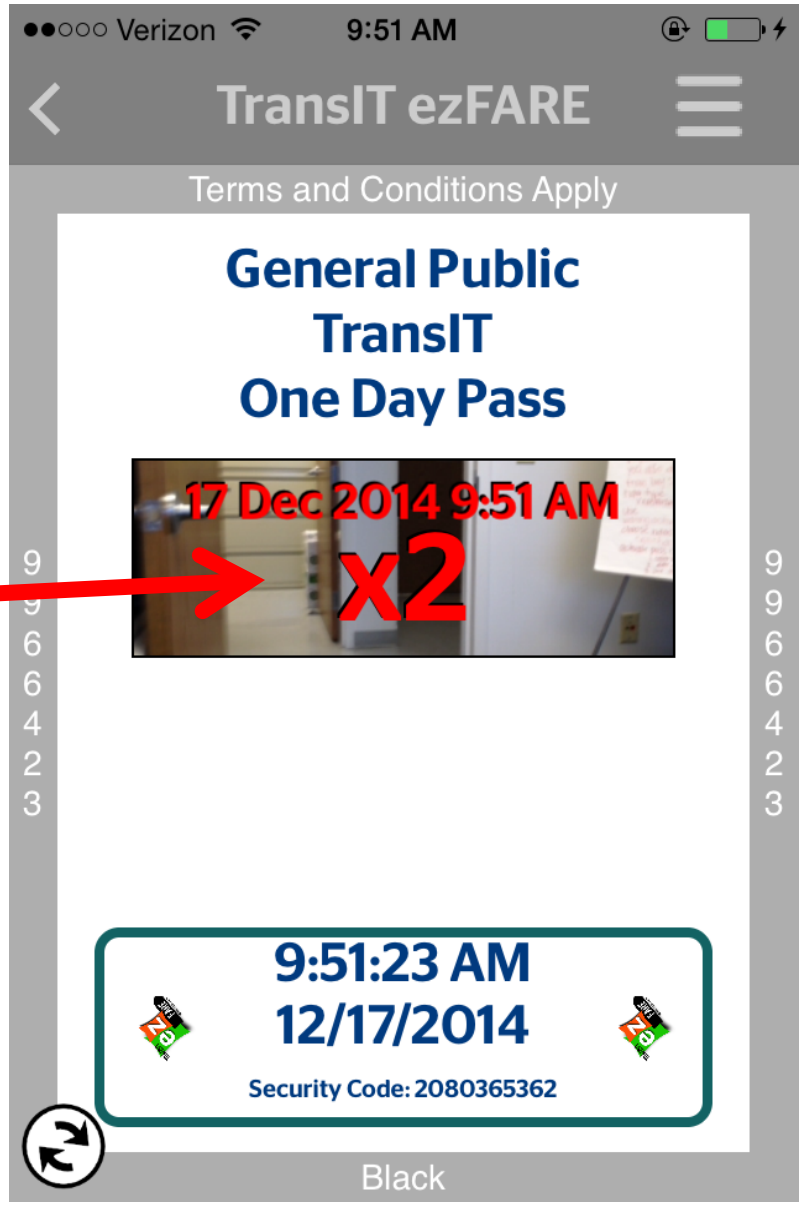
Verifying a deviation

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



Activating more than one ticket

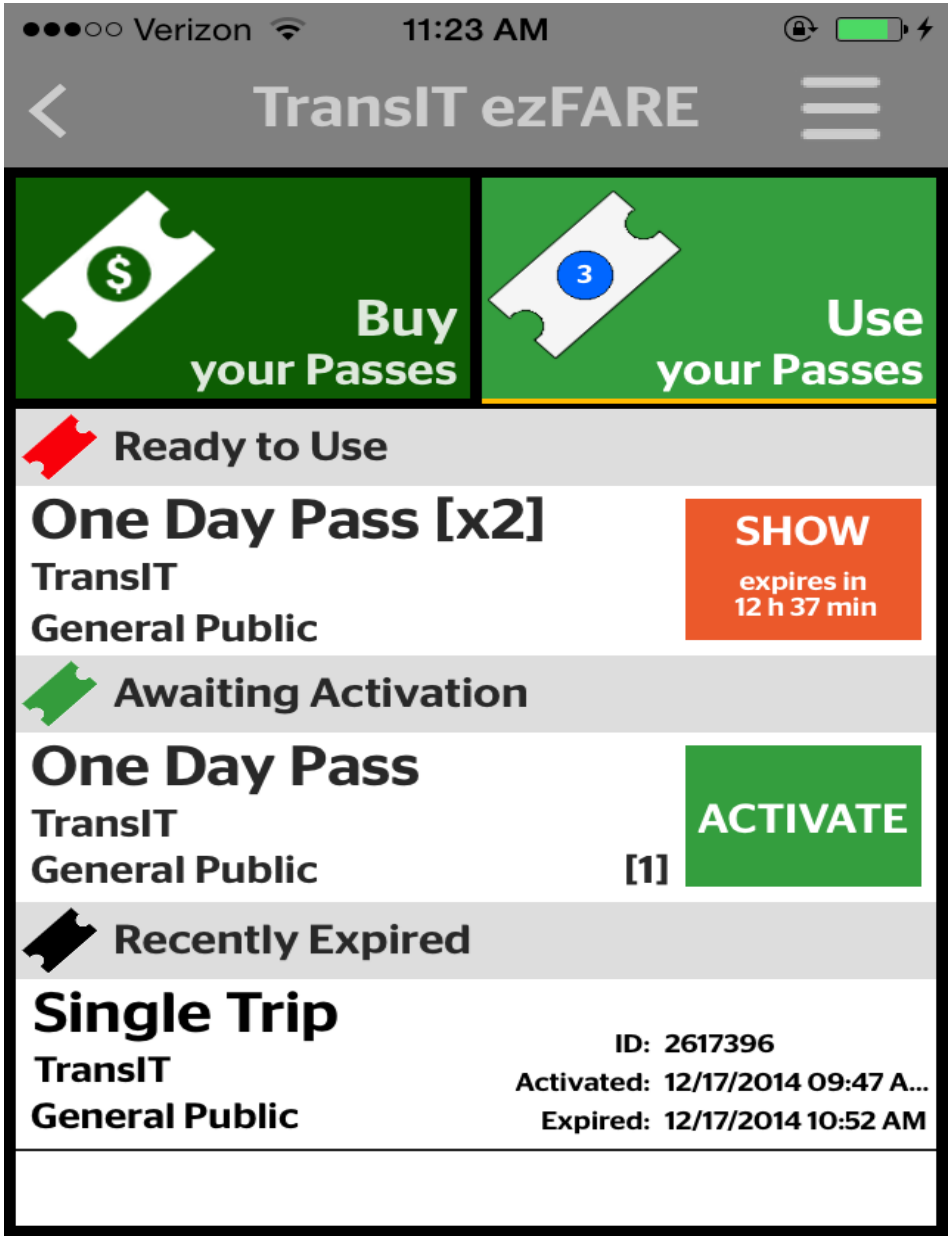




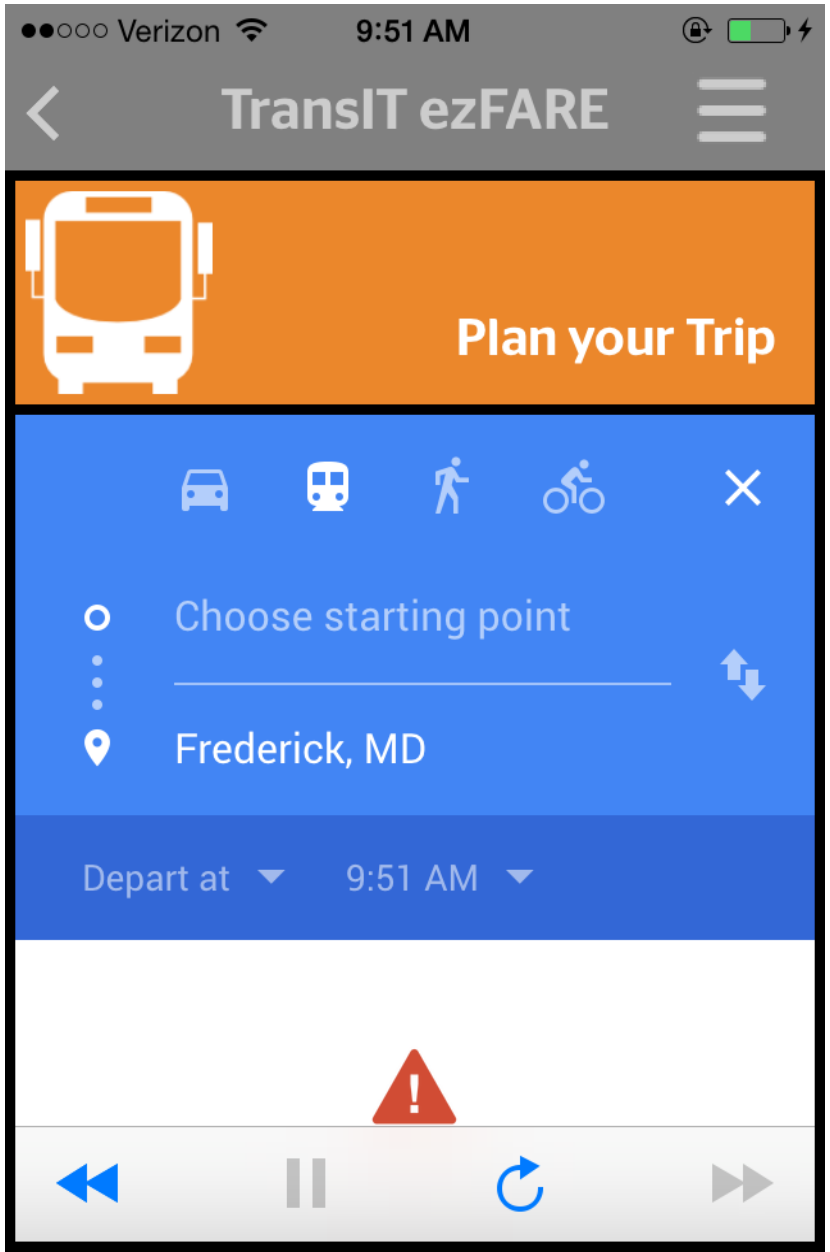
Use your passes screen

The use your pass screen contains:

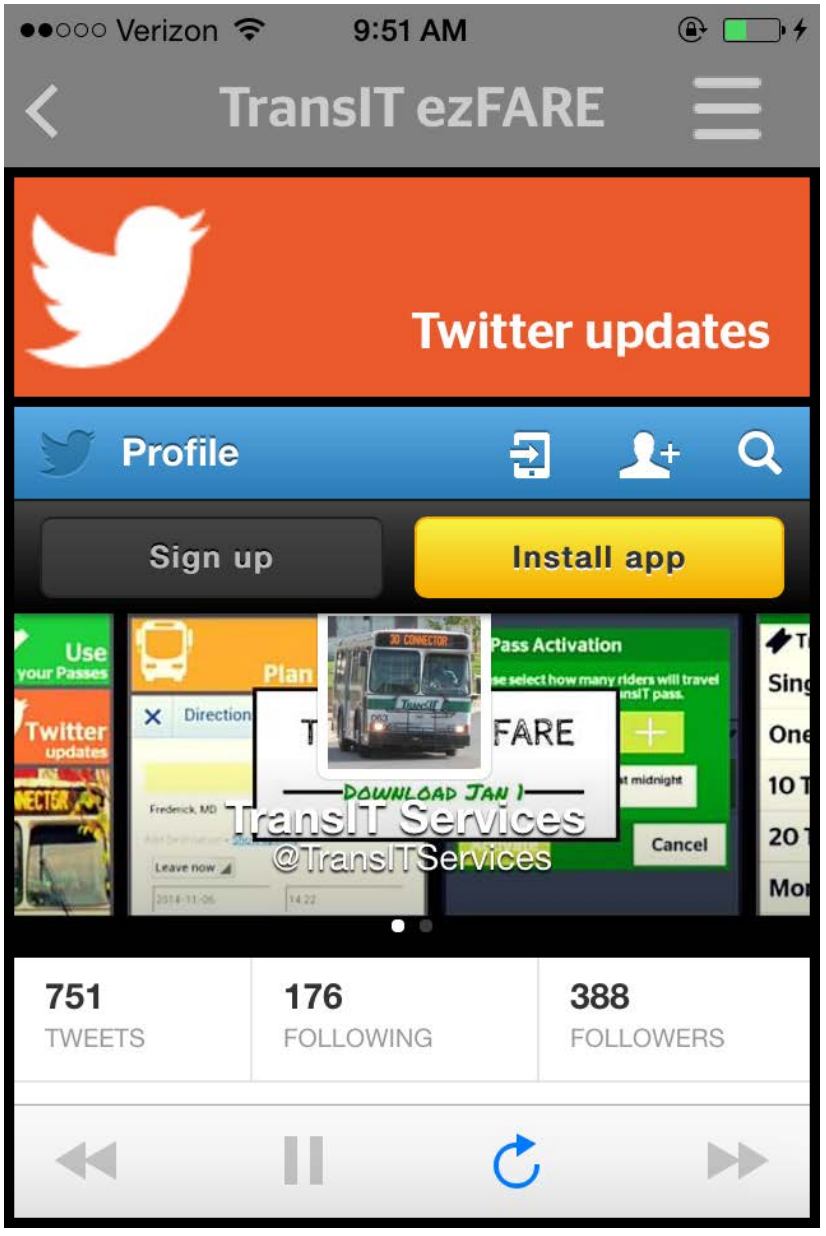
1. Passes in use
2. Awaiting activation passes
3. Recently expired passes



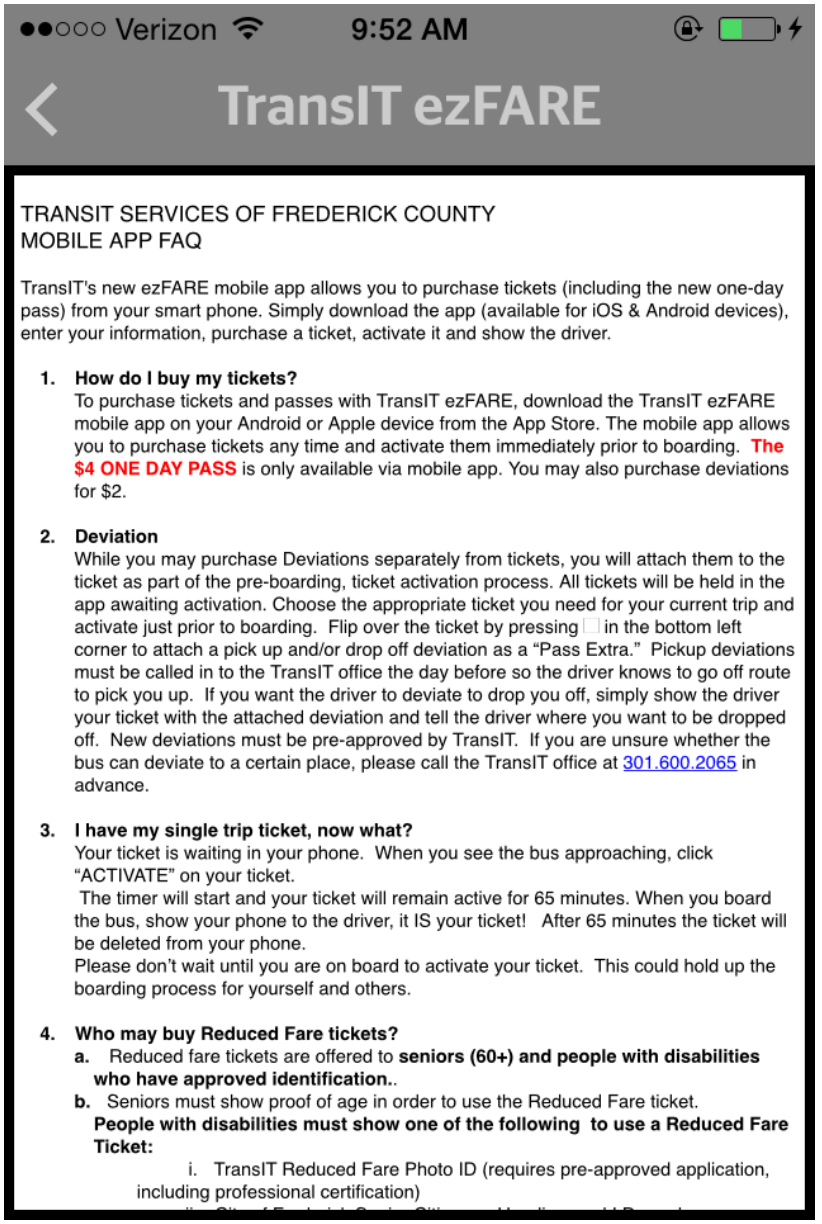
Plan your Trip



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 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!

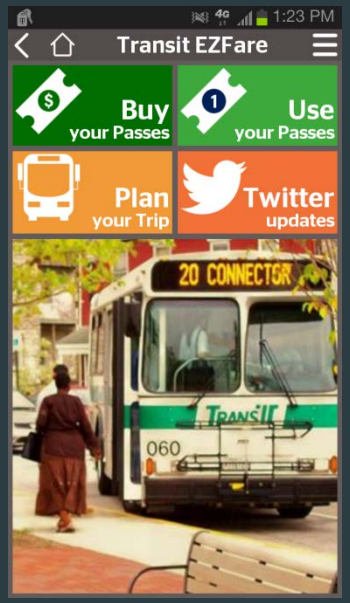
TransIT Services of Frederick County

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

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Application Hyperlink

To access this application, click on the following link:

https://Frederickcountymd.gov/transitEZFareticketpurchase

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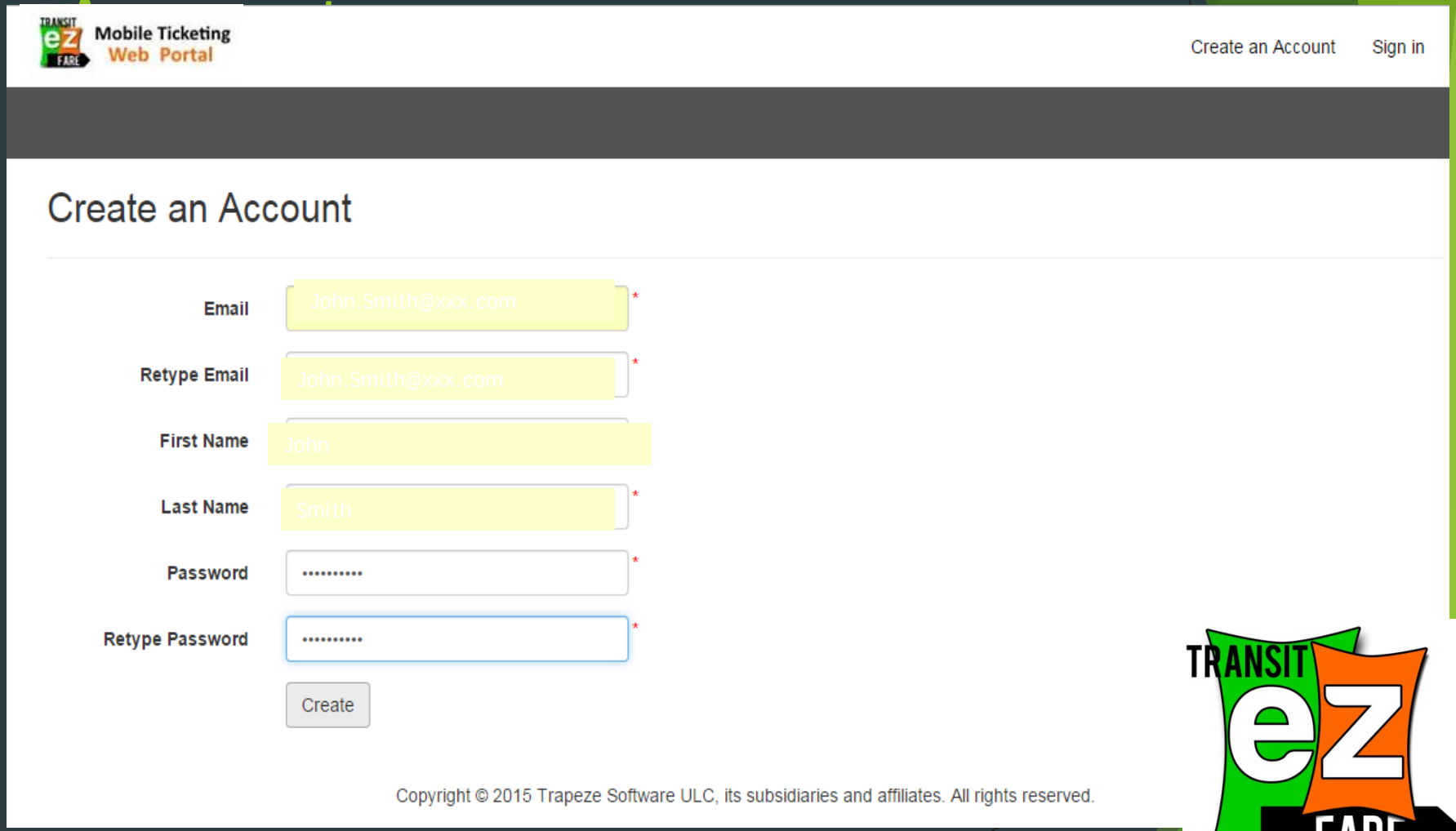
Create a New Customer



TRANSIT ez FARE
THE MOBILE TICKETING APP
FREDERICKCOUNTYMD.GOV/TRANSIT

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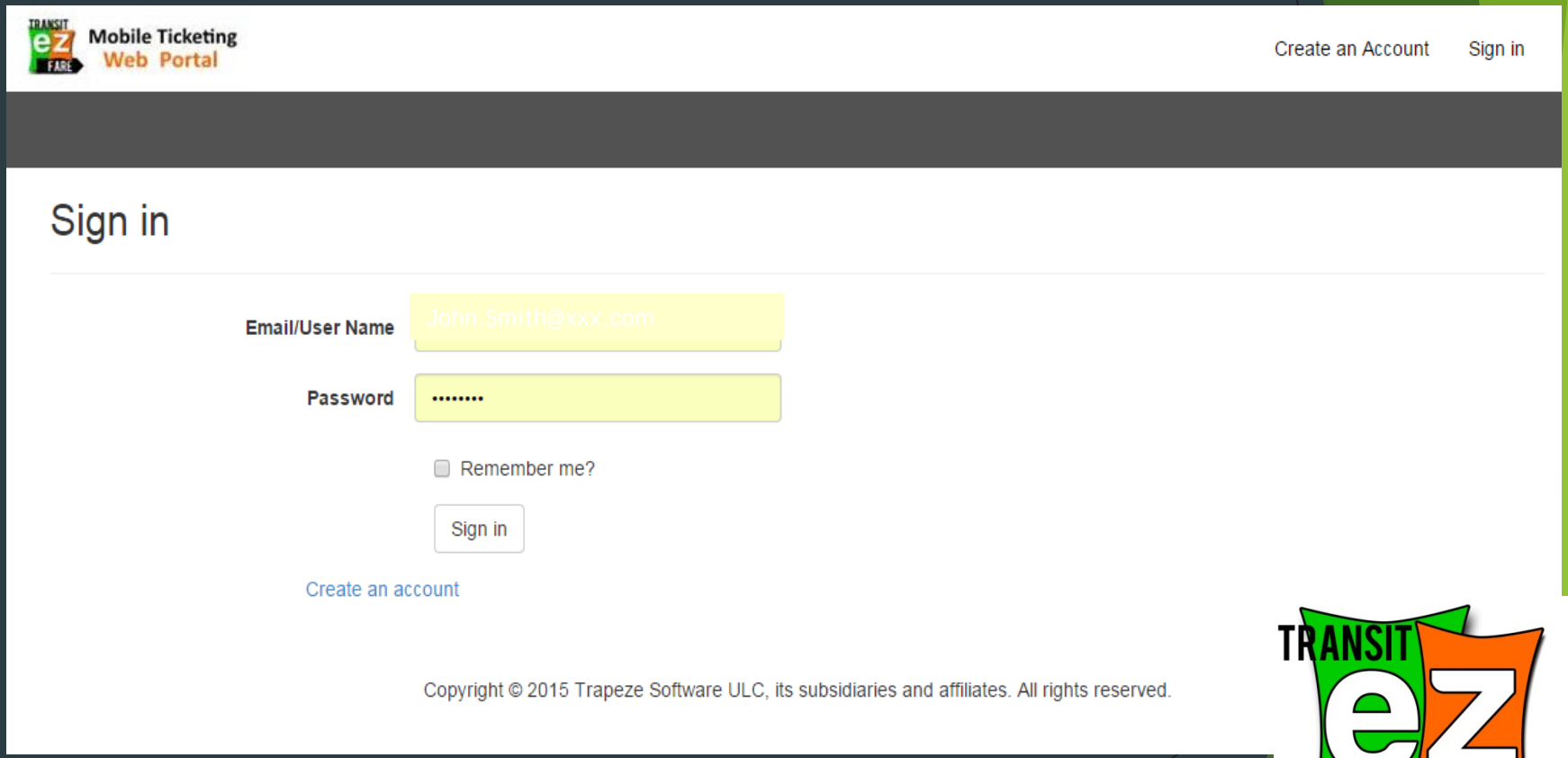
Sign In Screen



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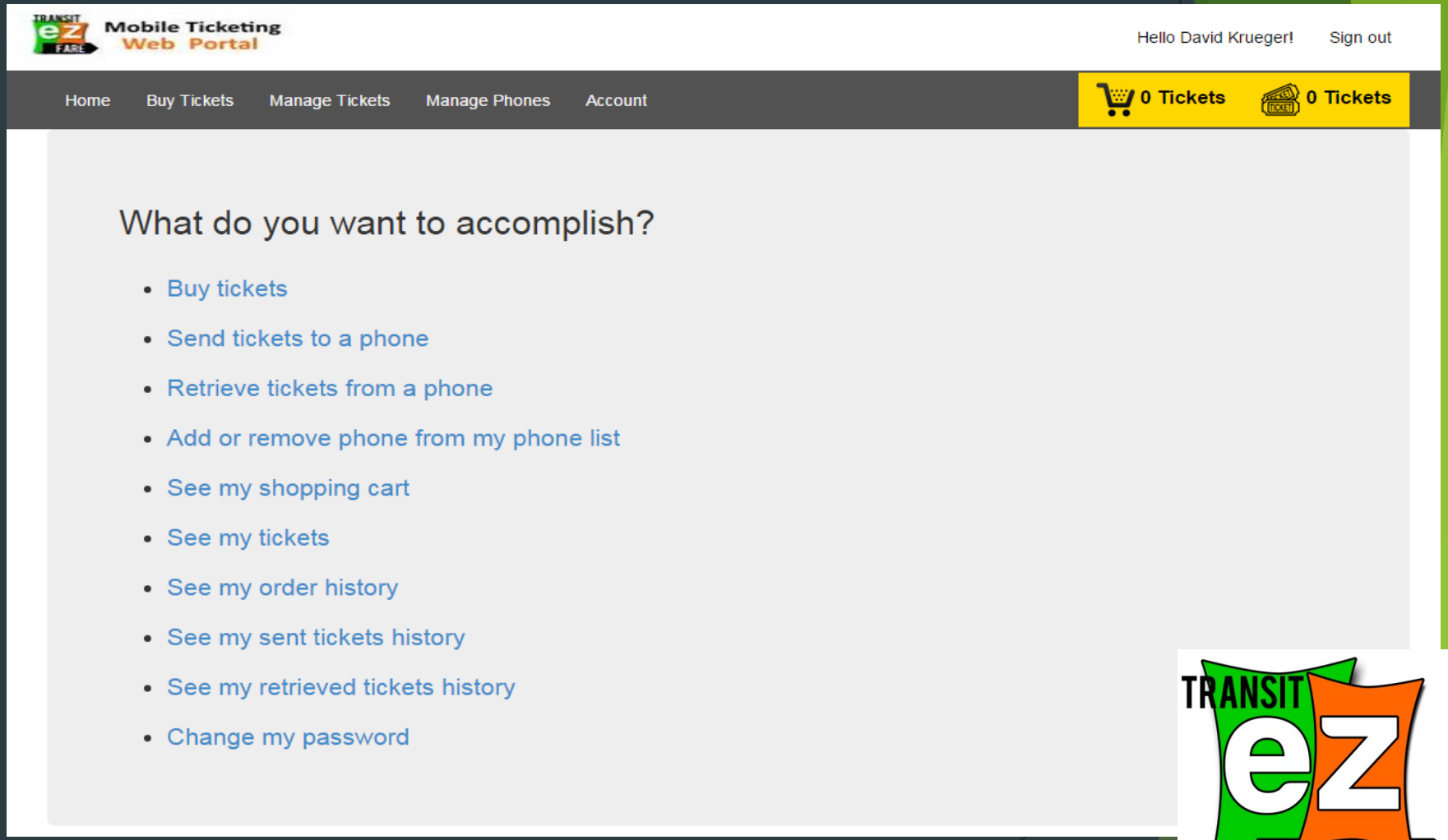
Home Screen - Customer



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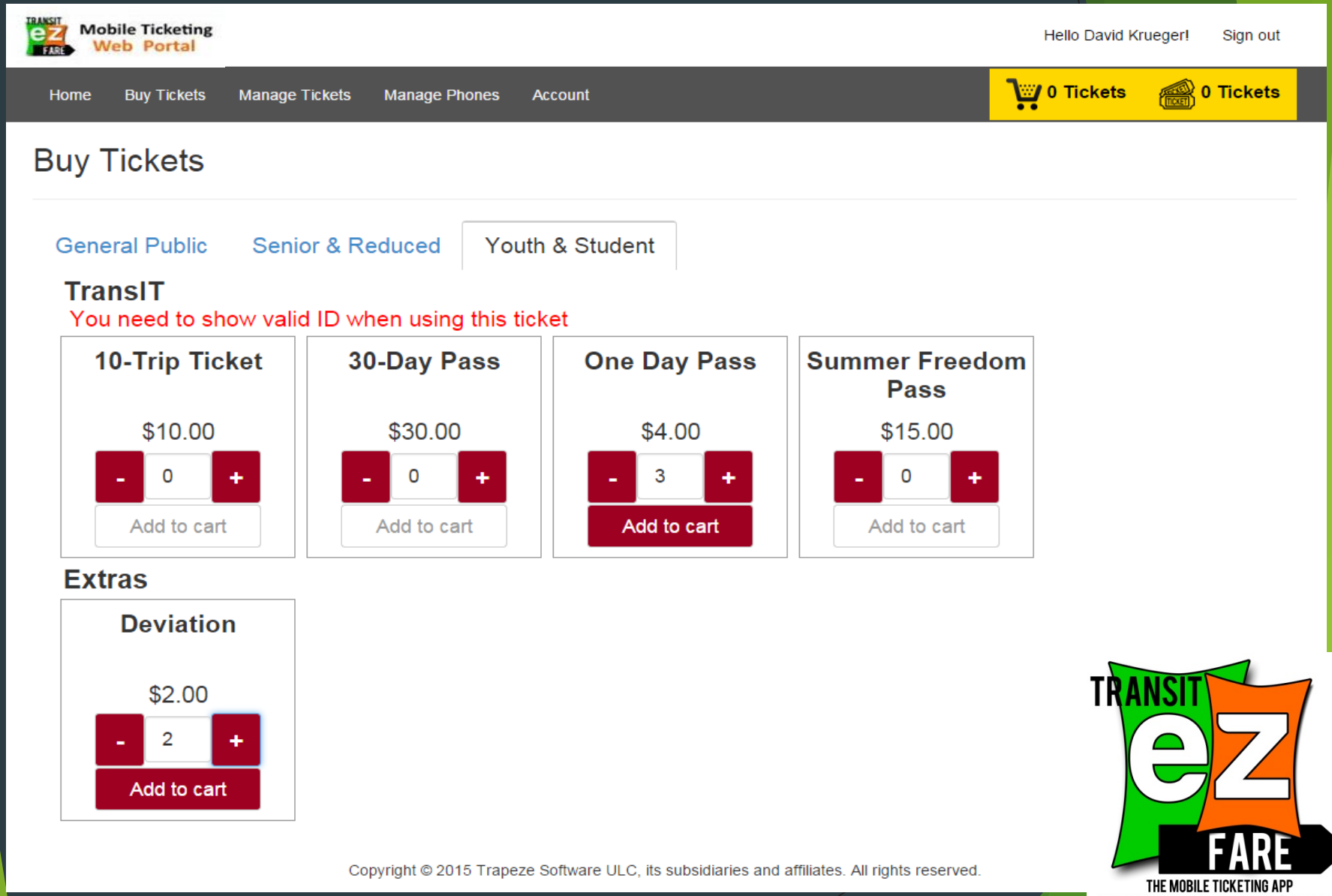
Purchase Tickets



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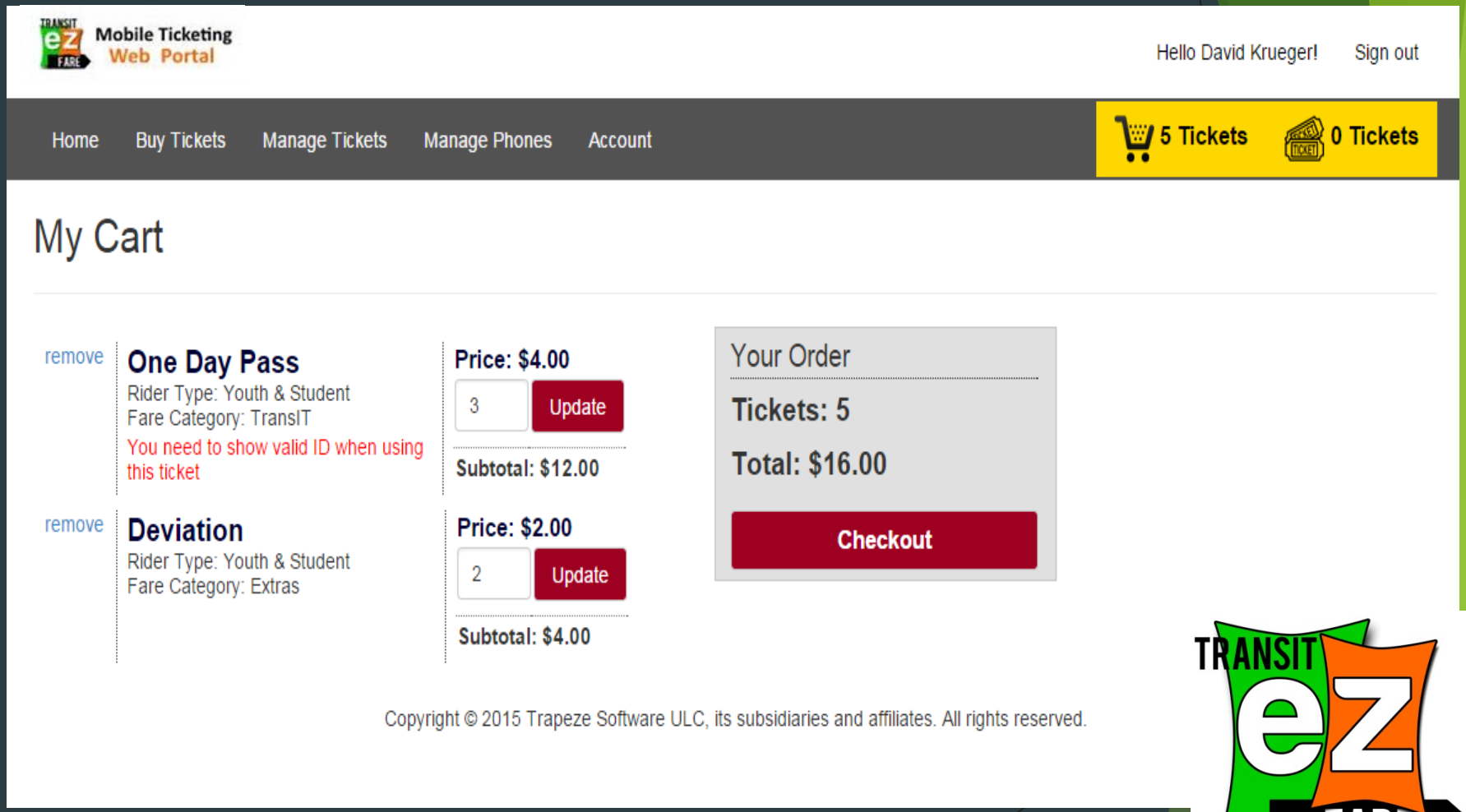
View My Cart



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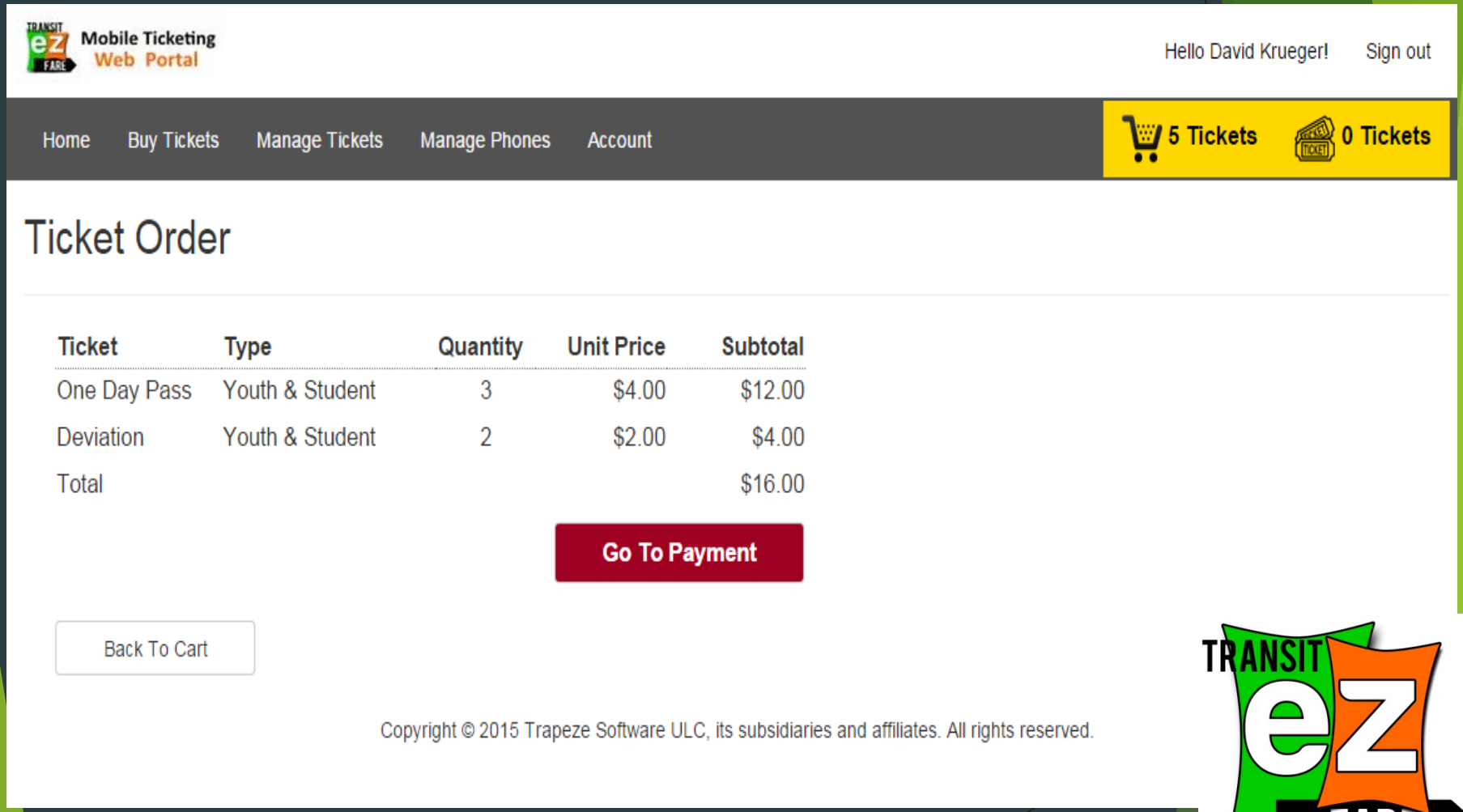
Checkout Confirmation



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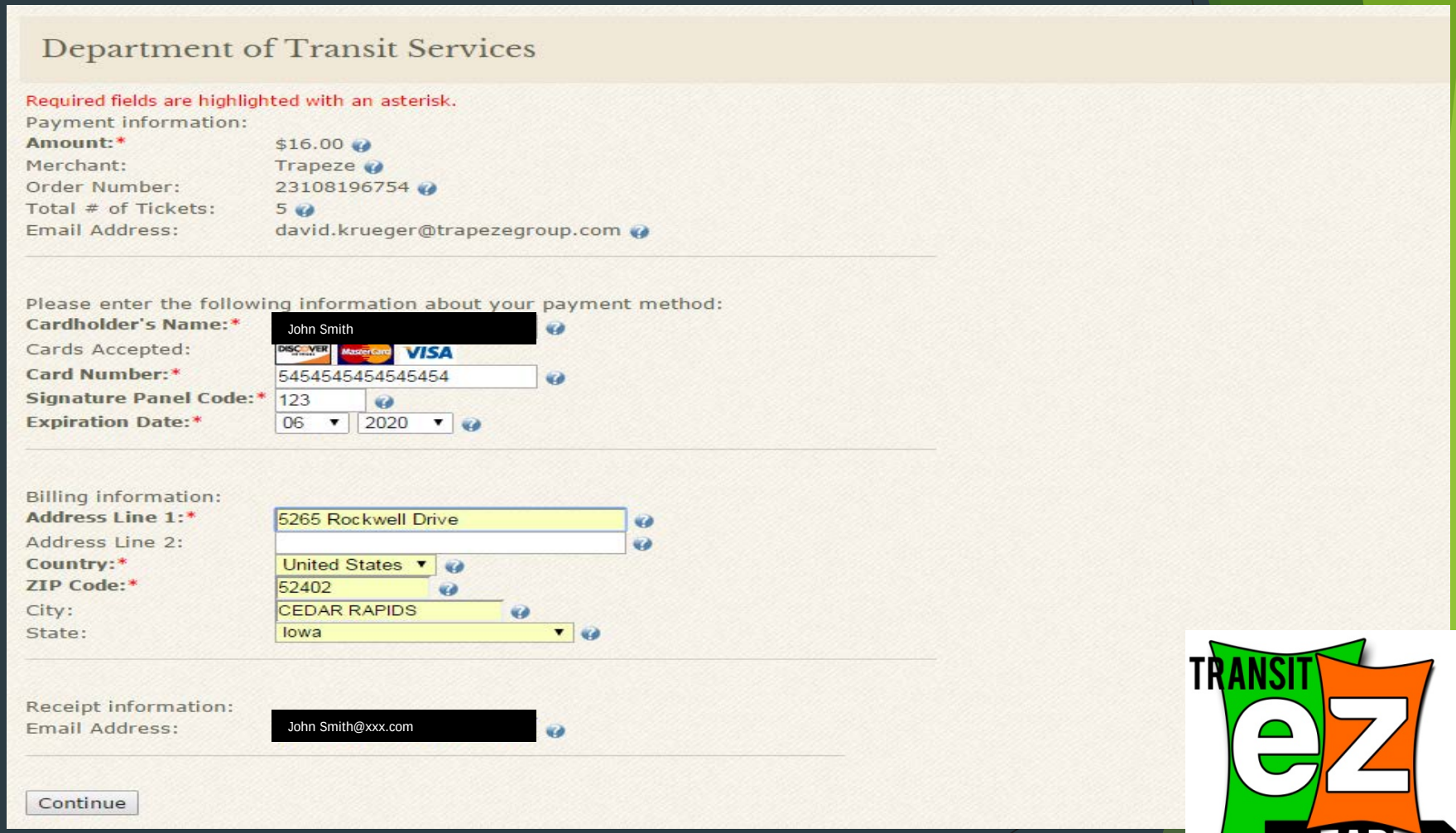
Payment Gateway



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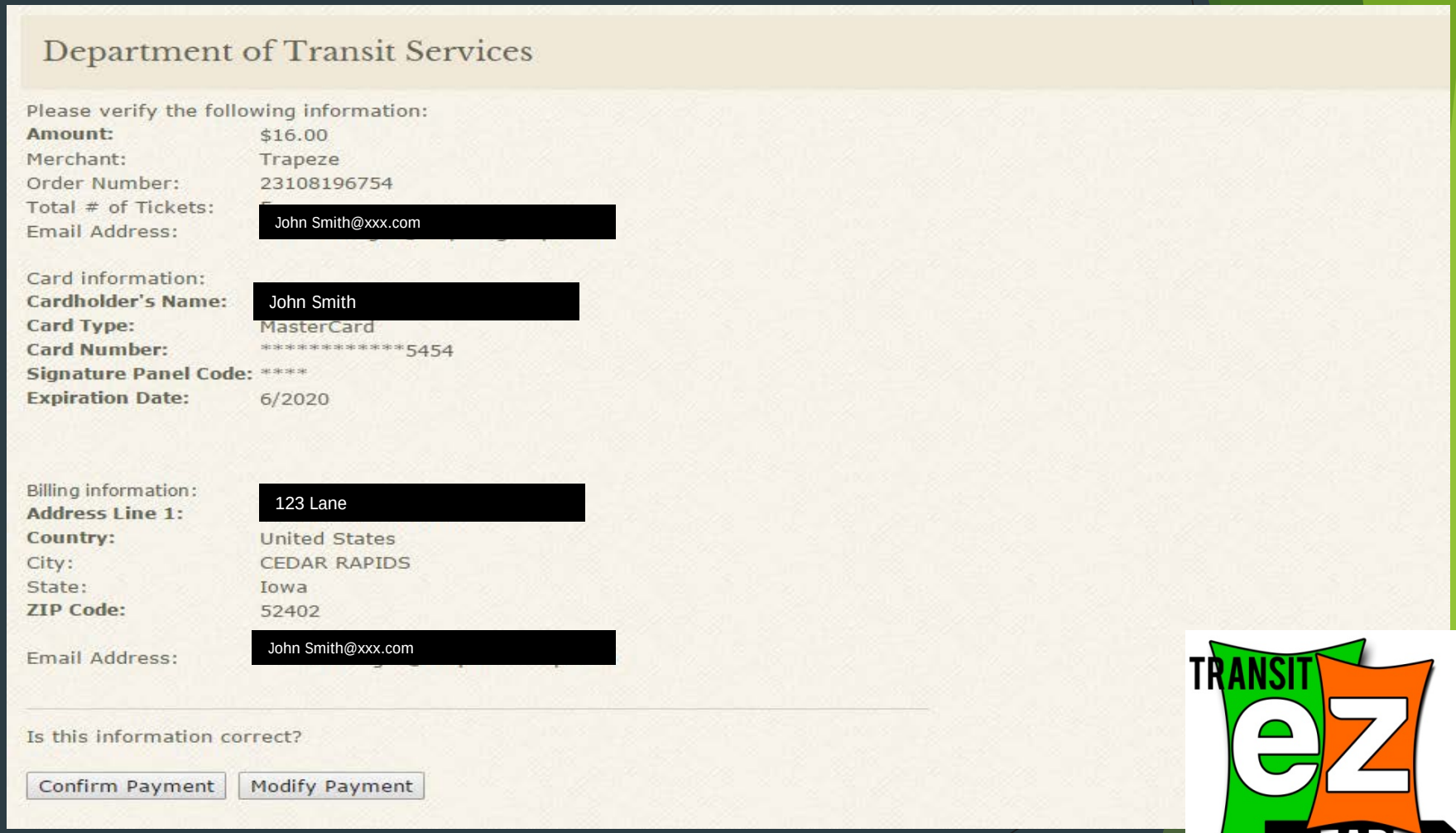
Payment Gateway (cont.)



Department of Transit Services

Please verify the following information:

Amount: $16.00
Merchant: Trapeze
Order Number: 23108196754
Total # of Tickets:
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?

Confirm Payment | Modify Payment

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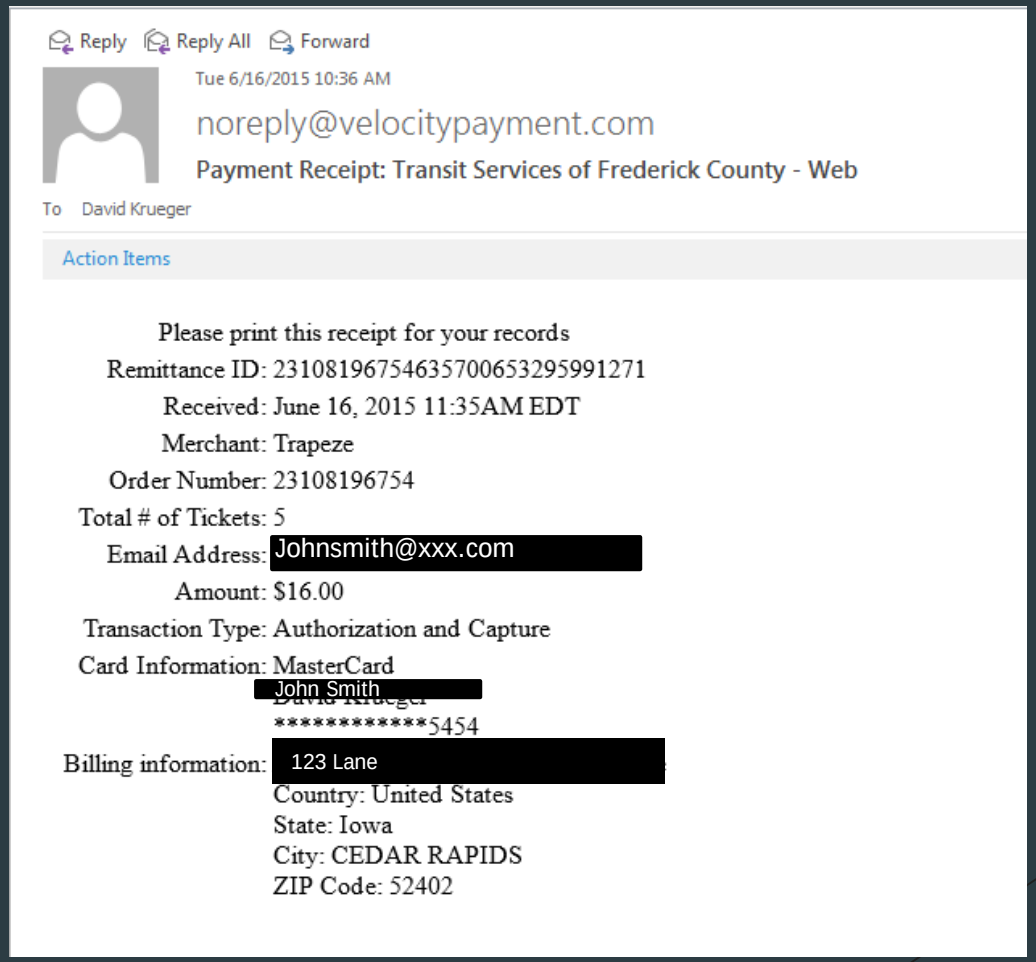
Email Receipt



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: 2310819675463570065329599127 1

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

**********5454

Billing information: 123 Lane

Country: United States

State: Iowa

City: CEDAR RAPIDS

ZIP Code: 52402

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THE MOBILE TICKETING APP

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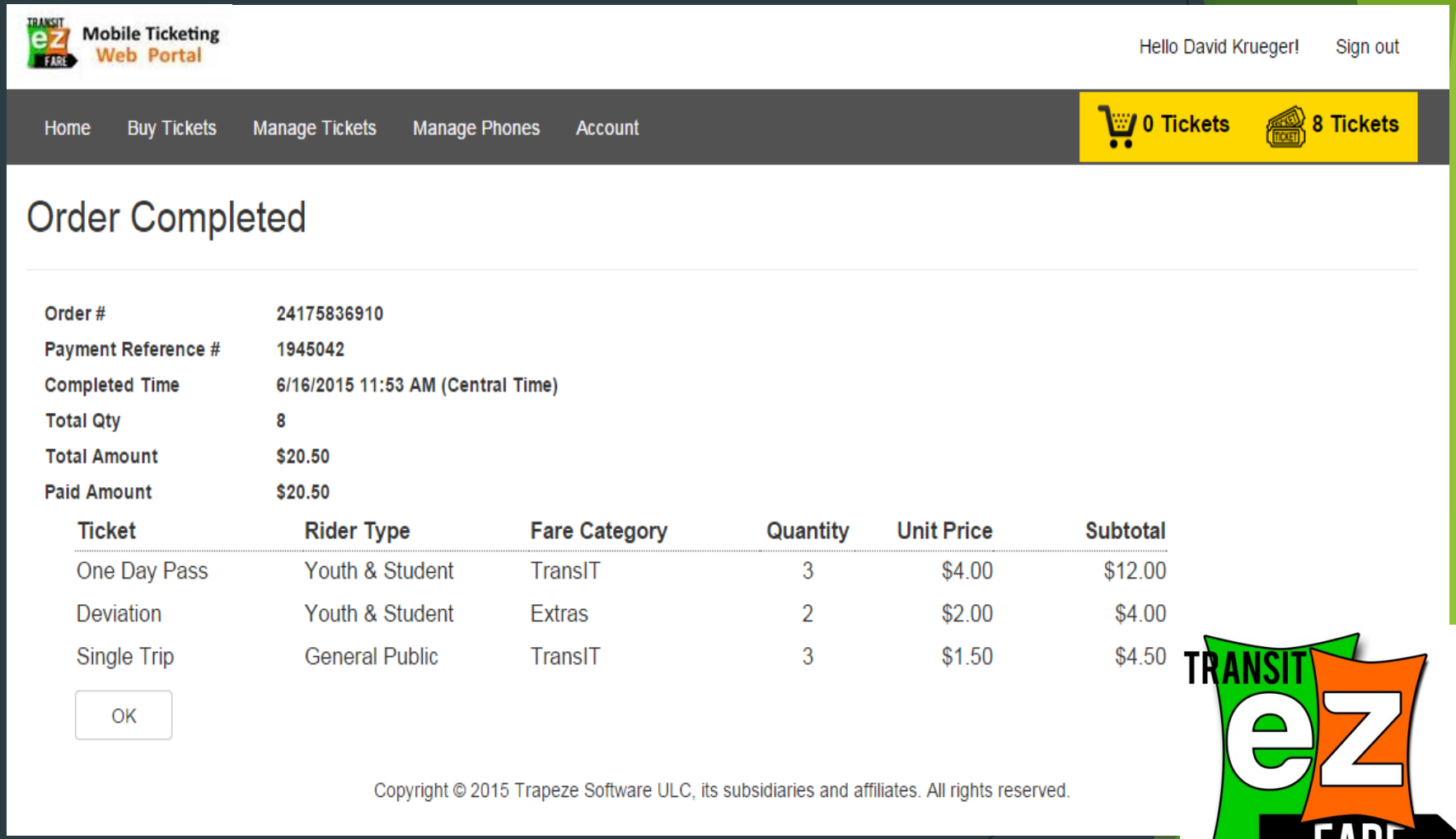
Order Completed



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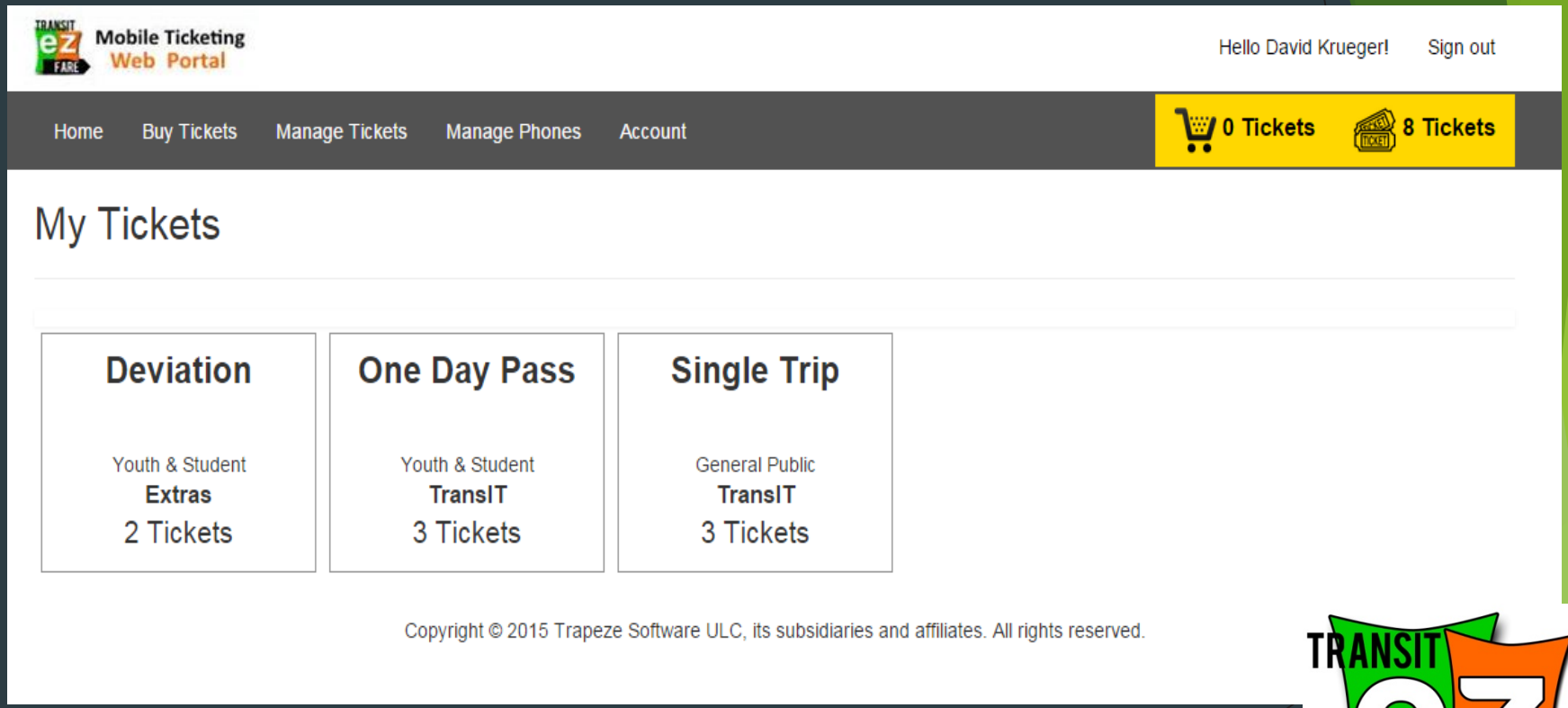
View My Tickets



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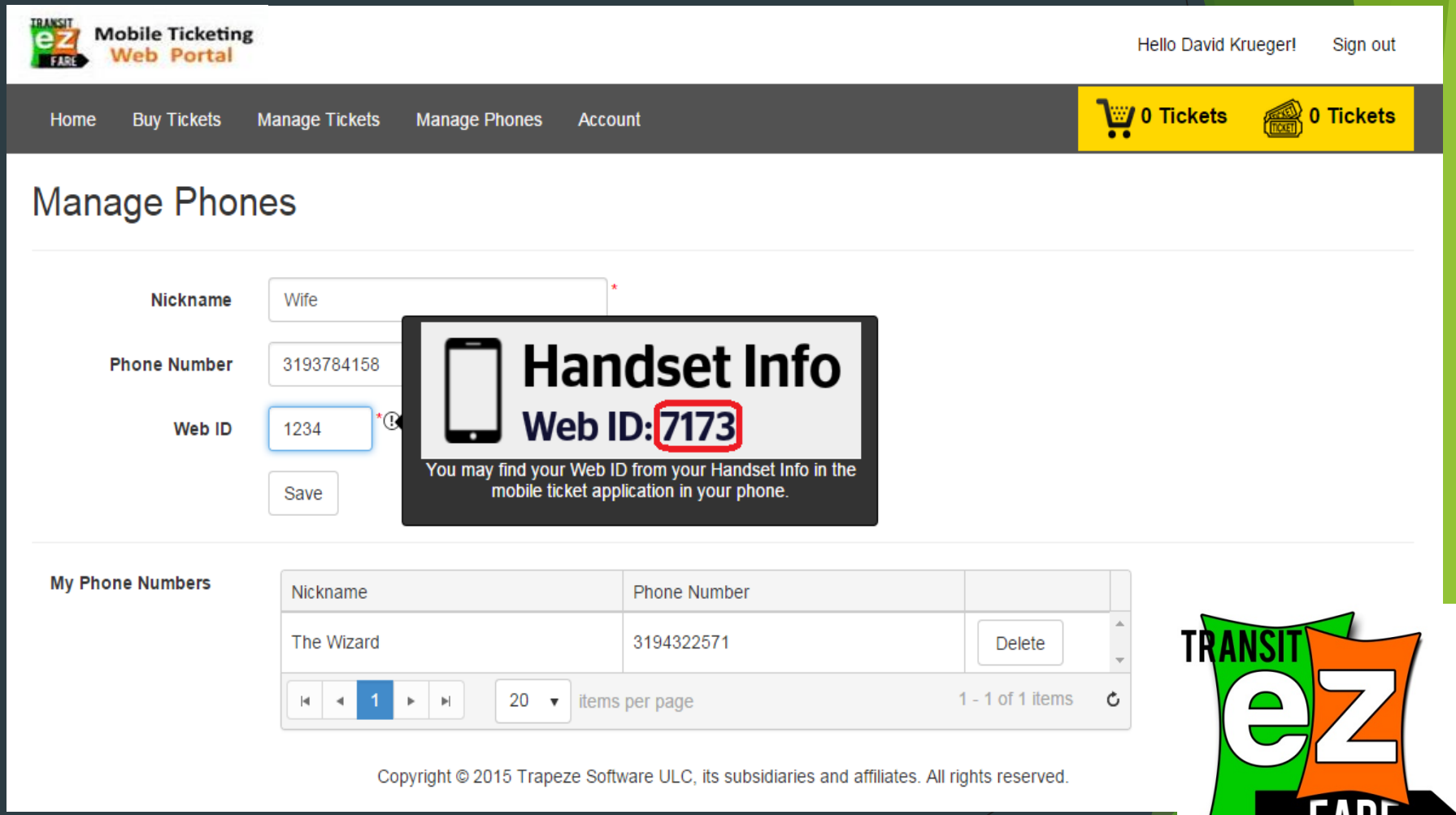
Manage Phones



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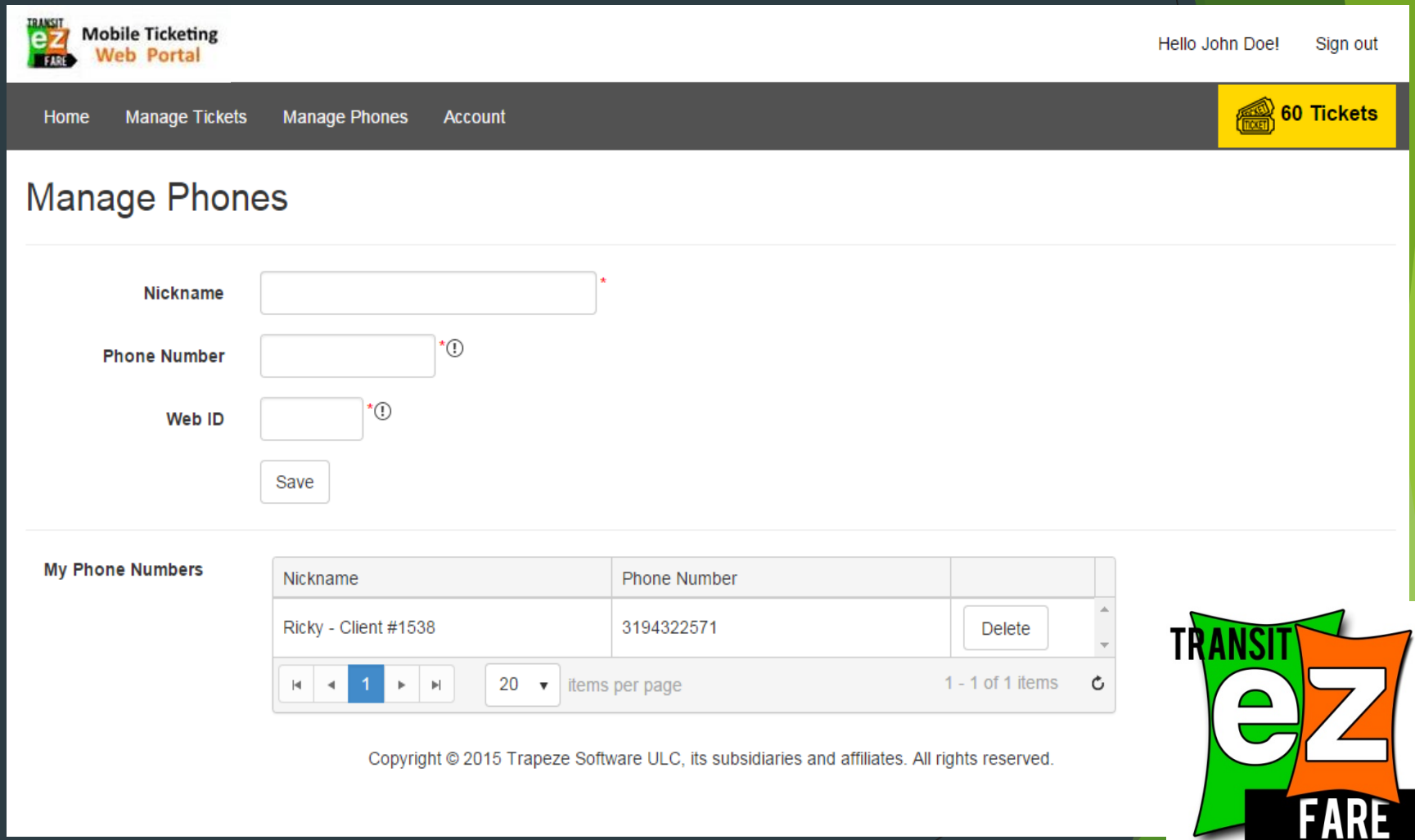
Manage Client Phone List



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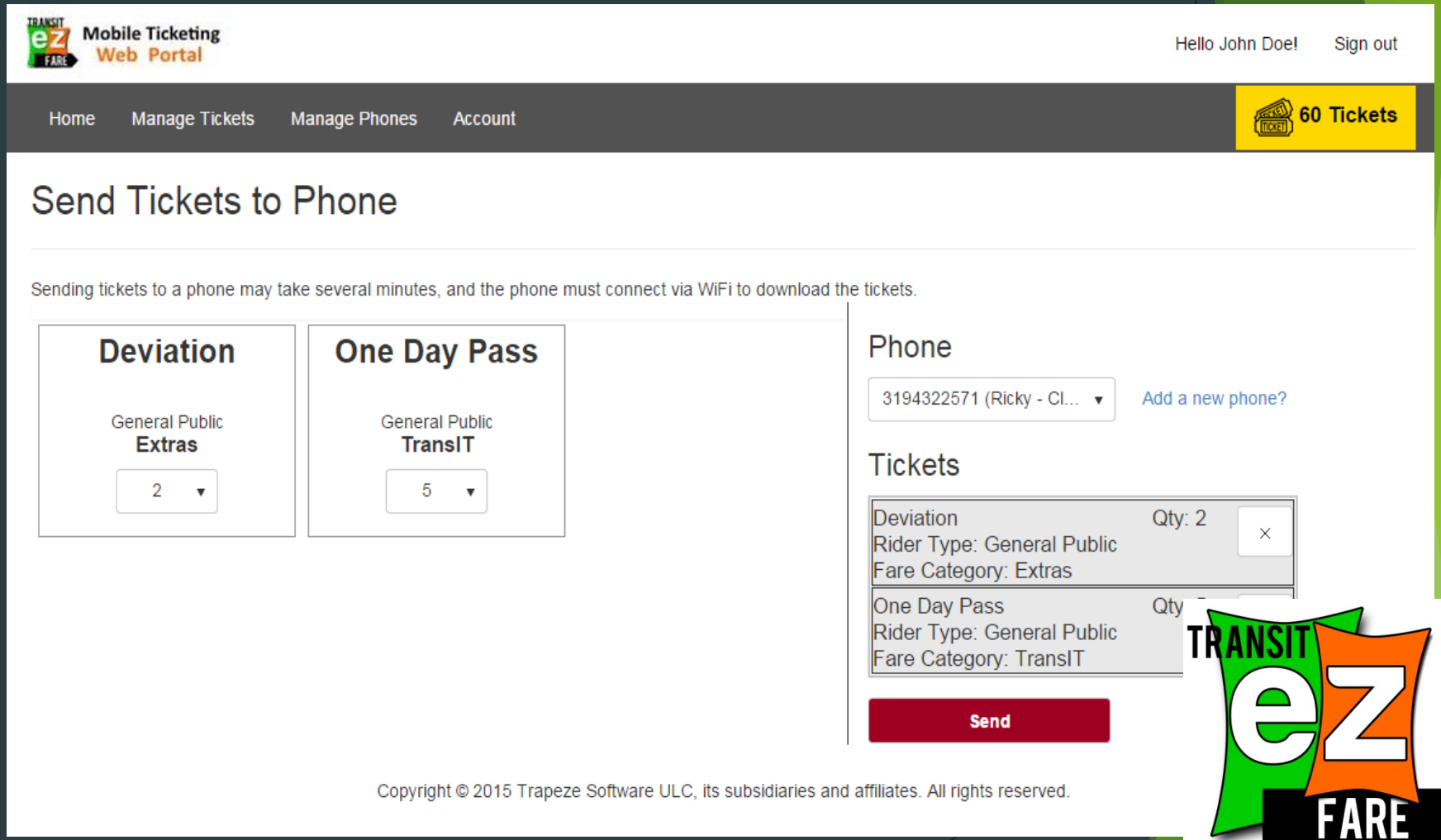
Send Tickets To Client



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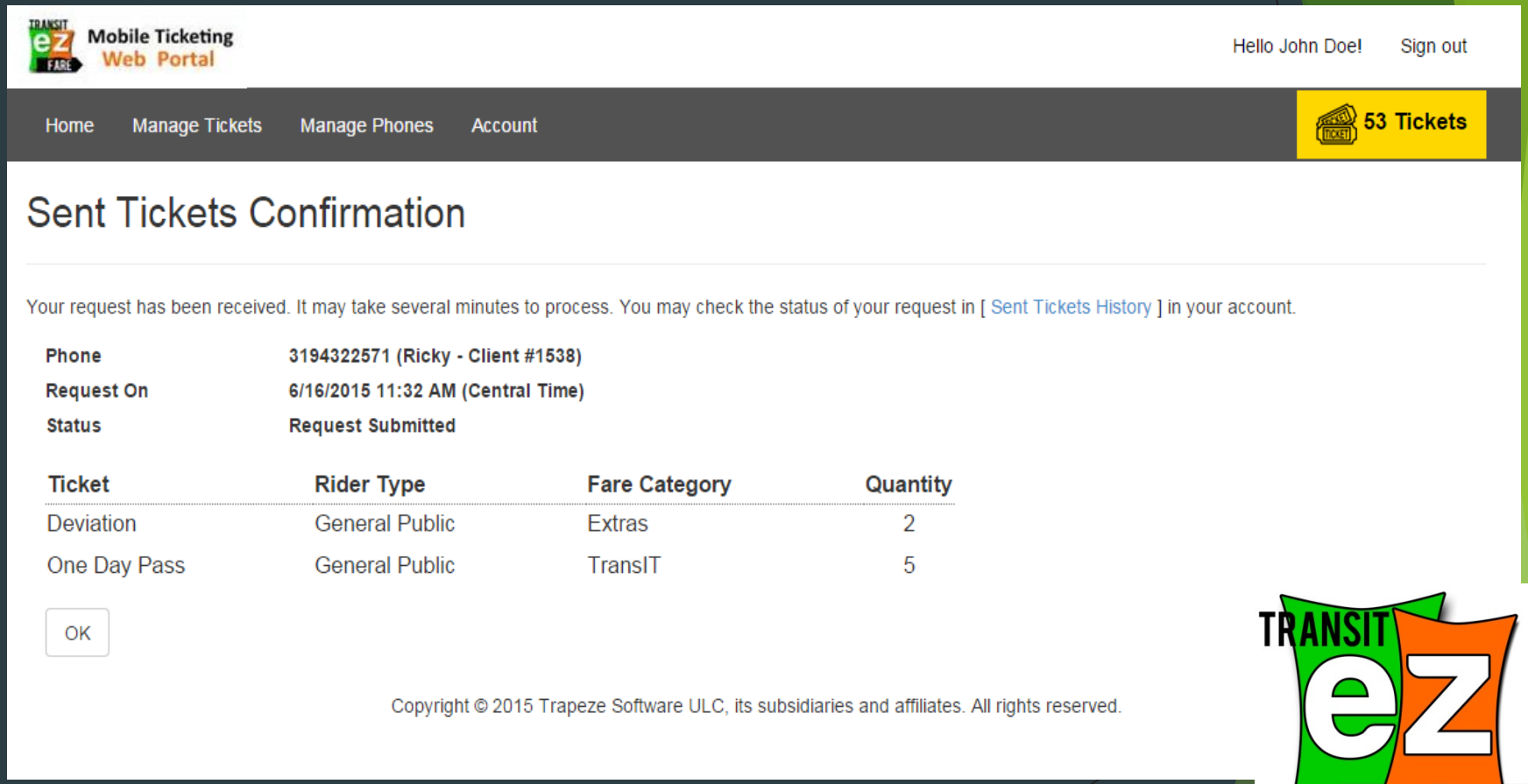
Sent Ticket Confirmation



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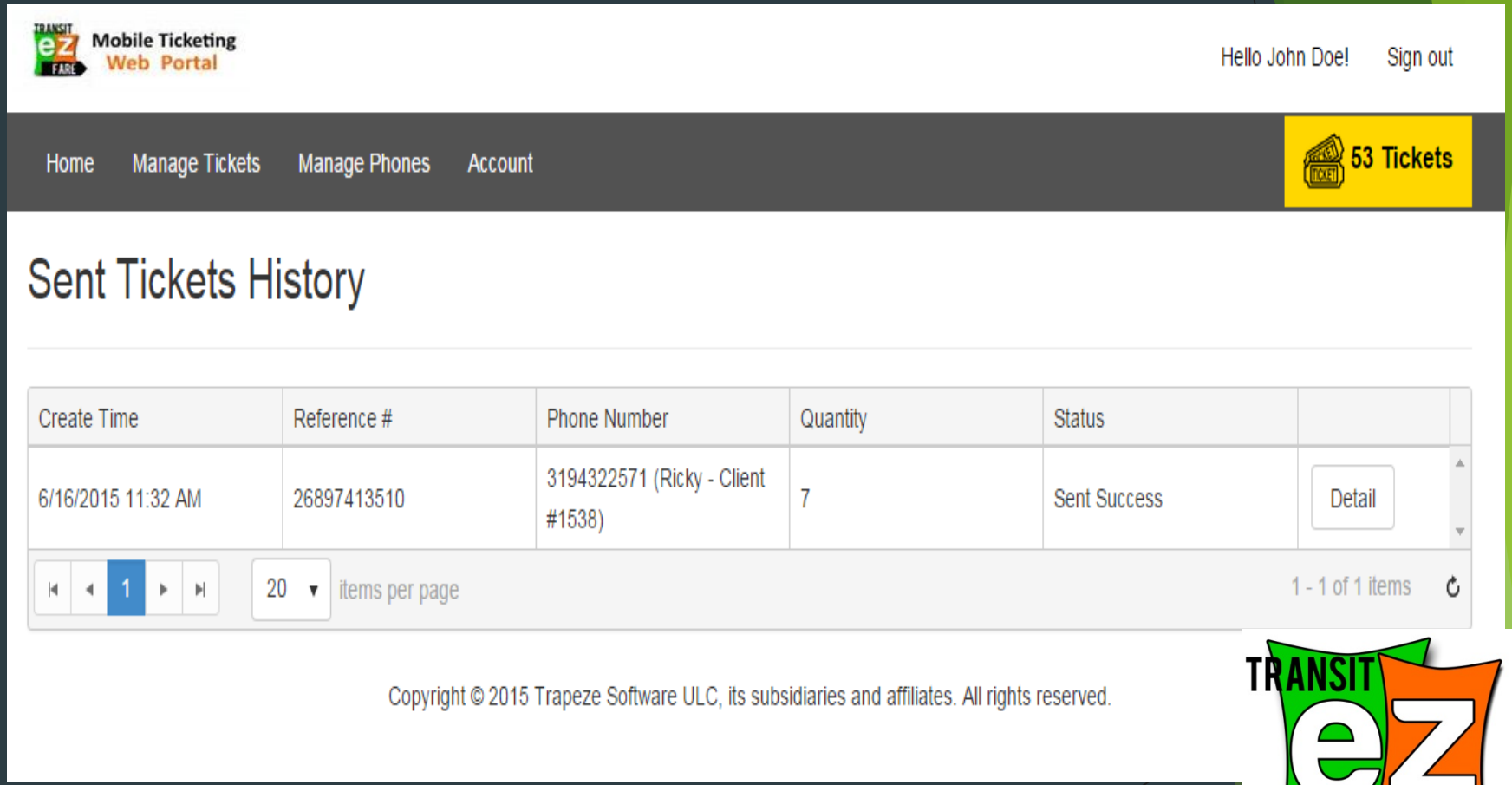

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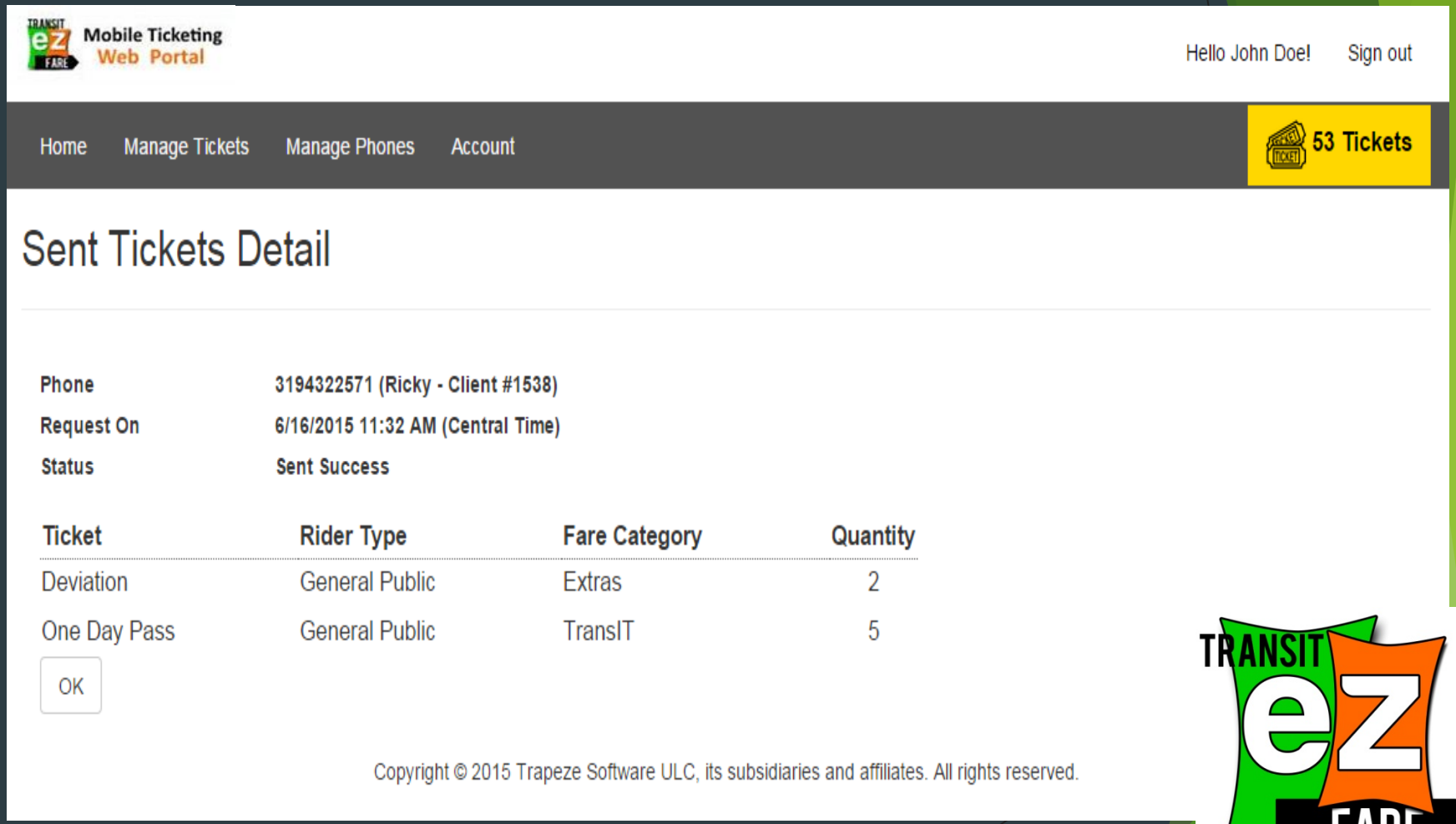

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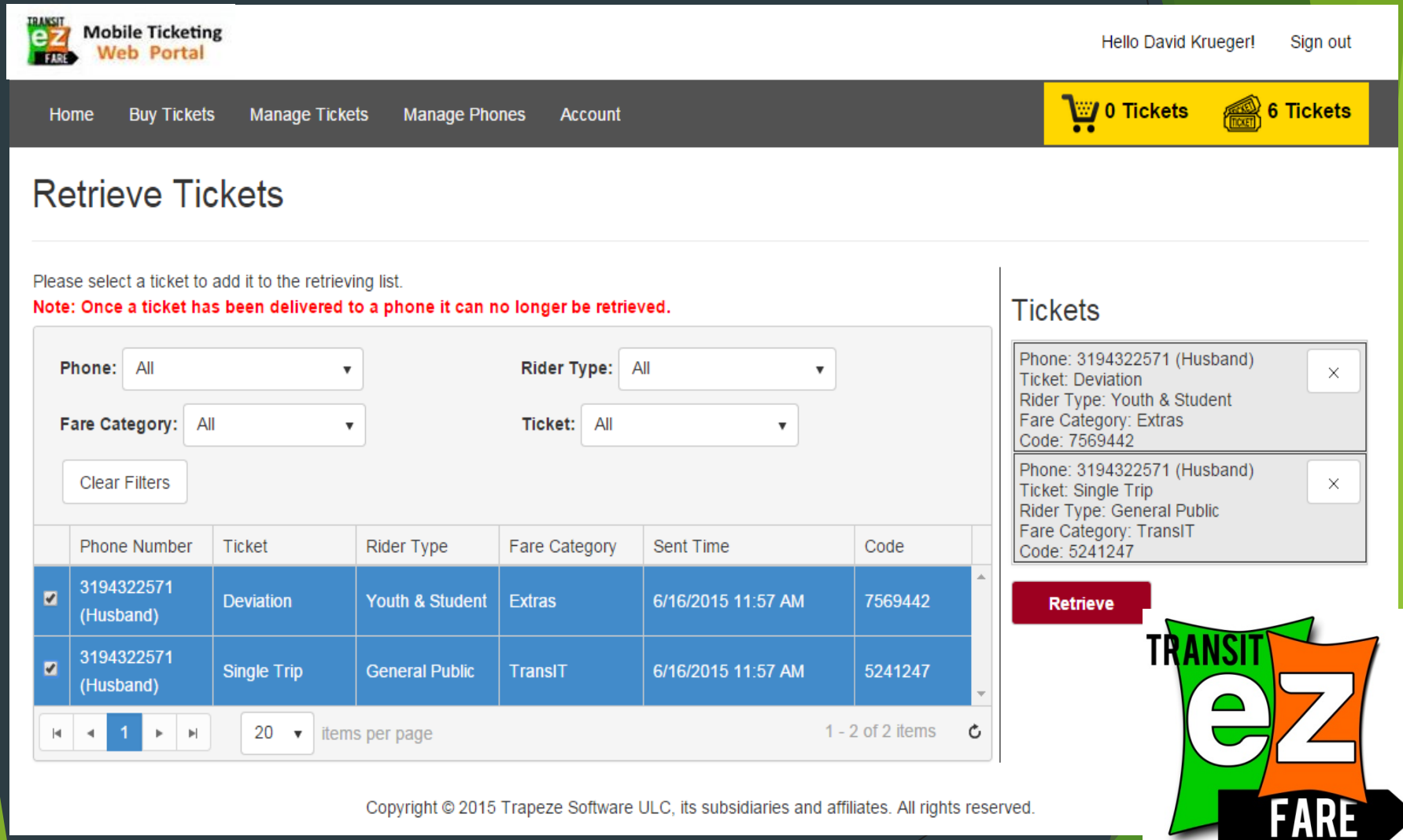
Retrieve Tickets



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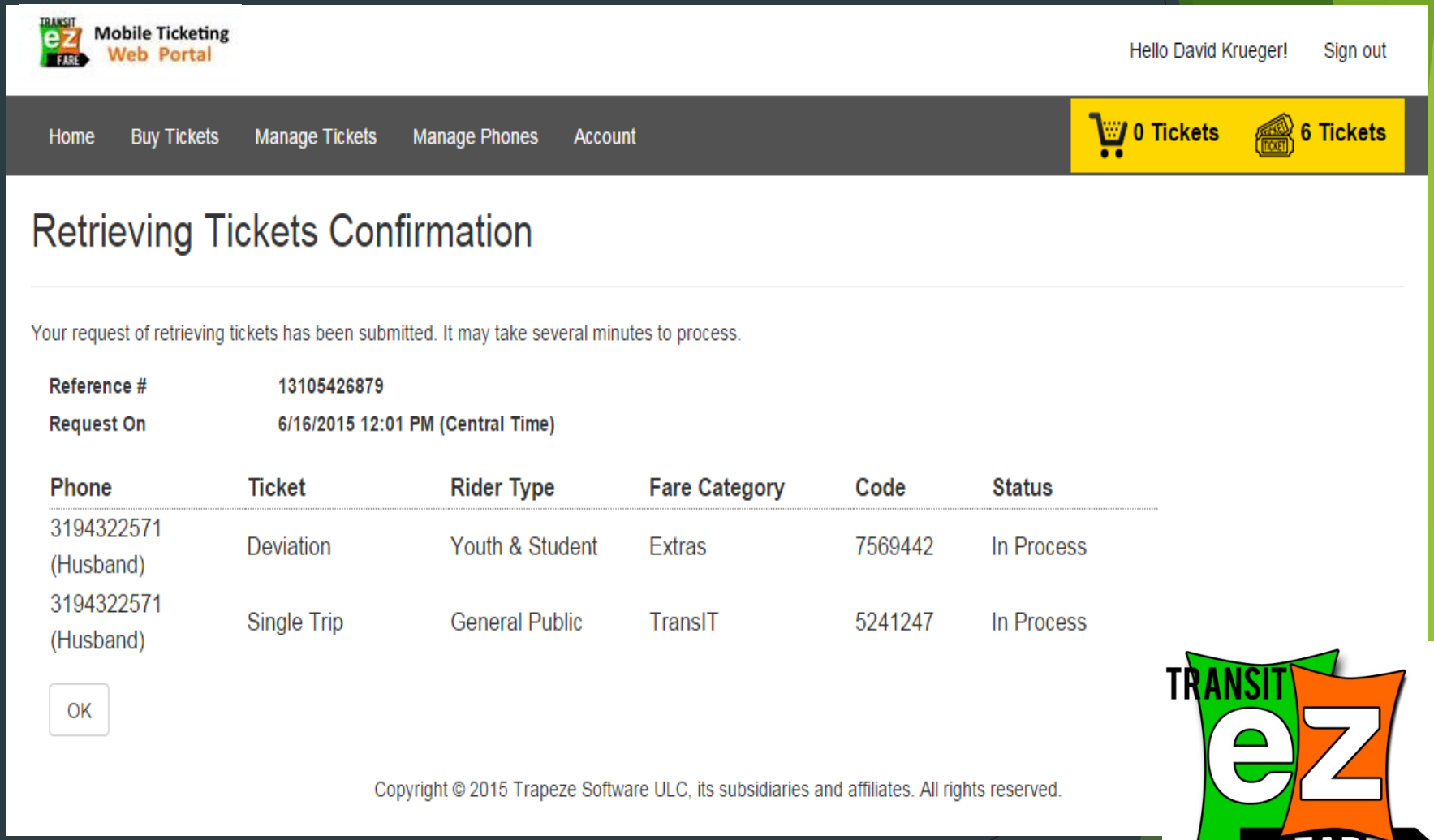
Ticket Retrieval Confirmation



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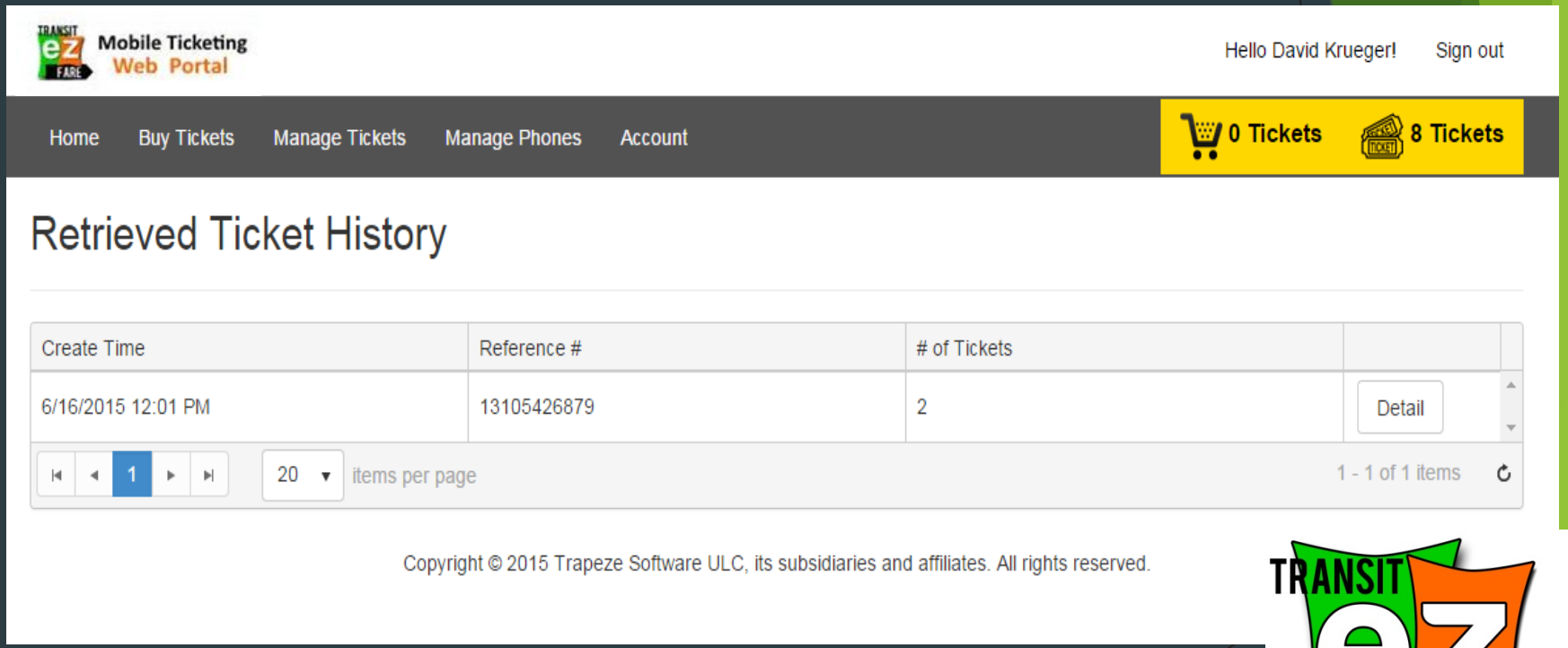

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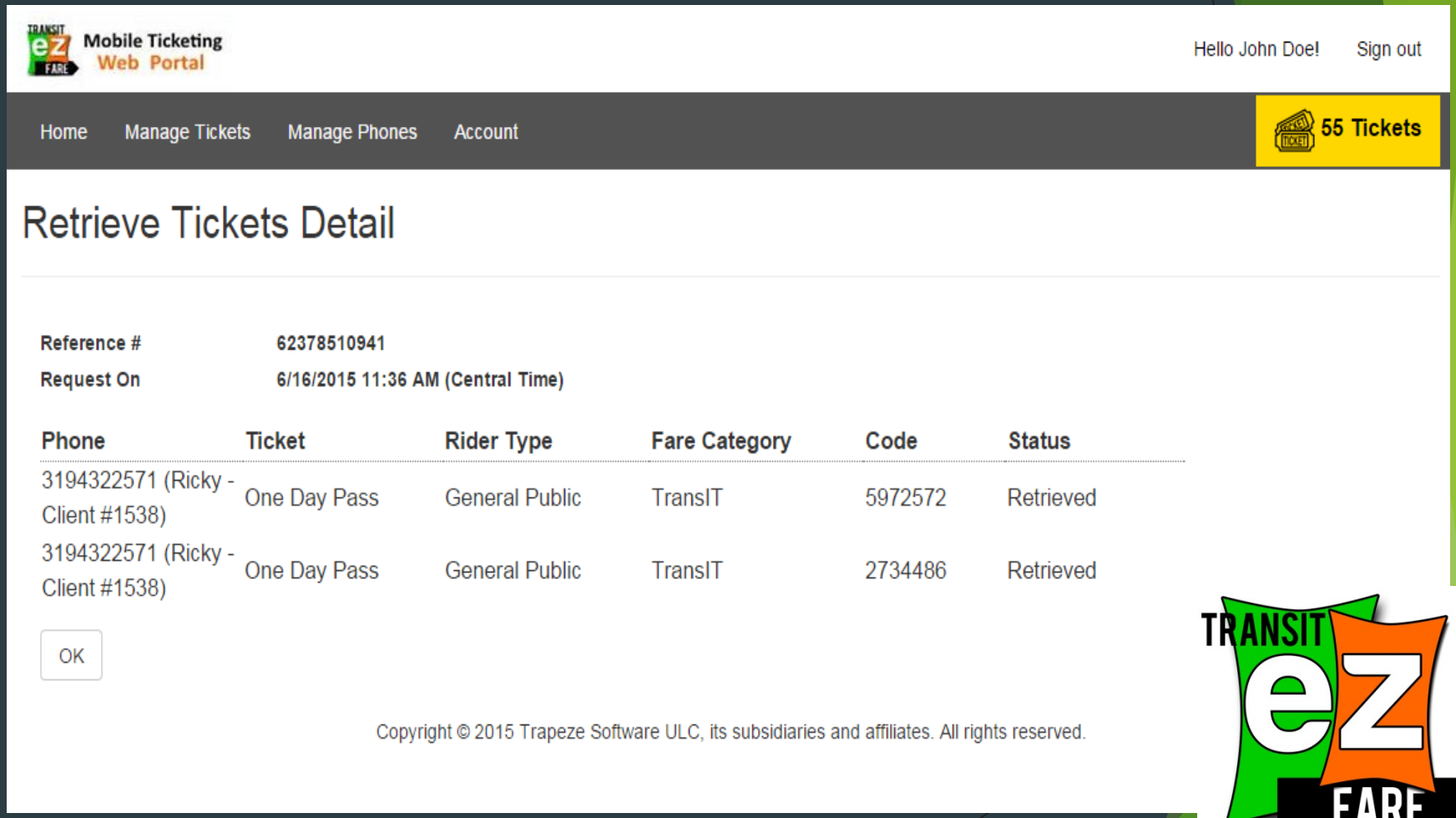

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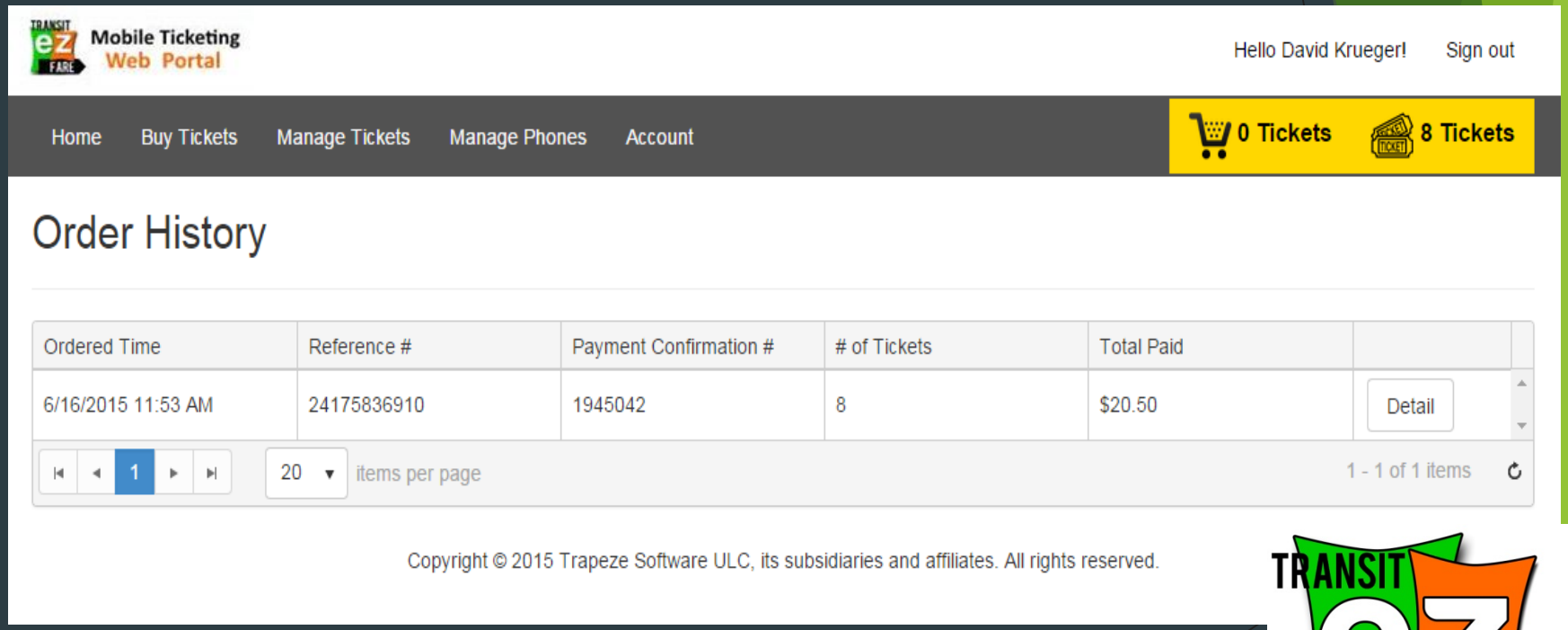
Order History



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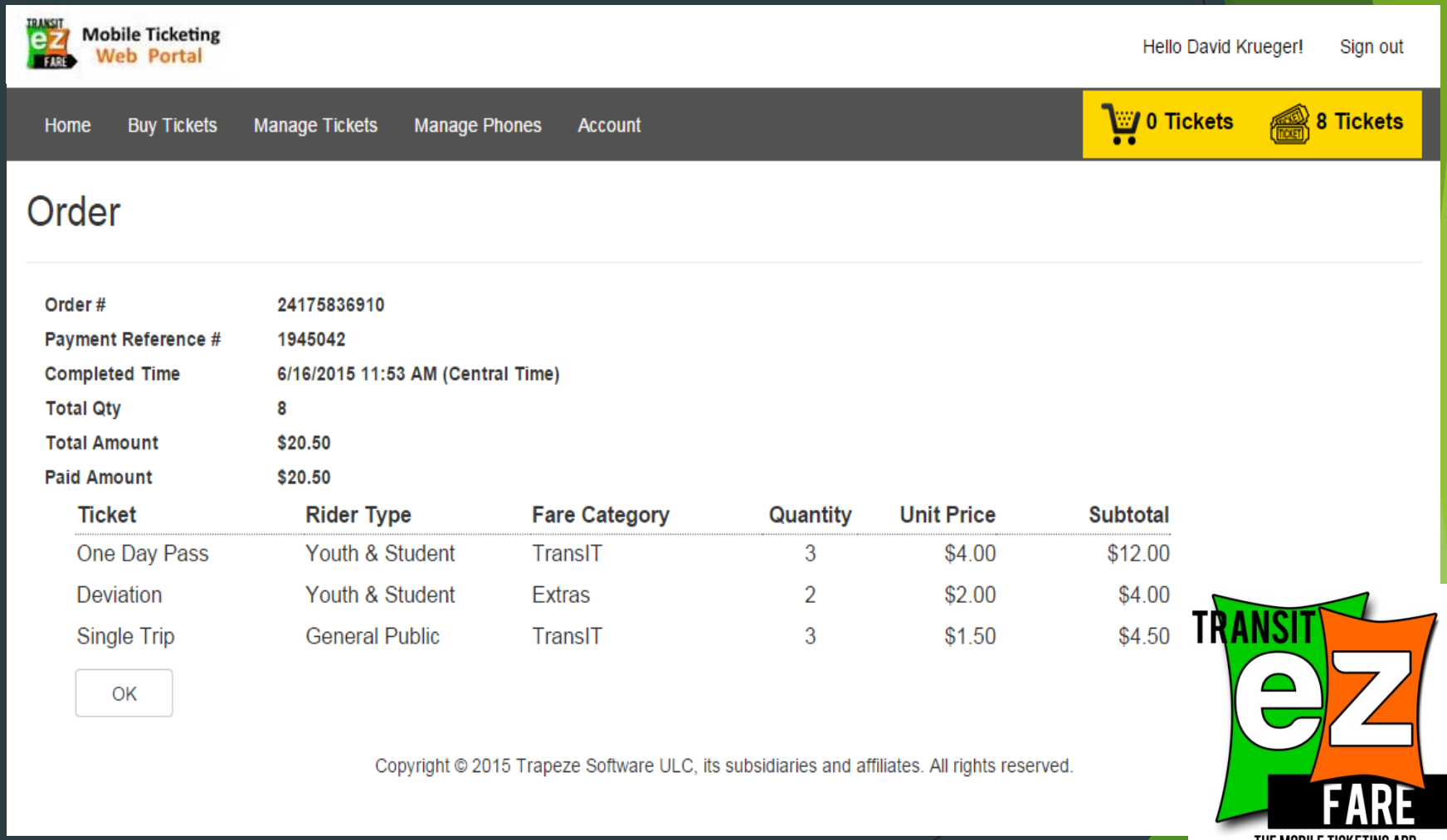
Order Details



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