



## Frequently Asked Questions

July 2021

### **General questions**

#### **What is Transit with EZfare?**

Transit with EZfare is a new way to pay for bus fare on your smartphone. It was developed by two national leaders in mobile payment and real-time bus technology. It's a state-of-the-art application that lets you purchase tickets and passes for Metro, Transit Authority of Northern Kentucky (TANK) and Butler County Regional Transit Authority (BCRTA) on your smartphone.

#### **What are the benefits of using Transit with EZfare?**

- Ability to plan trips, pay fare and track bus in real-time on one app
- Works with Metro, TANK and BCRTA for regional travel
- Buy tickets on your phone and store them for future use
- No need to use paper tickets, have exact change or find a ticket machine
- Free to download – no service fee
- Pay for yourself or a group

#### **What does it cost to use Transit with EZfare?**

The app is free to download and use. The only cost is what you pay for your tickets or passes. No service or handling fee is added to the cost of the tickets or passes.

#### **I already have an app called Transit on my phone. Is this the same one?**

Yes. You can go into the Transit app and set up your account so you can purchase bus fare using the new EZfare feature of the app.

#### **Do you need a smartphone to use Transit with EZfare?**

Yes, you must have a device that can access the internet to complete the purchase of tickets.

#### **How does Transit with EZfare work?**

Just open the app and follow these simple steps:

1. Open the app and tap the “buy ticket” button at the bottom of the screen. Make sure you have location services turned on, or that you navigate to the Greater Cincinnati Area in the app to activate the “buy ticket” feature.
2. Choose type and quantity of tickets you want: you may buy multiple tickets for later use. All 1-ride tickets for Rt. 85 are sold in four-packs to avoid processing fees.
3. Starting July 6, 2021, you may also deposit money into a Stored Value Account that you may use to purchase tickets.

4. Check out using Visa, MasterCard, Discover or American Express or use funds from your Stored Value Account. There must be enough money in your Stored Value Account balance to cover the cost of the ticket purchased; you cannot split payments between your Stored Value Account and a credit card.
5. When boarding, show your activated ticket to the bus operator. For verification purposes, the operator may ask you to tap the active ticket to display the dynamic QR barcode that shows it is a valid ticket.

Here are some things to keep in mind when using Transit with EZfare:

- Create an account before purchasing tickets. Tickets cannot be purchased without an account.
- If you use your Stored Value Account to purchase tickets, make sure you have enough money to cover the cost of the ticket purchase.
- Watch your battery level. Just like with paper tickets, you're responsible for making sure you have a valid fare at all times. Remember to keep your phone charged!
- Activate your ticket before boarding.
- All sales are final with no refunds given.

### **Can I use the Transit with EZfare app with my UC\*Metro EZRide card?**

No. Discount programs such as those Metro has with UC, Cincinnati State and others are not supported by the app at this time. Metro may offer this feature at a later date.

### **Getting the app**

#### **How do I download the app to get started?**

Go to either the App Store (for iPhones) or Google Play (for Android devices) and search for "Transit App." Follow the instructions for your phone.

#### **Which phones and operating systems are supported?**

You can download the Transit with EZfare app on iPhones running an operating system of iOS 1.0 and above and Android phones running an operating system of 5.0 and above.

#### **Can I use the app on my tablet device?**

While Transit can be accessed and used on tablets that allow the download of regular apps from the AppStore or Google Play Store, Transit is not optimized for tablet devices. Transit therefore cannot provide support in case issues arise with someone using the app on a tablet.

#### **I am an international student studying in Cincinnati. Can I use the app with an international telephone number?**

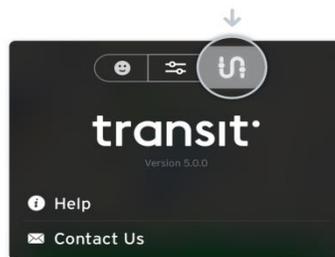
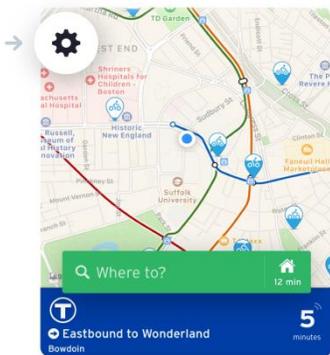
Yes. The Transit app with EZfare can be used on any smart phone regardless of the number.

## When I open the app for the first time, it recommends that I turn on location services - why?

We recommend that you grant permission for this access. There are several reasons the app uses this information to make your user experience more satisfying:

- Allow Transit to access your location so it can provide nearby transportation options and trip plan results without you having to search for your location.
- Allow Transit to access your location while using the GO feature in the app, which helps to provide more accurate real-time vehicle locations.
- Allow Transit to access your location when reporting a bug or sending feedback about the app to help Transit's team in addressing the issue.

## What if the app is unresponsive?



DON'T uninstall the app! Try logging out and logging back in, and then try powering your phone off and then back on. If you continue to experience technical difficulties, tap the wheel icon on the top left hand corner of your app, followed by the Transit logo on the top right hand side. From here, you can contact Transit.

## If my employer subsidizes part of my transit cost, can I still use the app?

You may be able to receive reimbursement by providing your employer with a receipt of your ticket purchase, but you should check with your employer first. A receipt is sent to your email address after each ticket purchase in the app. Additionally, if you have a transit benefit card with the Visa/MasterCard logo, you can use it to purchase tickets with the app.

Please check with your employer for details on what options are available for you. Employer-provided annual passes for Rt. 85 are not supported by the app at this time.

## What if I get a new phone? Can I transfer my tickets?

Yes. When you activate your new phone, re-download Transit and log into your account. Your tickets should appear.

## What if my phone is lost or stolen?

Contact the Metro Customer Care Center at 513-632-7575 or [customerservice@go-metro.com](mailto:customerservice@go-metro.com) immediately to freeze any unused tickets. Download the app on your new phone, then contact Customer Care for assistance in accessing unused tickets.

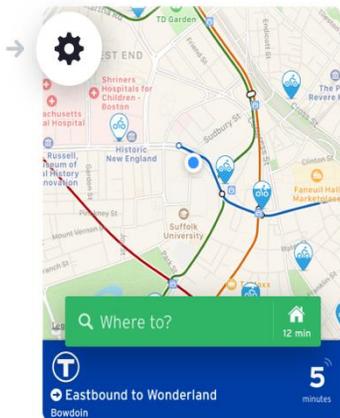
## What if my battery dies?

You are responsible for showing proof of valid fare to Metro, TANK and BCRTA operators or other authorized personnel. If you are unable to display the ticket on your mobile device, it is not valid. We recommend carrying a travel battery pack to avoid this.

## Your account

### How do I set up my account?

- While making a purchase in the app for the first time, you will be prompted to create an account after accepting the regulations for your fare. Transit will ask for your email and name, prompt you to create a password, and to add a payment method.
- You need to create an account to purchase tickets. Having a Transit account will ensure that your tickets will not be lost if your phone is lost or stolen. A Transit account also saves your app settings (such as home and work locations, or your favorite transit lines).



For additional assistance in creating an account, visit Transit's Help Center. Or, tap the wheel icon on the top left hand corner of your app on the homescreen, followed by the Transit logo on the top right hand side. Tap Help to access the Help Center.



## What is the difference between creating an account and signing in?

You should use "Create an account" if you don't have an existing account or want to create a new one. Use "Sign in" if you want to use an existing account.

## Payment

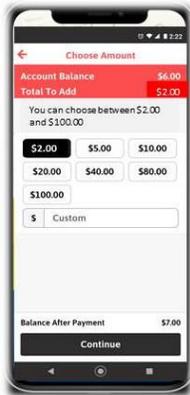
### Do I need a credit or debit card to use the app?

No, you do not have to have a valid credit or debit card to purchase tickets or passes using Transit with EZfare.

Starting July 6, 2021, a new feature will allow customers who do not have a credit card to go to Metro's sales office at 120 East Fourth Street downtown or TANK's office at 3375 Madison Pike, Ft. Wright, KY and use cash to add bus fare to their Transit with EZfare Stored Value Account.

## How do I add money to a Stored Value Account?

If you already have a credit card set up in your account, follow these steps:



1. Tap **Add Funds**
2. Select or enter amount – you can add any amount between \$2 and \$100
3. Tap **Continue**
4. Select existing payment method or add a new one
5. Verify funds were added

If you do not have a credit card and/or wish to use cash, go to the Metro sales office at 120 East Fourth Street downtown or TANK's office at 3375 Madison Pike, Ft. Wright, KY and ask for assistance. Cash customers may only add \$10, \$20 or \$30 to their stored value account.

## How much can I add to a Stored Value Account?

If you are using your credit or debit card, you may add any amount between \$2 and \$100. If you are using cash, you may add \$10, \$20 or \$30, the same values as are available with Metro's paper stored-value cards.

## Which credit cards do you accept?

We accept Visa, Mastercard, Discover and American Express.

## Do you accept reloadable debit cards?

Yes, but you may need to verify the billing zip code with the financial institution that issued the reloadable debit card.

## How do I add my debit/credit card to my account?

When you first create an account, you will need to add a payment method. While making future purchases, you will be able to modify your card information before confirming your purchase.

## Can I store more than one card?

Not at this time. However, you can always update your payment method while purchasing a ticket. Before confirming a purchase, tap on "Payment method" to change cards.

## Where is my personal information and credit card information stored?

All personal and credit card information is stored as tokenized data on a securely encrypted Payment Card Industry Data Security Standard (PCI DSS)-compliant server. No account information is stored within the application.

## How quickly is the payment processed?

Once the payment is authorized, the payment is processed immediately. A receipt is sent automatically to the email address linked to your account.

### **What if my credit/debit card is declined?**

First, confirm you have the correct bank card details registered in the app exactly as they appear on your card and billing statement, including zip code and three-digit security code on the back. If everything is correct, contact your bank for further information.

### **Is Transit with EZfare secure?**

Masabi, who supports the purchasing portion of the application, is the leading provider of mobile payment technology for public transportation agencies across the world and is committed to customer account security.

Finally, Transit with EZfare uses Secure Socket Layer (SSL) to securely transfer sensitive data between the application and servers. This link ensures that all data passed between the web server and browsers remain secure.

### **Purchasing fare**

#### **Will I have to create an account to purchase a ticket?**

Yes. It is necessary to have an account to purchase tickets. You must enter a valid email address and name, then select a password and payment method to create an account. Having a Transit account will ensure that your tickets will not be lost if your phone is lost or stolen. A Transit account also saves your app settings (such as home and work locations, or your favorite transit lines). To learn more about managing your Transit Account, visit Transit's Help Center.

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#### **How do I purchase fare from my Stored Value Account?**

Follow these steps:

1. Make sure you have enough funds in your account to cover the cost of the ticket you wish to purchase; if not, add funds to your account.
2. Select **Account Balance** as payment method.
3. Read and accept terms and conditions.
4. Tap **Accept & Pay**.

#### **Can I purchase more than one ticket at a time?**

Yes, you can purchase up to 20 tickets in a single transaction. Unused tickets reside in your Ticket Wallet until activated.

**Note: All 1-ride tickets for Rt. 85 are sold in four-packs to avoid a processing fee.**

**Do I need a wireless connection to buy tickets or use tickets?**

You will need a network data connection or wireless connection to purchase tickets. You will not need a network data connection or wireless connection to activate or to display a ticket. Most Metro buses now feature free Wi-Fi service.

**Can I purchase a 30-day rolling pass with the app?**

The app offers a 30-day rolling pass, which does not lock you into a calendar month, and provides the flexibility to purchase and use the pass at any time during the month.

**Can I purchase a Metro/TANK (M/T) 30-day rolling pass using the app?**

Yes. TANK (Transit Authority of Northern Kentucky) accepts the M/T 30-day rolling pass mobile ticket.

**Can I purchase Rt. 72X 1-ride tickets using the app?**

Yes, you may purchase 1-ride Hamilton County Express Service tickets for Rt. 72X for \$2.65 when that service is operating. Once that service is no longer offered, the ticket will not be valid. Any Rt. 72X 1-ride tickets you have stored on your device must be used by the end date of the service or they will expire. No refunds will be given.

**Can I purchase half-fares or a Fare Deal sticker using the app?**

Not at this time. We may add Fare Deal and other fare options at a later date.

**Can I set up automatic purchases?**

No, you will have to purchase tickets or passes every time you need them. However, you may purchase up to 20 tickets at one time for future use.

Note: you may have up to 40 1-ride tickets, 20 day passes and/or five 30-day rolling passes in your ticket wallet at any one time.

**Activating your tickets****When should I activate my tickets?**

Your ticket must be activated before boarding a vehicle. All 1-ride tickets expire five minutes after activation, so we advise activating a ticket as you are boarding the vehicle.

**Can I get a refund if I lose my device or purchase the wrong ticket?**

No, all tickets are non-refundable. If you lose your mobile device, notify Customer Service at the respective agency(ies) for help freezing any unused tickets and transferring them to your new mobile device.

**Does a mobile ticket expire?**

Yes, all mobile tickets are set to expire after 365 days from purchase whether they have been activated or not.

Additionally, each activated ticket has a clear date and countdown timer to let you know it is still valid and when it will expire. Once the ticket or pass expires it will automatically be removed from your ticket wallet.

**What if the ticket expires before I can use it?**

If your activated ticket expires before you can use it, you will need to purchase another ticket for your trip. That's why you should wait until you are boarding your bus to activate your ticket.

**Can I use multiple tickets at the same time for myself and my family or friends?**

Yes, you may activate as many tickets as you want at a given time in order to pay the fare for others traveling with you.

**Showing your fare**

**Where can I use mobile tickets?**

You may use mobile tickets on all Metro, TANK and BCRTA buses.

**How do I show the QR bar code if I'm asked to do so?**

Tap the text box in the middle of an active ticket to switch to the QR bar code. Tapping the QR bar code returns the screen to the active ticket.

**Will a bus operator show me how to use the app?**

Bus operators and other personnel may explain how to use the app, but they cannot handle your device. Please use the "Help" feature in the app for additional instructions.

**Can I see how much time is left on the active ticket before it expires?**

Yes, the ticket itself displays the time and date it was activated, as well as when it expires. You can also see the ticket expiry date and time in your ticket wallet.

Once your ticket expires, you may remain on the vehicle to complete your trip, but you may not board another vehicle until you buy or activate another ticket.

**My ticket takes a long time to display, what can I do?**

Don't uninstall your app! Some devices with older operating systems do not work as fast as newer phones. If you have an older phone that works a little slower, please be sure to give yourself plenty of time to activate the ticket before your vehicle arrives. You should also check to make sure you don't have too many applications open at one time, which can also affect the responsiveness of the app.

**What if my screen is unreadable?**

Your ticket must be able to be read and displayed or it is not valid.

## **Planning your trip**

### **Does Transit with EZfare provide real-time arrival information?**

Yes, Transit shows real-time schedules and bus tracking for Metro, TANK and BCRTA buses. To find out more about how to use the app, visit Transit's Help Center.

### **Can I use the app to plan my trip?**

Yes, you can select a starting location and enter an ending destination and get trip information, then track the vehicle in real-time as it approaches your location. Transit's trip planner also allows you to save favorite locations and pull up addresses from your phone's calendar to plan your favorite routes. To find out more about how to use the trip planner, visit Transit's Help Center.

### **Can I plan a trip using multiple buses or agencies?**

Yes, the app provides trip planning, fare payment and bus tracking for Metro, TANK and BCRTA, as well as transit agencies throughout Ohio and even in Michigan.

### **How does the Transit with EZfare application know my current location?**

When you first open the app, Transit requests that you turn your location services on. By enabling location services, Transit uses the GPS on your smartphone to provide the most accurate location information.

### **Can I use the app as a trip-planner only without buying mobile tickets?**

Yes, you do not have to buy mobile tickets to use the trip-planning and real-time bus tracking features of the app.

### **Where can I get more information?**

Visit [www.go-metro.com/transitapp](http://www.go-metro.com/transitapp) for more information or click the "Help" tab in the app.