FAQs: Mobile Ticketing App – Employee and Stakeholder Pilot

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1. What is the mobile ticketing app pilot?

In 2020 Port Authority will be launching a mobile ticketing application that will allow customers to purchase their fares directly from their smartphones.

Port Authority employees and select stakeholders who ride routes 1, 16, 41, 91, G3, G31 and O12 will begin piloting the new app the week of February 10. The employee/stakeholder pilot period will end March 31, 2020.

A separate pilot for the public will also take place later in the year.

2. Will participants of the pilot program be able to use the app every time they ride during the pilot period?

Probably not, as not all buses are equipped with validators during the pilot period. Validators will be installed on 50 buses that serve routes 1, 16, 41, 91, G3, G31 and O12. Buses with validators will be assigned to these routes during the morning and evening rush hours, but riders are not guaranteed to have a vehicle equipped with a validator.

You are required to carry your ConnectCard or cash during this pilot in the event that a validator has not been installed on the bus assigned to your route or if there are any unforeseen technology issues.

3. Is the mobile ticketing app available on all devices?

The mobile ticketing application is available on the majority of iOS or Android devices, such as smartphones and tablets, installed with recent (2 years or less) operating systems. Older versions of software may not be supported. Additionally, smartwatches are not supported at this time.

4. I do not have a smartphone. Can I participate in the pilot?

Riders must have a smartphone to participate in the pilot. However, we are currently working on a process that will allow riders who do not have smartphones – or riders who would prefer to pay in cash – to still use the mobile fare payment system when it launches in 2020.

5. How long will the pilot last?

The employee/stakeholder pilot will begin the week of February 10, 2020 and will run through March 31, 2020.

6. What fare products are available for the pilot and how do I get my fare products?

Each participant will be given a specific fare product to test, which could be monthly, weekly or day passes, as well as single trip and single trip with transfer tickets. Port Authority will load assigned fare products into the app at no cost to the employee/stakeholder. All tickets and passes will be immediately available for use after they are loaded to your account. Refreshing the app after an account change will update the ticket wallet. All participants will be provided with enough fare to last through the entire pilot period.

Once the pilot ends, the passes will be removed from your device and your account will no longer be active.

7. Do I need to set up an account to be able to use my mobile tickets?

Yes. Because the app is not yet available for the public, pilot participants will be asked to provide an email address where they will be sent a link to download the app. From there, you will need to set up an account. This will allow us to push the fare products directly to your account.
No account is required once the mobile fare payment app goes live.

8. I have multiple phones and/or smart devices. Can I use the app on each of these devices?

We recommend downloading the app to one device and only using that device during the pilot period. While you are able to log-in to your account on different devices, it is limited to 3 device changes before you will be locked out. For example, if you log-in to your phone on Monday, your iPad on Tuesday, and back to your phone on Wednesday, you will not be able to log back into the account on your tablet on Thursday. This is to help prevent fraudulent use of mobile tickets.

9. What security protections are in place to protect my personal information?

The mobile ticketing platform is fully certified and compliant with Payment Card Industry standards. Any sensitive data stored is highly encrypted and systems are constantly monitored for security vulnerabilities.

10. Are there any fees for using the app during the pilot?

There are no additional fees required to participate in the pilot. However, participants should be aware that cellular network data rates may apply when downloading and using the app.

11. Can I load additional passes or stored cash value after my fare runs out?

Pilot participants will have the ability to make purchases through the app but should NOT do so. You will not be able to access the app or fare products after the pilot ends.

Although usage will be monitored during the pilot and additional tickets and passes will automatically be loaded to your account, if you find yourself running low on single trip and trip with transfer tickets, contact Mike Velttri at mveltri@portauthority.org.

12. Will my mobile ticket still work if I lose cell phone service while trying to use my ticket?

Mobile tickets do not need cellular or WiFi services to be activated or scanned. Because the fare will already be pushed to your app and does not require downloading, you will be able to easily access the ticket from the ticket wallet.

However, you will need a network connection to load the passes or tickets to your wallet.

13. How do I activate my mobile ticket?

Tickets and passes are activated by opening the app, clicking “Ticket Wallet” and selecting your ticket/pass. From there, click the green “Activate Ticket” button and confirm the activation.

14. Do I need to activate and validate my ticket and pass each time I travel?

Weekly and monthly passes cannot be activated until the pass validity date has been reached. These passes only require activation once. After activating your pass, it will remain active throughout the validity period. All passes must be opened and scanned for each ride taken on a vehicle.

Day passes will remain valid for the transit day it has been activated on, and only require activation once. All passes must be opened and scanned for each ride taken on a vehicle.
**Single trip tickets** will expire within 60 minutes of activating it, and the **single trip with transfer** will expire after 3 hours from its first activation. Do not activate your single trip or single trip with transfer ticket prior to the time you will be using the ticket or pass. Please have the mobile app open and ready to activate trip tickets when you know the vehicle has a validator. Some buses may not be equipped with the validator on specified routes during the pilot period.

Reminder – you do not need WiFi or other cellular service to activate and scan your pass.

15. **When will my passes and tickets expire?**

**Monthly passes** will expire at the end of service on the last day of the month.

**Weekly passes** will expire at the end of service on Saturday.

**Day passes** will expire at the end of service on the day they are activated.

**Single trip with transfer** tickets will expire after 3 hours from activation or after being validated twice.

**Single trip passes** will expire after 60 minutes of activation or after it has been validated.

**Unused trip tickets** and day passes will expire 30 days. All tickets and passes will be deactivated after the pilot has ended.

16. **What happens if my smartphone becomes inoperable (battery dead, frozen screen, etc.) prior to being able to show my mobile ticket?**

You are responsible for having a mobile phone in good working order and usable prior to boarding. If your mobile phone is inoperable, you must use your Connectcard or cash to pay for your ride.

17. **I ride light rail. Can I participate in the pilot?**

At this time, only participants who ride bus routes 1, 16, 41, 91, G3, G31 and O12 can participate in the pilot. Once the app launches later in 2020, all of our vehicles – including light rail and the incline – will be equipped with mobile ticket validators.

18. **How do I use the mobile ticket once I am on the bus?**

Prior to boarding, open the app, go to your Ticket Wallet, and select your ticket. When you are using the ticket for the first time, you will click the green box that says “Activate Ticket.” After boarding, hold your screen up to the mobile ticket validator so it can scan the bar code displayed. You will hear an acceptance tone indicating that the fare has been processed and a green screen showing the pass is valid. If the validator indicates that a ticket or pass that hasn’t been used is invalid, pay using your ConnectCard or other back-up fare and report the error to Mike Veltri at mveltri@portauthority.org.

19. **Does the app offer any new fare products or features?**

No new fare products are being implemented with the launch of the app, but it offers ability to purchase your ticket without having to go online to reload funds onto your ConnectCard, go to a ConnectCard machine, or visit our Downtown Service Center. All you need is your smartphone!

20. **Are half-fare products available on the mobile ticketing app?**
The only fare products available during the pilot are the fare products pushed to your app. Half-fare products will be available to qualified users once the app launches later in 2020.

21. What should I do if my ticket does not scan?

Please make sure you have your ConnectCard or cash as a backup form of payment with you while participating in the pilot.

If you do happen to experience technical difficulties during the pilot, please email mveltri@portauthority.org with the date, time, bus number and information on what happened when you tried to scan your pass.

You can also complete our survey and provide feedback. It is important that we are made aware of the issues in order to address them prior to the app launching later in 2020.

22. Will usage be monitored during the pilot?

Yes. To ensure that the validators are accurately reporting usage and are functioning properly, usage of fare products will be monitored during the pilot. You may be contacted about usage to verify specific transactions. Your rider usage information will not be shared or disclosed to anyone other than account monitors inside Port Authority.

23. What happens after the pilot has ended?

At the end of the pilot your account will be deactivated until the mobile app officially launches later in 2020. In either case, we want to hear from you! Please complete our survey.

24. Because passes are downloaded on my phone, can I continue to use the mobile app to pay my fare after the pilot ends?

No. Once the pilot period has ended, all products will be deleted from your account until the app officially launches later in 2020.

25. Is the mobile ticketing app integrated with any other apps?

It will be integrated with Transit App after the go live date, but will not be integrated with any other apps during the employee/stakeholder pilot.

26. What happens if I lose my mobile device or buy a new device?

If you lose your mobile device or purchase a new one you can transfer any valid, unused tickets to a new device. To transfer your unused tickets and account to a new device, download the mobile ticketing app on your new device and log-in. You will be prompted to confirm whether to transfer your account to the new device. Please note, accounts can only be transferred between devices three times in six months.

27. How can I submit feedback about the pilot?

You can take the pilot survey.

28. Who do I contact if I am experiencing issues with the mobile ticketing app?

Please contact Mike Veltri at mveltri@portauthority.org or 412-566-5324.