



BUY FARES
WHEREVER

USE THEM
WHENEVER

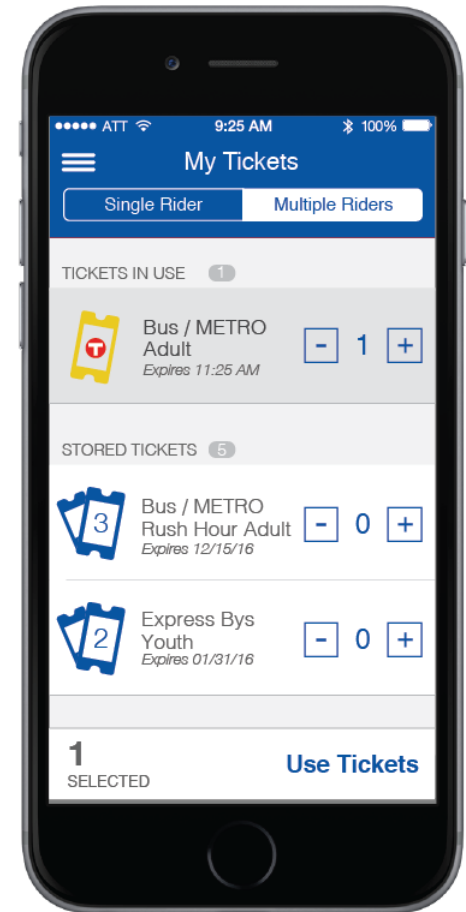


What Operations Needs to Know



Why Mobile Tickets?

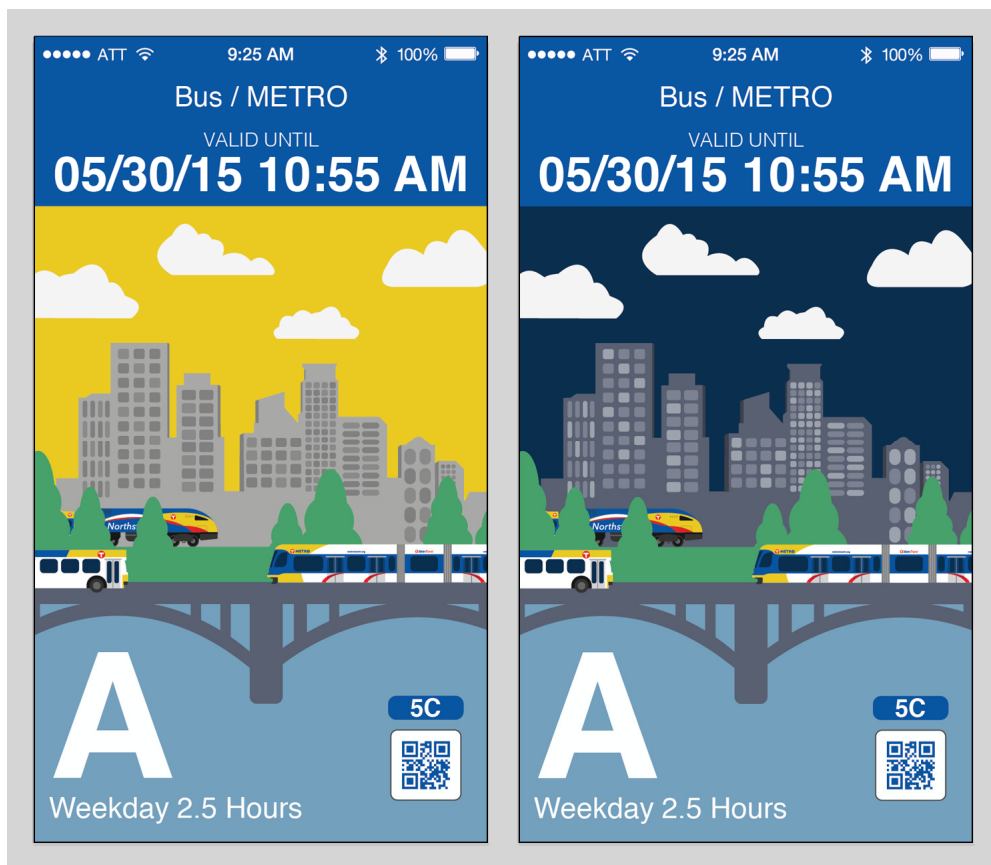
- Game changer for customers
- Reduced cash usage
- Faster boarding
- Decreased cost to collect fares
- More opportunity to increase bus ridership
- Equity improvements
- Reduced barriers





Valid Ticket – “Lights On”

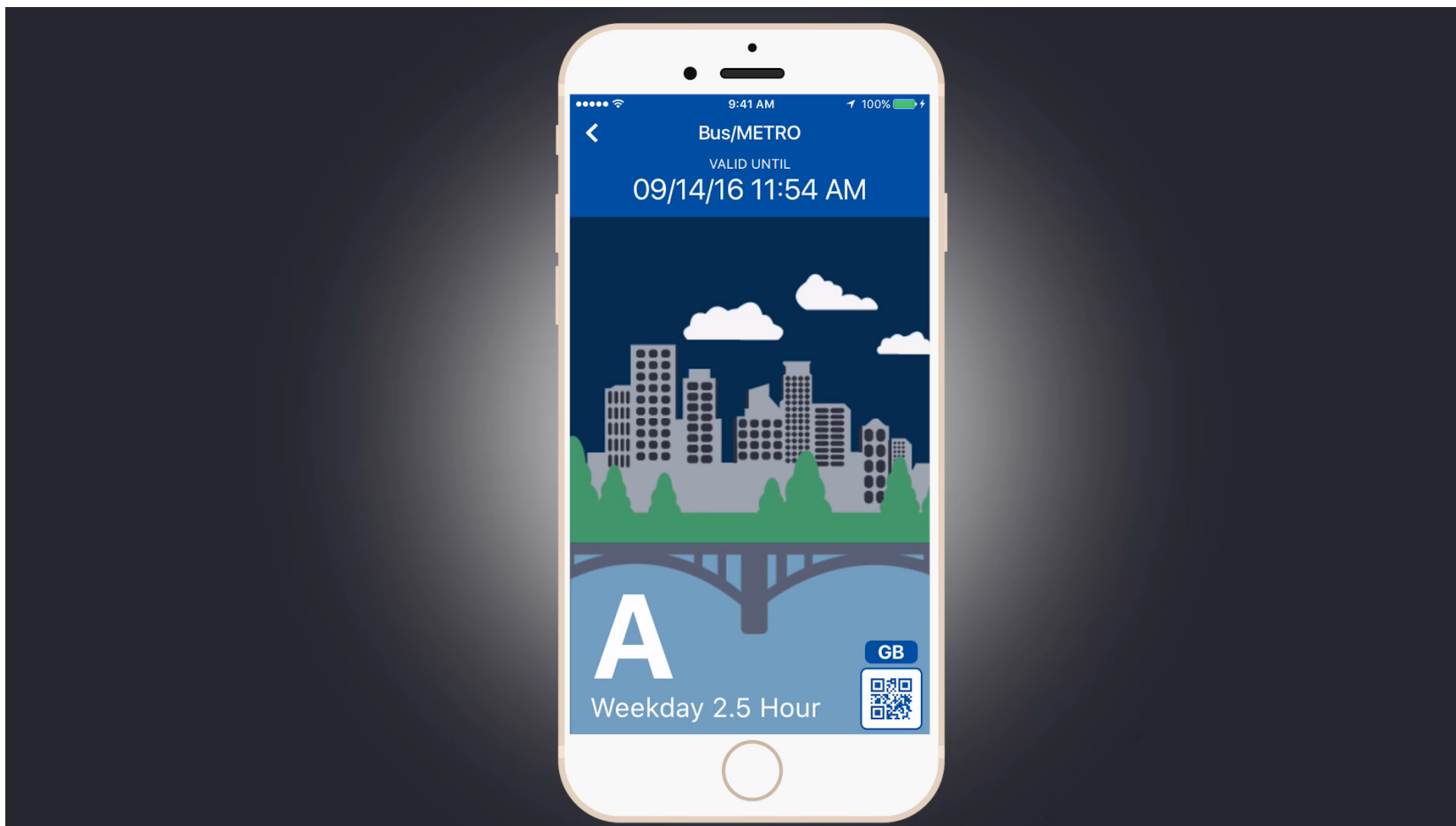
Valid Ticket – “Lights Out”



- Valid ticket is always animated
- “Bus/METRO” and “Northstar” tickets valid on bus and light rail
- Tapping a ticket changes from “lights on” to “lights out” to verify valid ticket
- Either color is valid to be shown
- **A** = Adult
- **R** = Reduced (Youth/Senior/Medicare)
- **M** = Mobility
- **F** = Northstar Family



Animated Ticket Example





Expired Ticket

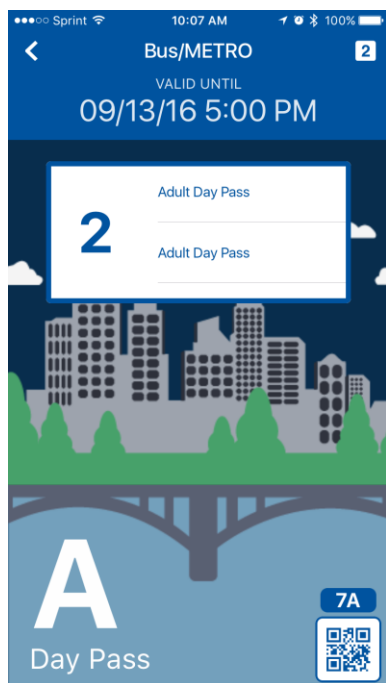


- If the “EXPIRED” banner is present and the ticket image is black and white, the fare is not valid, and the customer must buy/use a new mobile ticket
- Ticket will still be animated
- Ticket will stay on customer’s phone in this state for 30 minutes after expiration for enforcement purposes (primarily on rail)



Other types of tickets

Multiple Tickets



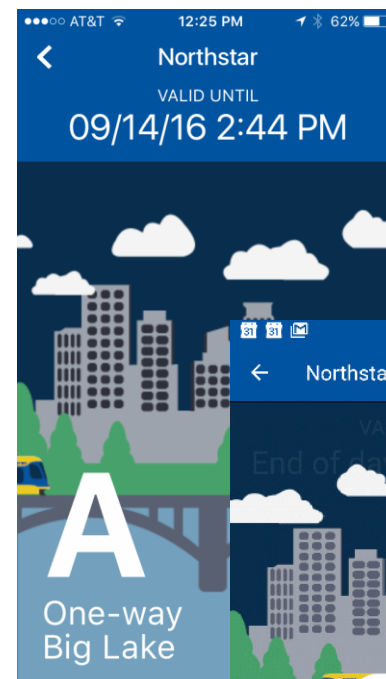
Youth / Senior / Medicare



Limited Mobility



Northstar



Northstar Family





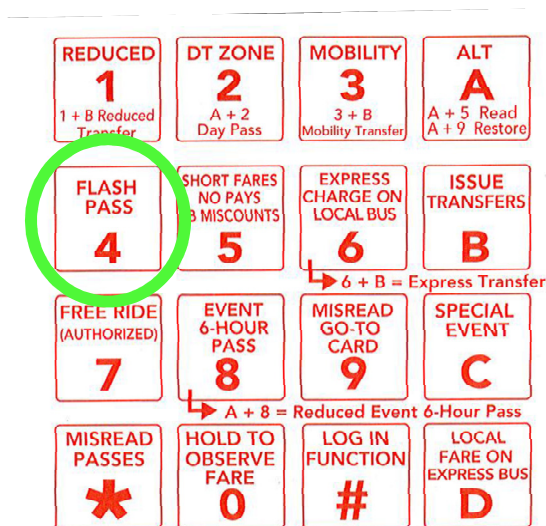
Mobile Fares

- Weekday Fare (\$2.25 Local Only)
 - Valid 2:00 a.m. Monday through 6:30 p.m. Friday
 - No peak/off-peak fares available at this time on the app
- Weekend Fare (\$1.75 Local Only)
 - Valid 6:30 p.m. Friday through 2:00 a.m. Monday
 - NOTE: Customers can only activate these tickets during that period; does not allow customer to underpay during the week
- All-Day Pass (Local Only)
 - \$4.50 Valid 7 days a week from beginning of service through 2:00 a.m. the next day. Marketed to event goers
- Full Northstar Catalogue



Inspection / Validation – Treat as a Flash Pass

- Verify animation/color image
- Verify number of fares (if applicable)
- Verify Fare Class (A, R or M) and ask for ID if needed
- Log ride by pushing Key 4/“Flash Pass” on terminal for each passenger
 - i.e. If two fares shown, push Key 4 twice
 - i.e. Northstar Family Pass, push Key 4 five times





Questions?