# CATARIDE Passes On Your Phone

**(TT)** Get the **Token Transit** App

*CATARIDE Single Ride and 20-Ride Passes!*

Download on the **App Store**  |  GET IT ON **Google Play**  |  **CATA**  |  (TT) **Token Transit**

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**CATA**RIDE Senior Shared Ride and ADA passes purchased through the Token Transit mobile ticketing app are each valid for one one-way trip on **CATA**RIDE service. Individual ride passes and 20-ride passes are both available, at $3.25 and $65.00 respectively. These passes are only available through the Token Transit app and may not be purchased at CATA's Customer Service Center. (Please note that cash is still also a fare option for **CATA**RIDE service, as are tokens for those registered for **CATA**RIDE under ADA.)

Using Token Transit offers riders a great alternative to cash with the option for purchasing Senior Shared Ride and ADA passes for **CATA**RIDE, while helping them board faster and easily manage their bus fare from a mobile device. Passes can be purchased for immediate use, or if planning ahead, they can be stored on the Token Transit app for future trips and activation.

## How it Works

Here's how to pay for and use a **CATA**RIDE Senior Shared Ride or ADA pass with Token Transit, in 4 easy steps:

### 1. Download

Download the free "Token Transit" mobile app from Google Play (Android) or the App Store (iPhone). You may also text "TOKEN" to 41411 to receive a download link.

### 2. Purchase

Select "CATA" from the menu of available participating transit agencies, and follow the prompts to purchase either single ride or 20-ride Senior Shared Ride or ADA passes via credit card. **(You must already be registered with the CATARIDE program to receive these discounted rates.)**

Detailed step-by-step instructions for how to purchase your first pass(es) are available on the CATA website at www.catabus.com and at CATA's Customer Service Center.

### 3. Activate

When you are ready to ride, tap your pass within the app to activate it <u>just before</u> you board the **CATA**RIDE vehicle. All passes are stored in your Token Transit account. Once activated, **CATA**RIDE Senior Shared Ride and ADA passes will remain valid for 30 minutes.

The image, color and wording on passes are unique to the day on which the pass is activated.

If traveling with others, you may activate multiple passes at once and each pass will be valid for one rider. So, if you're traveling with another rider and purchased two **CATA**RIDE single ride passes on a single phone, these may be activated at the same time and serve as fare for both riders.

## 4. RIDE

As you board the **CATA**RIDE vehicle, show the driver your digital ticket. And you're good to go!

If you are traveling with others, and have purchased and activated multiple passes on a single phone, simply show the first activated pass to the driver, which will note how many passes are currently activated. In the example shown on the right, there are two Senior Shared Ride passes activated and the driver will accept these as fare for up to two riders; there is no need to show the driver each individual activated pass.

## Frequently Asked Questions

**How do I know which CATARIDE pass to choose - CATARIDE Senior Shared Ride or CATARIDE ADA?**
If you are registered with **CATA**RIDE and are over 65 years of age, you will purchase **CATA**RIDE Senior Shared Ride passes. If you are under 65 and registered to use **CATA**RIDE because a disability keeps you from being able to use the regular **CATA**BUS service, you will purchase **CATA**RIDE ADA passes. There is an option in the app to purchase **CATA**BUS Day Passes, but these are not valid for **CATA**RIDE service.

## Can I request a refund?
Passes are not transferable or replaceable. All sales are final. However, if you experience technical issues, please contact Token Transit, at help@tokentransit.com.

## When do I need an internet connection?
An internet connection is required in order to purchase and activate your pass(es).

## Once activated, how long do I have to use my CATARIDE Senior Shared Ride or ADA pass?
Once a **CATA**RIDE pass is activated, it will remain valid for 30 minutes. Please wait until your **CATA**RIDE vehicle arrives before activating your pass.

## How do I know if my pass is active?
Active passes will be displayed under "Passes in Use," which immediately appears when the Token Transit app is opened.

## Can I pay for more than one pass and pay for those traveling with me?
Yes, you may purchase, store and activate multiple passes. Refer to CATA's step-by-step instructions for using Token Transit to purchase **CATA**RIDE passes, available at www.catabus.com and at CATA's Customer Service Center at (814) 238-CATA(2282), for details.

If you are traveling with others, and have activated multiple **CATA**RIDE passes on a single phone, simply show the first activated pass to the driver, which will note how many passes are currently activated (see example above).

## Can I pay for a round-trip by activating two passes?
No, a single one-way pass must be activated for each individual trip. Drivers are unable to accept additional activated passes for fare for a return trip taken later in the day.

**Can I purchase and send CATARIDE Senior Shared Ride passes as gifts?**
Yes! You can purchase and send **CATA**RIDE Senior Shared Ride and ADA passes to others by visiting https://www.tokentransit.com/send/catastatecollege. Once purchased, the pass(es) will automatically be sent to the recipient's phone via the Token Transit app, and he/she will receive a text notification that the pass(es) is available.

**Is there a record of expired passes?**
Yes, you can view a log of your past activations by going to your Account Settings and selecting "History." There will be a new entry every time you use a pass.

**Can I have a receipt for my pass purchase?**
Yes, but in order to do so, you will need to make sure that you include your email address when you register your account. Receipts will be sent to the email address associated with your account.

**What if my battery dies while my pass is active?**
You are responsible for keeping your phone charged while using your pass. Refunds will not be issued if your phone's battery dies while your pass is active.

**What happens to my account if I lose my phone?**
Your passes and payment information are linked to the account associated with your phone number. They are not linked to your physical phone. Logging in with your phone number on a new device will restore your previous pass and payment information.

**Is my credit card information secure?**
All personal and credit card information is securely stored, using Token Transit's encrypted Payment Card Industry Data Security Standard (PCI DSS) compliant server.

**I don't have a credit or debit card. Can I go to CATA's Customer Service Center with cash or a check to pay for and load passes onto the app?**
No. The only form of payment accepted on the Token Transit app is credit or debit card.

**I need help with the app! Who can help me?**
Should you experience any technical issues with the app, please contact Token Transit, at help@tokentransit.com. CATA's customer service representatives can assist with all other questions, and they may be reached at (814) 238-CATA (2282) or cata@catabus.com.

**We look forward to seeing you (and your smartphone) on board!**