

# TouchPass Frequently Asked Questions

## What is the TouchPass system?

TouchPass is a re-loadable fare payment system providing LTD riders an easy way to pay for fare by tapping a pre-loaded card or by holding their smartphone (mobile app) to an electronic reader when boarding the bus. (TouchPass cards will be available in the fall 2019.)

## How does TouchPass work?

Fare can be pre-loaded to a TouchPass account (card or mobile app) through **TouchPass.com** or the mobile app, LTD Customer Service, or an LTD retail outlet (see the LTD website for list of locations). This includes purchasing day or monthly passes or adding cash value to be used at a later time. To pay fare when boarding, riders simply tap their card or phone to the reader to pay for fare.

## How do I use the TouchPass Mobile App.?

By downloading the TouchPass Mobile App from the app store (search for "TouchPass Transit") and selecting LTD as the transit provider. Once selected, the rider will click on the orange bar at the bottom of the screen. Select 'I do not have a card', then move through the steps to set up an account and purchase a pass or add value to the account for future fare payments. When ready to ride the bus, simply open the app and display the QR code to the electronic reader ("TouchPass Reader"). A video displays on the reader. While watching the video, the rider will position the QR code completely within the white corner markers on the TouchPass Reader. The video will disappear once the QR code has been read. To pay fare on the EmX, riders activate the app to get the QR code before boarding and should have it ready to be scanned when a fare inspector asks.

## Where do I use the TouchPass card?

TouchPass readers have been installed next to the fare boxes on all buses (except for EmX buses) allowing riders to tap their card as they board. The card is held within two inches of and covering the small window in the bottom portion of the reader. Once read, the display on the reader will change to show that the card was read. To pay fare on the EmX, the rider should have the card out and ready to be scanned when a fare inspector asks.

## How much does a TouchPass card cost?

New or replaced TouchPass cards are \$3, and available at LTD Customer Service Center at 11th & Willamette.

## What is Stored Value?

Riders can choose to purchase day or monthly passes, or deposit money in their account for later use. When money is added to an account, this is referred to as Stored Value. Balances can be checked through the TouchPass website, using the mobile app, or at LTD Customer Service Center.

## What is fare capping?

Fare capping allows riders to put money in a TouchPass account (Stored Value), and pay a fare with each boarding of an LTD bus. Once the rider has paid total fares equal to the cost of a day or monthly pass, no more fare is required to ride for the duration of that day or calendar month.

## How do I transfer to another route?

When transferring to another route using a smartphone, display the mobile device with the QR code in front of the reader. If using a TouchPass card, tap the card to the reader. The TouchPass system will automatically apply the correct pass for the trip. If using Stored Value, it will charge for each trip until the cost of the day pass is met (\$3.50 for adult and \$1.75 for youth or Half-Fare).

## Can fare be paid for more than one person with the same TouchPass card or app.?

No. Each rider must have their own card or mobile device with their own pass or stored value.

## How do I know if the correct fare has been deducted from my account?

If a rider is using Stored Value to pay for fare, the information displayed on the TouchPass reader will include the amount of the fare and the remaining balance of the TouchPass account. When using a pass, the reader will display the type of pass and the expiration date or the number of unused trips available.

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## What is the minimum purchase?

Minimum transaction is \$3.50 when purchasing a pass or \$5.00 when adding stored value to an account.

## Does the TouchPass card have to be registered?

Registration is not required but is recommended. Registering allows a rider to recover fare in their account if the card or mobile device is lost or stolen. Rider's personal information is private and is only used for account purposes. Registering a TouchPass card can be done by visiting the **TouchPass.com** and selecting 'Already have a card?' option then adding the TouchPass card number, a username and a password. The rider can also contact LTD Customer Service at 541-687-5555 or visit at 1080 Willamette St., Eugene.

## What about Half-Fare riders?

Riders who qualify for Half-Fare will visit the LTD Customer Service Center at 11th & Willamette to purchase a TouchPass card to get an account set up. They will then be able to purchase fare online at **TouchPass.com**, retail outlets, or LTD Customer Service. Half-fare riders already set up in the LTD system who elect to use the mobile app. will be able to call LTD Customer Service at 541-687-5555 to confirm eligibility for the Half-Fare program.

## What about Honored Riders?

Honored riders (65 years and older) will visit the Customer Service Center at 1080 Willamette Street to purchase a TouchPass card and get an account set up. Purchasing fare is not required. The honored rider simply tap the card to the reader when boarding. Honored riders already set up in the LTD system who elect to use the mobile app. will be able to call LTD Customer Service at 541-687-5555 to confirm eligibility for the Honored rider.

## What if I lose my card?

For lost TouchPass cards, riders will call LTD Customer Service at 541-687-5555 to deactivate the card. Once deactivated, a new card will need to be purchased at the LTD Customer Service Center at 1080 Willamette Street. Any passes or stored value in the account will be preserved. There is a \$3 fee to replace lost cards.

## How do I reload funds on my TouchPass card?

Funds can be added to an account online at **TouchPass.com**, or by visiting the LTD Customer Service Center at 1080 Willamette Street, or at one any LTD retail location. Visit LTD.org/TouchPass for a full list of locations.

## What if my TouchPass is declined at the reader?

If a mobile app or card is declined at the reader, a short explanation for the decline is briefly displayed on the TouchPass reader. The rider can also get information about their TouchPass account on the TouchPass website, on the mobile app, or at LTD Customer Service.

## What are alerts?

Alerts are automated messages sent by the TouchPass system. A rider is able to customize what types of alerts are sent to them. If using the TouchPass card, alerts will be sent to their email address. If using the mobile app, they may choose to receive the alerts as a push message to the mobile device or as an email.

  
  


### For More Information About TouchPass

LTD.org/TouchPass

LTD Customer Service | 541-687-5555

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