

# ON THE BI-LEVEL

**Metra**



Metra's Monthly Commuter Newsletter

## Mobile Ticketing is Here

*Turn your smartphone into a ticket vending machine with Ventra App*

A new, fast and easy way to buy and display Metra tickets has arrived – the new Ventra App from Metra, CTA and Pace.

The free app, available today in the App Store or Google Play, will turn



your smartphone into a Metra ticket vending machine, allowing you to buy any kind of ticket anytime and anywhere. No more waiting in line, no more waiting for the mail to come,

no more fumbling for cash on the train – with the app you can quickly buy a mobile ticket that will appear instantly on your phone for your immediate or future use.

Instead of punching your ticket or visually checking your paper monthly pass, our conductors will glance at your phone and ask you to tap the screen to see if you've paid your fare.

And that's not all. The app features transit trackers for all three agencies, providing real-time information about Metra trains, CTA buses and trains and Pace buses.

### Special Issue

You won't need a Ventra account to use the app. But because creating an account gives you full access to all the app's features and benefits, we think most riders will opt to create one. And riders who already have a Ventra card because they also use the CTA and/or Pace will find a variety of handy account management features.

We expect mobile ticketing to become very popular among our customers, but don't worry if you don't have a smartphone or simply want to stick with paper tickets. You'll still have that option.

See below for some answers to common questions about the app, and on the reverse side you'll see instructions on how to buy and use Metra mobile tickets.

## QA About Mobile Ticketing and the Ventra App

### Q Should I buy my ticket before I get on the train?

Yes. Buying your tickets before helps make sure you're ready to go when you get on the train. Tickets you buy are stored on your device until you use them. Unused One-Way and Weekend tickets expire 90 days after purchase and unused 10-Ride tickets expire a year after purchase.

### Q Is there a surcharge if I buy a ticket in the Ventra App?

No – Metra mobile tickets are the same price as paper tickets.

### Q Can I use the Ventra App to buy Metra mobile tickets without creating a Ventra account?

Yes. But we highly recommend you create an account. It's free and it's easy. And creating an account allows you to take full advantage of all the app's features. It allows you to store your credit or debit cards, or pre-tax transit benefits debit card, so you don't have to enter the information every time you buy a Metra mobile ticket. It also allows you to split your payment between two cards – very handy for those who use a pre-tax transit benefits debit card that does not fully cover the cost of a Monthly Pass. It allows you to recover your tickets if your phone is lost, stolen, damaged or replaced. It will let you add a Link-Up or PlusBus pass to your Monthly Pass. And if you have a Ventra card, it allows you to check your balance, add value, add passes, get account notifications and more. You can even store your favorite train and bus routes for quick access to transit tracker information.

### Q Can I use the Ventra App to buy Metra mobile tickets even if I don't have a debit or credit card to pay with?

Yes. If you've created a Ventra account and registered a Ventra card, you can log in and use transit value from that card's transit account to buy a Metra mobile ticket.

### Q What happens if I put my phone away and am asked to show my ticket again?

Metra mobile tickets stay active in the "Tickets in Use" section for a set amount of time – tickets for longer trips (as determined by the origin and destination, or zone pair) remain active longer than shorter trips. Monthly passes and weekend passes remain active for the month or weekend they are activated. If you put your phone away or leave the Ventra App to do something else, you can always go back to "My Metra Tickets" and reopen it – just look under "Tickets in Use."

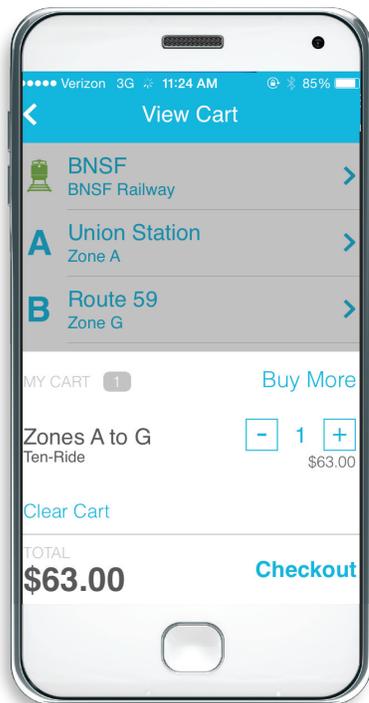
### Q What happens if something delays my train after I've activated my ticket?

If you activate your ticket and something happens that delays your train, no worries. Tickets that have been recently used will remain on your phone as "Expired Tickets" for three hours after they expire and can be reopened just like other tickets. Your conductor will know whether to accept an expired ticket as valid in such circumstances.

### Q Can I use Metra mobile tickets to ride any Metra line?

Yes! The Ventra App is accepted on all Metra trains. (But not on the South Shore Line, which is not a Metra line.)

**METRA IS GOING MOBILE**



# How to **BUY** a Metra Mobile Ticket

From the Ventra App's home screen, select the option "Buy Metra Tickets."

Next, select the line and stations you intend to use and the type of ticket you want. You can buy a One-Way Ticket, a 10-Ride Ticket, a Monthly Pass or Weekend Pass. (Monthly Passes can only be purchased between the 20th of the preceding month to the 5th.) The prices displayed are the prices for each ticket between the stations you selected.

Next, select the number of tickets you want and then "Checkout." If you haven't created a Ventra account, or if you are not logged in to your account, the next screen will give you the options to "Create Account," "Log In" or "Continue Without an Account."

If you "Continue Without an Account," the next screen will ask for payment information. But we highly recommend creating an account. It'll speed the process in the future, protect your tickets if you replace your phone and give you access to other benefits. It's free and easy to do.

If you have an account, the next screen will ask you how you want to pay (or prompt you to log in, and then ask you how you want to pay). The options will include any credit or debit cards (including pre-tax transit benefits debit cards) or Ventra transit value affiliated with your account. You can even choose to split the payment between two cards. The first time you buy, you'll be prompted for your account password (you'll be asked if you'd prefer to disable that requirement in the future).

When the purchase is complete, your new mobile tickets will be stored under "My Metra Tickets" within the Ventra App.

Monthly ticket buyers will have the option to buy a Link-Up or PlusBus pass; for instructions go to [www.metrarail.com](http://www.metrarail.com). You'll need a Ventra card and an account in the app.

You can also buy reduced fare Metra mobile tickets, but when you use them you must present proper documentation to the conductor to prove your eligibility for the reduced rate.

## How to **USE** a Metra Mobile Ticket

Select "My Metra Tickets" from the home screen. Any ticket or tickets that you have purchased will be displayed under "Stored Tickets."

After you board your train and are seated, activate the mobile ticket you wish to use by selecting it. You'll see a dialog box asking if you are sure you want to use the ticket for the first time. Select "Use."

The mobile ticket you selected will be moved from the "Stored Tickets" area to the "Tickets in Use" area and the activated mobile ticket will appear on your smartphone's screen. The ticket features a Metra train rolling past Chicago buildings and landmarks, as well as the current time and date. There is also a QR code in the lower right corner; touch it and the code will enlarge and the time of activation and valid period will be displayed.

When you buy a 10-Ride mobile ticket, you'll see that you have 10 tickets of that type in your "Stored Tickets" under "My Metra Tickets" – it's almost like having a little book of 10 One-Way tickets. When you go to use one of the tickets, it'll activate just one ticket and the rest will remain as "Stored Tickets" until you need them. Each time you activate a ticket the number will be decreased; that way you'll always know how many rides you have left.

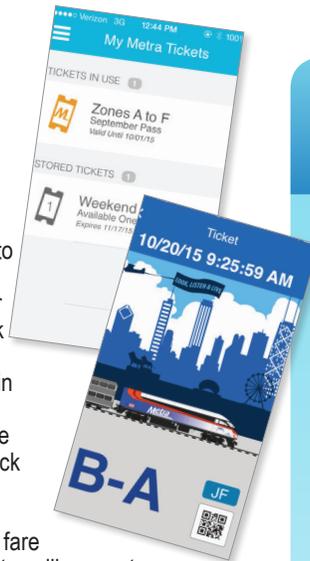
Show your mobile ticket to the conductor when the conductor is checking for tickets. He or she will ask you to touch the screen; when you do, the colors in the animation change. This is a quick way for the conductor to visually check that the ticket is valid.

If you're using a reduced fare mobile ticket, the conductor will request proper documentation to prove your eligibility.

Metra mobile tickets stay active in the "Tickets in Use" section for a set amount of time. Tickets for longer trips (as determined by the origin and destination, or zone pair) remain active longer than shorter trips. Monthly passes and weekend passes remain active for the month or weekend they are activated.

If you activate your ticket and something happens that delays your train, no worries. Tickets that have been recently used will remain on your phone as "Expired" for three hours after they expire, and can be reopened just like other tickets. Your conductor will know whether to accept an expired ticket as valid in such circumstances.

You can navigate away from the app at any time without affecting any of your tickets that are in use, stored or expired.



## Tips for Using Metra Mobile Tickets

### Create an account before you buy.

Tickets you buy when you're signed in to your account are protected in the event your smartphone is lost, stolen, damaged or replaced. You can transfer them to a new smartphone and keep on using them. A Ventra account also lets you pick from securely stored payment information, making purchases quicker and easier. If you don't have a Ventra account, you can create one right in the app.

### Buy your ticket before you head to the train.

This way, you can be sure you've got a ticket to use when you get to the train and are ready when the train crew checks your ticket—even if you're boarding in a place where your mobile carrier doesn't offer a good signal.

### Activate your ticket after you board.

When you choose to activate and use a ticket, it's immediately active and will be valid only for the length of your ride, so don't do this before you get on the train. Once activated, it'll show as "In Use" for the duration of your ride.

### Make sure your device is charged.

You'll need to be able to show your ticket when asked by a train crew member at any point during your ride.

### If you need help,

call Ventra Customer Service at 1-877-NOW-VENTRA (877-669-8368), or go to [ventrachicago.com](http://ventrachicago.com) or [www.metrarail.com](http://www.metrarail.com).