Token Transit
Frequently Asked Questions

Q. What is Token Transit?

A. Token Transit is a contactless payment option and pass distribution platform for public transit agencies nationwide.

Q. What are the Benefits of Token Transit?

A. You can buy a pass in seconds

B. Contactless boarding by Xpress riders to help reduce the spread of COVID-19

C. Fully accessible in any language

D. Passes can be delivered by text message

E. Fast mobile phone tap boarding

F. Your pass is always on your mobile phone

Q. Why is Token Transit being offered to Xpress Riders?

A. Token Transit reduces the need to exchange cash or touch surfaces while boarding/exiting Xpress and helps to reduce the spread of COVID-19.

Q. Where do Xpress Riders go to get Token Transit?

A. You can download the Token Transit mobile app via Apple Store or Google Play.

B. Use your mobile number to create an account and then select Xpress from the list of available agencies.

Q. How do Customers Purchase Xpress Passes?

Here are the steps:

A. **Visit:** You can download the Token Transit mobile app via Apple Store or Google Play.

B. **Select**: Choose the appropriate Xpress fare type; One-Way, Round-Trip, 10-Trip or 31-Day passes.

C. **Purchase:** Pay using your credit or debit card. Visit the retail center and buy passes with a credit card or cash.

D. **Activate:** When you are ready to ride, tap your pass to activate. One-way passes are active for 3 hours or 180 minutes. Round-trip passes are valid until Midnight. Your mobile phone holds all of your passes.

E. **Ride:** As you board the coach, hold your phone near the validator to validate your pass. The validator is located on the left side of the the farebox.

NOTE: The location feature must be activated on your phone to use Token Transit.

Q. Can I buy Token Transit passes online?

A. Yes. You can buy Token Transit passes at https://tokentransit.com/send.

Q. Where does Token Transit Work?

A. Token Transit passes can be used for Xpress transit and other participating operators.

Q. Must my Location be Activated on my Smart Phone?

A. Yes.

Q. Do Token Transit Passes Expire?

A. No, Token Transit passes do not expire unless they have been activated. Passes that have not been activated yet will be displayed under "Stored Passes" and can be stored as long as you like. Active passes will be displayed

under "Passes in Use" and will display a "Time Left" section with time remaining until the pass expires.

Q. Who should Customers Call if there is an Issue?

A. Go to the Help menu within the Token Transit mobile app profile.

B. Email help@tokentransit.com or call Token Transit at 415-918-6628.

Q. How do I access my account?

A. Your account is associated with the phone number that you used when you first logged into the Token Transit mobile app. You will receive an SMS message to verify your phone number when you log in.

B. If you lose access to your phone number and would like to access previously purchased passes, contact Token Transit. Email help@tokentransit.com or call Token Transit at 415-918-6628.

Q. How do I know if my pass is active?

A. Active passes will be displayed under "My Passes," which immediately appears when the Token Transit mobile app is opened. The app will display a "time left" message with time remaining until the pass expires. Passes that have not been activated yet will be displayed under "STORED PASSES," and can be stored as long as you like.

Q. What is Fare Capping?

A. Fare capping is a fairer way to limit how much you pay for all your Xpress journeys in one day. If you pay and activate two (2) one-way passes (over 3-hour intervals) in one day with your Token Transit app, you will be automatically upgraded to a Round Trip pass, receiving a $1 refund.

Xpress determines which fares are eligible for fare capping.

B. Token Transit will inform you of when your fare has been upgraded by sending an SMS or email message. Token Transit will attempt to cancel or refund existing charges to return your excess fare purchase as soon as possible. While nearly all fare capped purchases will be immediately reimbursed, there may be situations where Token Transit is required to perform a refund on your card resulting in the refund taking up to 10 business days.

Q. Which Fare Type Do I Use on Routes 476 and 480?

A. Customers who want to use the Token Transit mobile app to pay fares on routes 476 and 480 must purchase Xpress Blue Zone fares. CobbLinc fares will not be accepted on routes 476 and 480 through the Token Transit app. However, current Breeze card and cash users may continue using CobbLinc Express fares on Breeze fareboxes until December 31, 2020.

Q. Are Transfers to and from non-Xpress Transit Operators Allowed?

A. Transfers to and from other transit operators in the region are not allowed at this time.