

# ZIP PASS HOW TO AND INFORMATION GUIDE

Updated October 13, 2022

## What is Zip Pass?

Zip Pass is a mobile bus fare and pass app. The pass is used by Unitrans, YoloBus, Sacramento Regional Transit, and the Causeway Connection. The app allows customers to buy all Unitrans passes from their phone and have the pass available on their phone. Zip Pass is an alternative to a paper pass.

## Where do I find it?

Go to the Apple App Store or Google Play and look up “ZipPass”. The app is free to download although customers will need to buy a pass or fare in order to use the app for boarding and riding the bus.

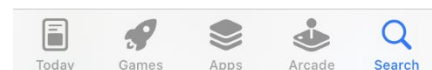
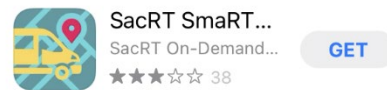
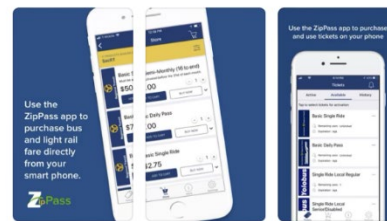
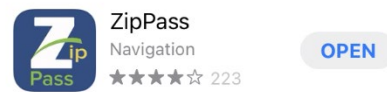
## What payment types are accepted?

Visa, Mastercard, and Discover cards.

Apple Pay, Google Pay, and American Express are not accepted.

## What passes are available on the app?

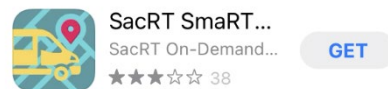
- Single Ride Adult – Good for a one-way ride (\$1.25 bus fare)
- 10-Ride Ticket – Good for 10 one-way rides
- 31-Day Pass – a monthly pass is not an option. As an alternative, a customer can buy a 31-day pass which allows for 31-days of unlimited transit access once the pass is activated.
- Quarterly Pass – Unlimited rides for the academic quarter of purchase
- Annual Pass – Unlimited rides from July 1 to June 30
- Senior Pass – Unlimited rides for qualifying customers. Requires application and providing email address.
- Youth Pass – Unlimited rides for qualifying customers. Requires application and providing email address; use of student ID preferred.
- Customer with Disability Pass – Unlimited rides for qualifying customers. Requires application and providing email address.



\*The undergraduate registration card is not available at this time. This would require us to link to the Registrar database or to manually validate student enrollment which is not feasible at this time.

## Customer How To:

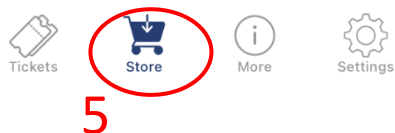
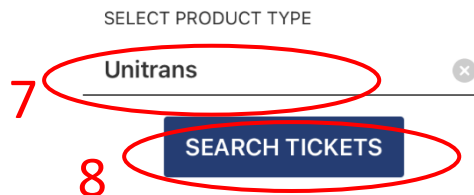
1. Go to Google Play or Apple App Store and type in ZipPass into the search field.
2. Download "ZipPass" app
3. Open the app
4. Set up an account and add a credit card



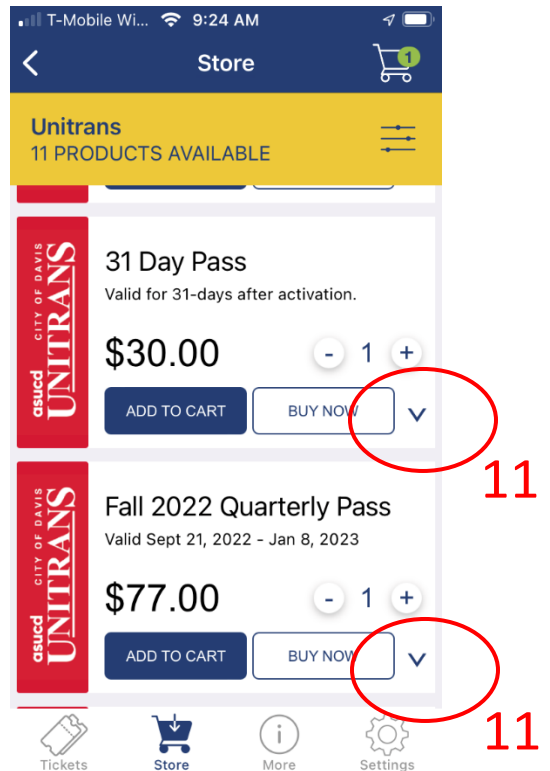
5. When the customer opens the app, the app will open to the "Store" tab on the bottom of the screen.
6. Click "Tap to select" under "Select Product Type"
7. Three options will appear.
  - a. For Unitrans, select "Unitrans".
8. Click "Search Tickets" to find pass options.



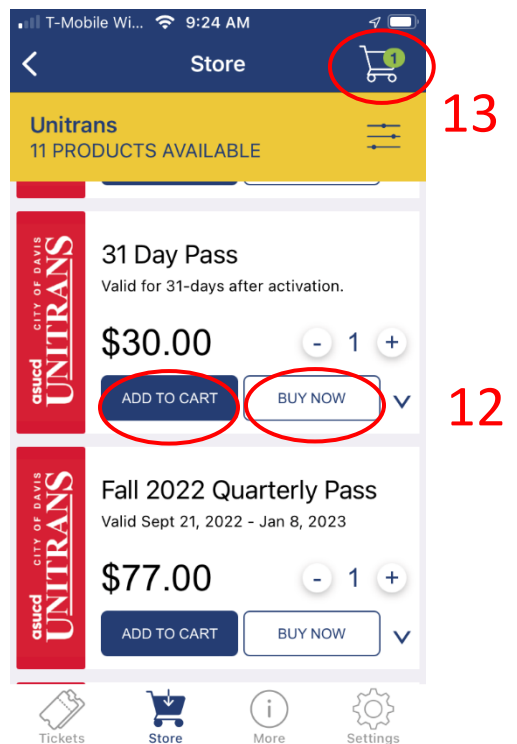
To view available products, please choose from the options below.



9. The Store will load with Unitrans passes.
10. Customers can scroll to see all available passes. Keep in mind that some passes aren't always available. For example, the Annual Pass is only available from mid-June until mid-November to ensure that customers get the best value for their money. The Quarterly Pass is also only available up to a certain point each quarter to ensure best value for the customer.
11. To see more information and a description of each pass, click the down arrow next to "Buy Now".



12. To buy a pass, the customer can either add it to their cart by tapping "Add to Cart" or "Buy Now" to proceed directly to the purchasing screen.
13. If a customer adds the pass to their cart, then the customer will need to click the shopping cart icon in the top right corner of the app to purchase the pass.

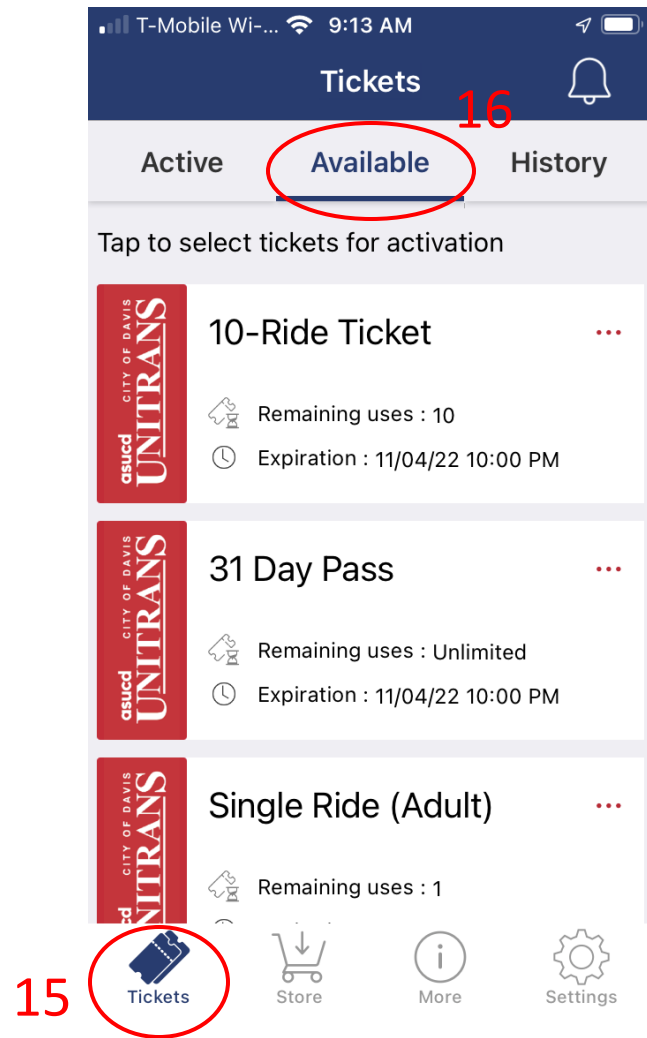


14. Once the customer is in their shopping cart, they should follow the prompts to purchase the pass. Please note that for free passes (youth, senior, disabled), customers will unfortunately still have to enter credit card information even though there will be no charge.

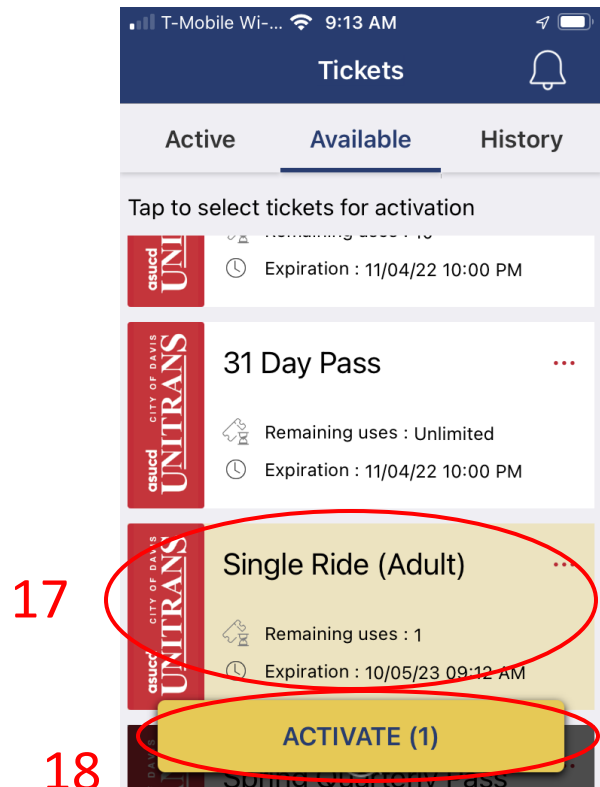
15. Once purchased, the pass will appear in the “Tickets” button at the bottom of the screen.

16. Newly purchased and unused passes will appear under the “Available” tab.

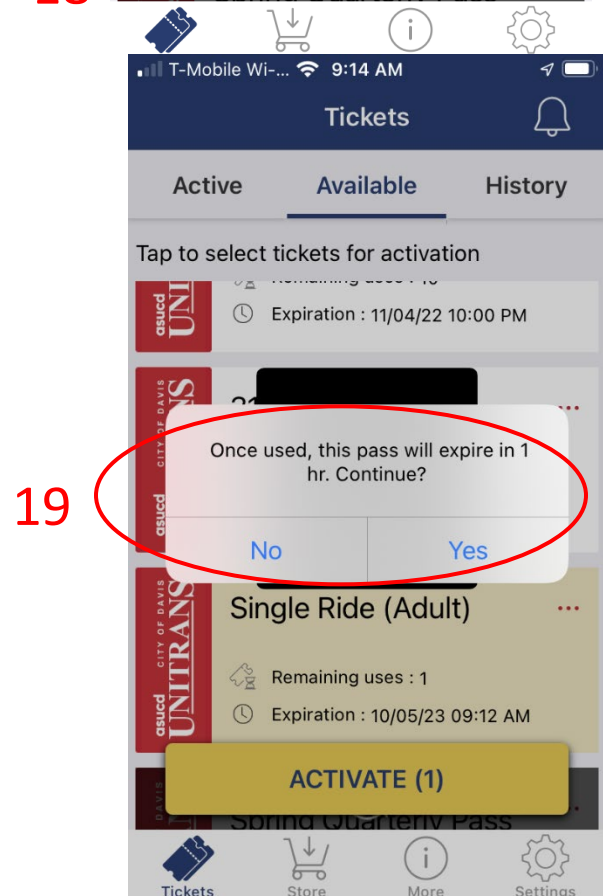
- a. NOTE: Available passes are NOT activated and are NOT valid passes until activated.



17. When a customer is ready to use or “activate” a pass, the customer will select the bus pass they want to activate under the “Available” tab. The pass will turn light yellow when clicked and a yellow “ACTIVATE” button will appear.
18. When the customer is ready to use the bus pass, the customer will click the “ACTIVATE” button.



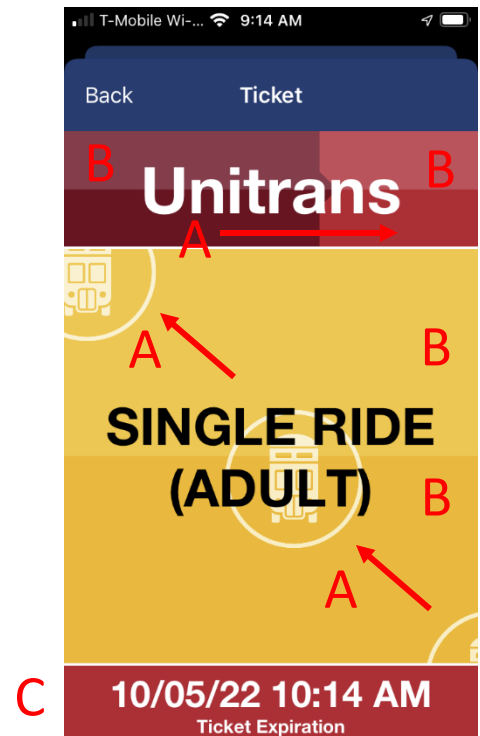
19. When “ACTIVATE” is clicked, a pop up window may appear with a special message or alert for the customer. See the graphic for an example.



20. Once “ACTIVATE” is clicked, the activated bus pass will pop up.

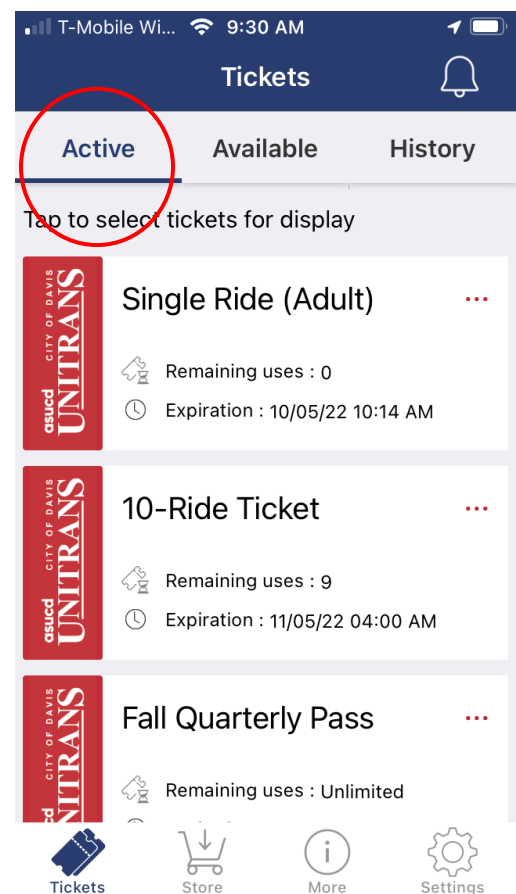
The active bus pass features:

- A) Motion – The Unitrans circle icon will move diagonally from the bottom right corner to the top left corner continuously. The red bar that says “Unitrans” will also move from left to right.
- B) Color Change – When the customer taps their screen with the bus pass on it, the color of the middle area will change. The red bar that says “Unitrans” will also change shades of red as it moves from left to right.
- C) Expiration Date/Time – The pass will include an expiration date and time which depends on the type of pass it is.



21. Once pass is activated, activated pass will appear in the “Active” tab.

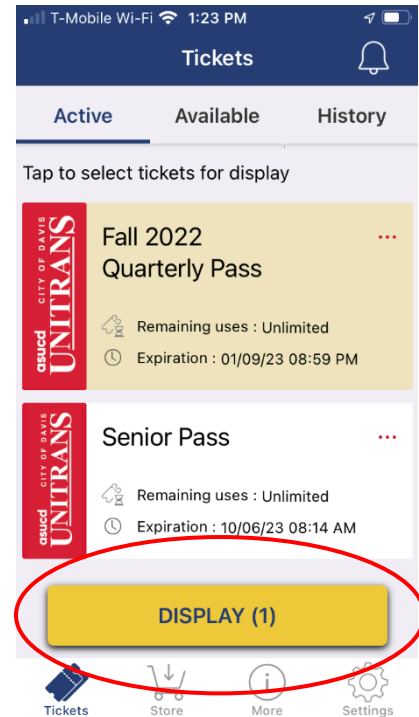
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22. Once the pass is activated, the customer is instructed to show the activated bus pass on their phone screen to the driver or conductor. The driver and conductor will look for motion on the screen AND **ask the customer to tap the screen** to verify the color change.

23. If using an active pass over and over again, the pass will remain in the “Active” tab for as long as it is valid. To redisplay the pass, go to the “Active” tab, click on the pass, and click the “DISPLAY” button. Then show the driver or conductor the pass when boarding.

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24. The pass will stay in the “Active” tab for as long as it is valid once it is activated. Customers must activate a pass to use it. “Available” passes are not activated and will not display until activated.

- a. Single Ride - The pass will be active for one-hour once activated. The pass can be used for unlimited trips during the one-hour that it is activated.
- b. 10-Ride Ticket – Once purchased, the 10-Ride ticket will appear as 10 individual single rides in Tickets > Available. Each one-way pass must be activated when the customer boards the bus. Once the pass is activated, the pass can be used for unlimited rides during the one-hour that it is activated. The individual activated pass will be located in “Active” for one-hour. Any remaining individual rides will be in the “Available” tab.
  - i. **Customers may activate more than one ride at one time by activating multiple single rides. The number of activated single rides all appear on the screen. See next page for graphic.**
- c. 31-Day Pass – The pass is good for 31 days after activation. Once activated, the pass will remain in the “Active” tab until 31 days have lapsed.
- d. Quarterly Pass – The pass is good for the academic quarter that it is purchased. Once activated, the pass will remain in the “Active” tab until the quarter ends.
- e. Annual Pass – The pass is good from July 1 to June 30. Once activated, the pass will remain in the “Active” tab until June 30 at 11:59 PM.

- f. Senior, Disabled, and Youth Passes – Pass is good for two years once activated. Once activated, the pass will remain in the “Active” tab. At the end of two years, the pass will need to be re“purchased” in the Store and re-activated.

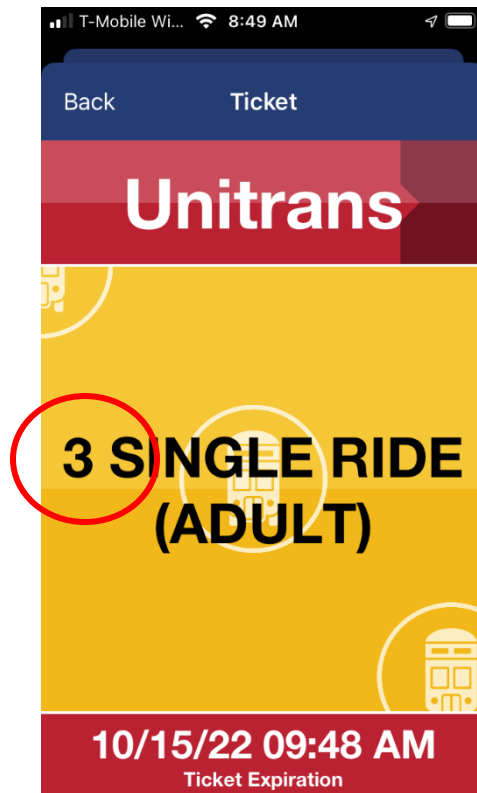
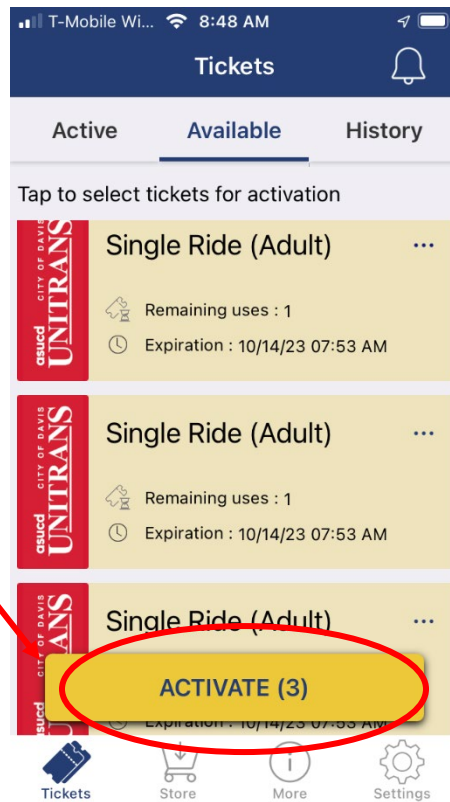
#### Activating multiple single rides after purchasing a 10-Ride Ticket.

As previously noted, when a customer buys a 10-Ride ticket, the pass will appear as 10 individual single rides in the “Available” tab. If a customer wants to activate multiple single rides at once, the customers will select multiple single rides under “Available” and then click “Activate”.

The activated pass then shows the number of activated rides. See below.

Three rides selected  
for three customers.

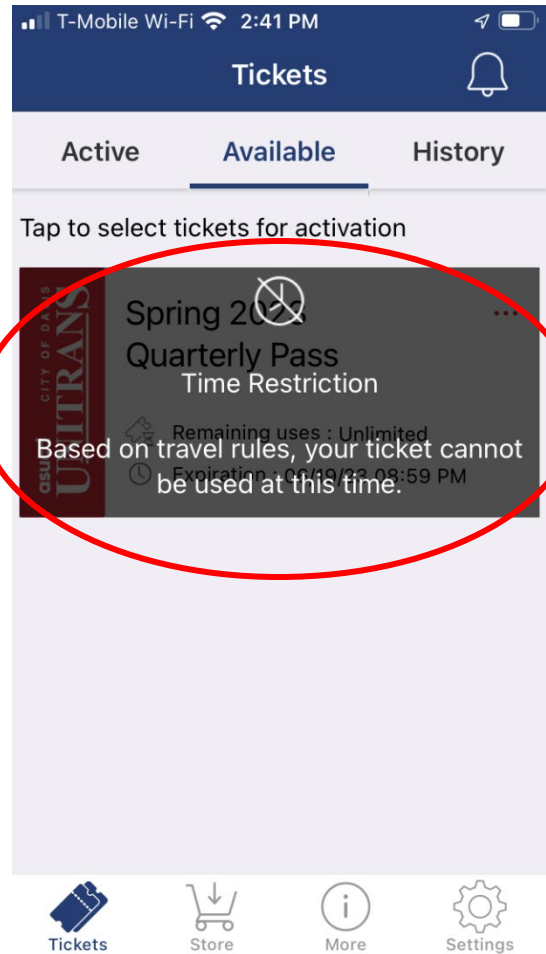
Activate button  
shows (3)





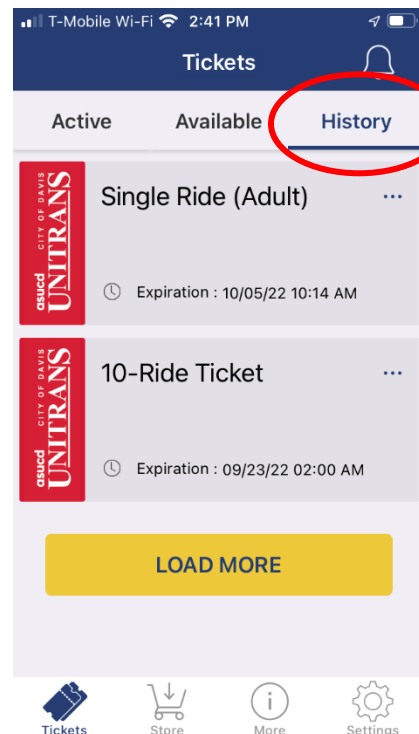
25. For a pass like the quarterly pass or annual pass, those passes are only good for a certain time period. If the pass is purchased BEFORE the valid use period starts, the pass will appear in the “Available” tab but grayed out with a “Time Restriction” message on it. The pass will not be available to “Activate” until the valid use period begins such as July 1 for an annual pass and the first day of the academic quarter for the quarterly pass.

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26. After a ticket is expired, it will appear in the “History” tab. All expired passes will appear here.

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## **What is the customer expected to do?**

1. Show the driver or conductor the activated bus pass on their smart phone.
2. Tap the screen to show the color change to the driver or conductor.

## **How will the driver or conductor know my pass is real?**

1. The pass will have motion.
2. The pass will change colors when the screen is tapped.

The driver and conductor will verify that both occur. If the pass does not exhibit motion or change color, the pass will not be accepted and the customer will be asked to pay the cash fare or get off the bus.

## **The pass doesn't show up in Active anymore. Where is it?**

If the pass is not in the "Active" tab, check the "Available" tab. If the bus pass is in the "Available" tab, click the pass and click the "Activate" button. The pass will move to the "Active" tab and can be displayed to the driver or conductor to board the bus.

If the pass is not in "Active" or "Available", look at the "History" tab. If the pass is completely used or expired, it will show up in History. The customer will need to purchase another pass if it is completely used or expired.

Check the Shopping Cart too. The customer may not have completed the purchasing process.

## **Can the Undergraduate Registration Card be displayed on Zip Pass?**

No, not at this time. Undergraduate students will still need to have their physical registration card on them to show the driver or conductor.

## **What door can I board through with Zip Pass?**

You can board through either the front or rear doors from the start of service until the 8:10 PM trip. Please have your pass ready to show the driver or conductor and please wait for all customers to deboard the bus before boarding.

## **Will the customer get a paper pass too if I use Zip Pass?**

No. If the customer uses Zip Pass, they will not get a paper pass. They will use the app for your pass. If they would like a paper pass, they will need to purchase the pass at the Unitrans Business Office, at the UC Davis Campus Store, or UC Davis Downtown Store.

## **What does the Expiration Date/Time mean?**

The expiration date and time shows when how long the pass is active and valid. During the activation period, the pass may be used for unlimited rides.

- a. Single Ride - The pass will be active for one-hour once activated. The pass can be used for unlimited trips during the one-hour that it is activated.
- b. 10-Ride Ticket – The pass is good for 10 one-way rides. Each one-way pass must be activated. Once the pass is activated, the pass can be used for unlimited trips during the one-hour that it is activated. The individual activated pass will be located in “Active” for one-hour. Any remaining rides on the 10-Ride Ticket will be in the “Available” tab.
- c. 31-Day Pass – The pass is good for 31 days after activation. Once activated, the pass will remain in the “Active” tab until 31 days have lapsed.
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- f. Senior, Disabled, and Youth Passes – Pass is good for two years once activated. Once activated, the pass will remain in the “Active” tab for two years. At the end of two years, the pass will need to be re“purchased” in the Store and re-activated.

## **How does a customer get a Senior, Youth, or Person with Disability Pass on Zip Pass?**

To get one of these passes, Unitrans needs to verify eligibility and add the customer’s email address that they intend to use for ZipPass to the ZipPass database. Once the database is updated with their email and the customer installs the app and sets up their account, the pass will appear in the “Store” as an option to “purchase”. There is no charge for these passes however the customer still needs to enter credit card information to complete the purchase.

The senior, youth and person with disability pass will not appear as an option for a customer unless Unitrans enters their email address into a special database.

## **Can a Unitrans Zip Pass be used on YoloBus or Sacramento Regional Transit?**

YoloBus is accepting Unitrans Zip Passes ONLY in Davis city limits. Sacramento Regional Transit is NOT accepting Unitrans Zip Passes.

## **Can a customer use a YoloBus or Sacramento Regional Transit Zip Pass on Unitrans?**

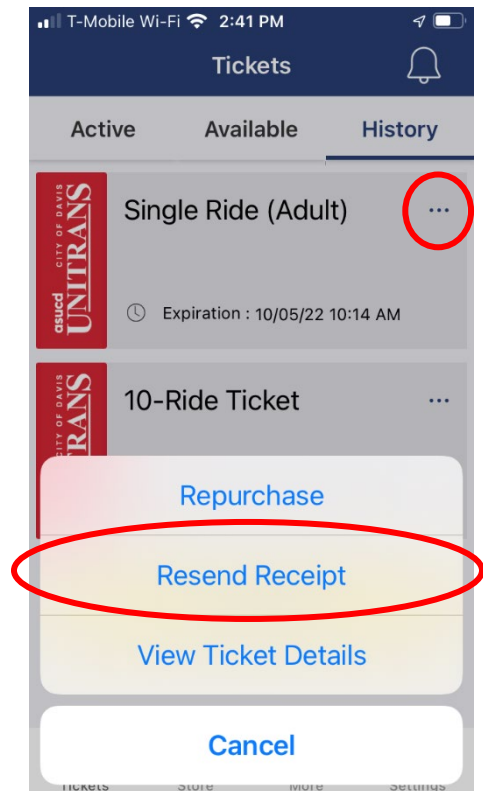
Yes, a customer can show the driver or conductor their valid, activated Zip Pass for Yolobus and Sacramento Regional Transit to ride Unitrans fare-free. The customer needs to show the driver or conductor their active pass and tap the screen to ensure it is real and valid.

## How does a customer get a receipt?

When a customer purchases a pass, the customer will automatically be emailed a receipt to the address on file with Zip Pass.

If they need a new copy, the customer can click on the pass, click on the three-dot symbol in the top right corner of the pass, and select “Resend Receipt”. This will re-send the receipt to the customer to the email address on file with Zip Pass.

For an expired pass, a customer can also get a receipt by following the same procedure under the “History” tab.



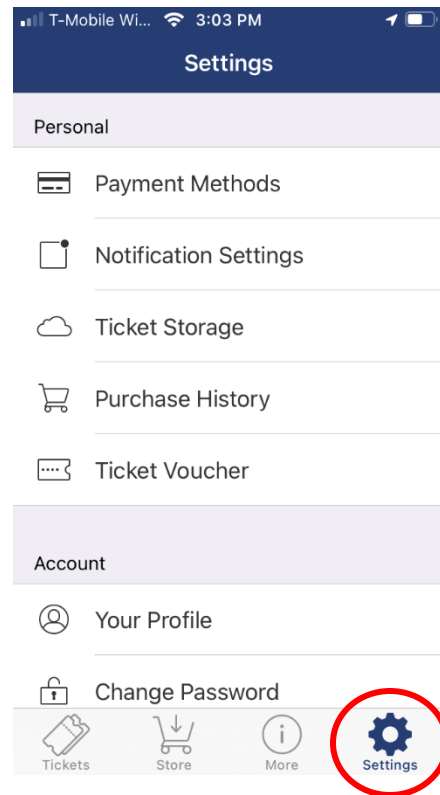
## How does a customer get a refund?

Refunds will be evaluated on a case-by-case basis just like we do for paper passes. Please ask a career staff person for assistance.

## How does a customer update or change their....

- Profile
- Email
- Password
- Credit Card
- Notifications
- See a full purchase history, etc.

Go to “Settings” in the lower right-hand corner of the screen.



## How does a customer verify when they bought a pass, when they activated a pass, etc....

On the pass, click the three-dots on the top right corner of the pass. Then click “View Ticket Details”. The details will show if the pass is active or inactive, the activation time/date, uses remaining, purchase time/date, expired time/date, and payment.

