Mobile Ticketing Application for Transit: Ticketing at Your Fingertips

Now more than ever, people are using their mobile devices to handle everyday tasks and transactions. They desire the option to use their smartphone or tablet for a wide range of services. Transit passengers aren’t any different.

Riders save time with ticketing at their fingertips.

Our Mobile Ticketing Application keeps riders on the move by allowing them to purchase a full range of ticket classifications and types directly from their device. These can include: round-trip and one-way tickets, weekly and monthly passes, and also children, family, student and senior or disabled fares.

Riders purchase tickets and delay activation until they begin their trip, allowing the conductor to view the activated ticket on the passenger’s phone, or have the passenger validate it on the platform. The application (app) can display multi-tickets on a single screen if there is more than one traveler. There are no surcharges for using the app, which is available to users from the Apple App Store and Google Play Store. Wireless data or WiFi connection is required to activate tickets, however tickets that have been activated will be displayed without need of such a connection.

Account-based, secure transaction management.

Our solution is an account-based system where users can create an account to purchase tickets directly from their mobile device. They can use multiple payment methods, including commuter benefit cards. The user’s previous purchases and electronic receipts are stored in their account. Through the app, users can provide feedback and as well as customize their account settings and preferences. The system provides agencies with robust security features using the account-based approach, including two-step authentication. All user data is encrypted and tickets are locked to device. They system uses dynamically changing colors band to indicate ticket validity as well as a barcode for authentication, and is upgradable to handle NFC. Currently, the tickets are inspected by conductors aboard with a handheld unit with the random match security code and/or a scanner mounted to fare gates.

Our Mobile Ticketing Application is offered as a part of the ATLAS® Fare Collection Solution, with one back office to manage and centralized clearing and settlement and no third-part integration. Data analysis and reporting directly from ATLAS® allows agencies to track transaction and rider usage. Additional, our pricing model is unique to the industry and our aggregated transaction fees keep costs low for agencies compared to similar apps.
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Our Mobile Ticketing Application has been implemented at New Jersey Transit (NJT), under the name MyTix. Originally deployed in 2013 as part of a pilot program on the Pascack Valley rail line, the MyTix application was recently made available system wide. At the end of the first year, MyTix had more than 250,000 user accounts and more than 2 million transactions were made. This fall, MyTix was successfully made available on all NJT bus routes.