



Santa Cruz METRO Splash Pass App FAQ

Where can I use Mobile Ticketing?

Mobile tickets can be used on Santa Cruz METRO local routes and on the Highway 17 Express. In addition, Highway 17 Express Day Passes and 31-Day Passes are valid for travel on Santa Clara VTA local routes. Please verify full fare policies at <https://scmtd.com/en/fares/fares> before purchasing a ticket.

What types of tickets can I purchase via Mobile Ticketing?

All Santa Cruz METRO local and Highway 17 Express fares and passes are available on the METRO Splash Pass.

How do I purchase and use a mobile ticket or pass with the METRO Splash Pass?

It is a two-step process: 1) purchase the ticket or pass, and 2) activate the ticket or pass. Select “Buy Passes” to see a list of all Fare Types: Local Adult Full Fare, Local Youth Fare, Local Discount Fare (only for customers who are eligible – see <https://scmtd.com/en/fares/discount-photo-id> for requirements), Highway 17 Express Full Fare, and Highway 17 Express Discount Fare. Then select the type of ticket or pass you need: 1-Ride Fare, Day Pass, 15-Ride Pass, etc. Click “Accept & Continue” after reading the ticket regulations, then enter your payment information and email address to receive a receipt. When your purchase is complete, you will see a confirmation that your transaction was successful. Click the button to “Go to Ticket Wallet.”

How and when should I activate my Mobile Ticket?

Please have the mobile ticket activated and ready to show to your driver when boarding a bus, but you should activate the ticket no more than 5 minutes before the bus is due to arrive. Tickets are active for 30 minutes before expiring on local routes; 90 minutes for the Highway 17 Express. Your purchased tickets can be found in the “Ticket Wallet” on the main screen of the app. Select the ticket you wish to use for the upcoming trip, and then click the “Activate Ticket” button.

Do I need to activate my tickets/passes each time I travel?

1-Ride and 15-Ride tickets must be activated for each trip taken. However, Day Passes, 3-Day Passes, 7-Day Passes and 31-Day passes only require activation on the first use.

Can I transfer to other routes with a mobile ticket?

If you have a Highway 17 Express Day Pass or 31-Day Pass, you may use it on Santa Cruz METRO local routes and Santa Clara VTA local routes.

Do mobile tickets expire?

Yes. Mobile tickets that have been purchased but not activated expire 180 days from purchase date. Once activated, the ticket expires in 30 minutes for local fares; 90 minutes for the Highway 17 Express.

How does the driver/ know that I have a valid ticket?

Mobile tickets are validated by the bus operator using visual inspection by checking multiple ticket features including the time and the color bars. on the ticket screen. Some buses may have electronic validators that can validate the QR code on the ticket.

What do I do if an Agency official requests to inspect my mobile ticket?

Each ticket includes a unique barcode in addition to the tri-color ticket that may occasionally be scanned by Santa Cruz METRO officials as part of an inspection process.

Do I need to set up an account to be able to use mobile tickets?

You do not need to set up an account to purchase a 1-Ride Pass, Day Pass or 3-Day Pass. To purchase 15-Ride, 7-Day, and 31-Day Passes, an account is required. Setting up an account is recommended for everyone who uses the app more than just once or twice, because it allows you to transfer your tickets to a new phone if necessary.

Will my mobile ticket still work if I lose cell phone service while trying to use my ticket?

To purchase the ticket, you will need an internet connection – either cellular data or Wi-Fi. However, once you have your purchased ticket or pass on your phone, you can activate and display the ticket without an internet connection. If you travel from an area that has a poor cellular connection, be sure to purchase your ticket in advance (where you have a reliable internet connection) then proceed to your bus stop, where you can activate the ticket with or without internet connectivity.

What happens if my smart-phone becomes inoperable (e.g. battery dead) prior to being able to show my mobile ticket?

You are held responsible for having a mobile phone in good working order and usable prior to boarding. If your mobile phone is inoperable it is expected that you will use some other payment method for the trip.

If I am travelling with friends and family, can I activate more than one ticket on my phone?

Yes. For group travel, please purchase the necessary number of 1-Ride tickets using the “Multiple” option. For large groups, you may also use a 15-Ride Pass and activate multiple rides for multiple people. You may activate multiple tickets one at a time in your mobile app.

Are receipts available for mobile ticketing purchases?

Receipts are available through email for all mobile tickets. You can also email old receipt copies through your Ticket History section in the mobile app. Please be aware that your receipt will come from noreply@justride.com (Justride is the mobile ticketing service) rather than from Santa Cruz METRO.

Can I get a refund for unused tickets or service disruptions?

Santa Cruz METRO has a no-refund policy. Santa Cruz METRO, generally, does not provide refunds for service related delays or disruptions. Customers do have the ability to initiate a self-service refund in the event that they purchase a mobile pass by mistake. This “self-refund” must be performed within 5 minutes of ticket purchase or the ticket becomes non-refundable. To self-refund, select the pass from the “Ticket Wallet”, click on “... Actions” in the lower left corner, and click “Refund Ticket.” Once a ticket is activated from the Ticket Wallet, it is no longer eligible for a refund, even within five minutes of purchase.

Are there any fees for using mobile ticketing?

No, the mobile ticketing app is free to download. You may incur data usage fees via your mobile service provider for use of the application. Santa Cruz METRO is not responsible for any mobile carrier data charges that a customer incurs as a result of using the mobile ticketing application.

Is the Mobile ticketing application available on all devices?

The mobile ticketing application is available on the majority of iOS (iPhone) or Android (Google Pixel, Samsung, LG, etc.) devices installed with recent (2 years or less) operating systems. Older versions of software may not be supported.

What happens if I lose my mobile device or buy a new device?

In order to transfer passes to a new device, it is necessary to have an account – for that reason, an account is recommended for all customers and required in order to purchase 15-Ride, 7-Day, and 31-Day passes. If you have an account, if you lose or purchase a new device you can transfer any valid, unused tickets to a new device. To transfer your unused tickets and account to a new device, download the mobile ticketing app on your new device and log in. You will be prompted to confirm you wish to transfer your account to this new device. Please note, accounts can only be transferred between devices three times in six months.

Will the application store my credit card details?

You have an option to store your credit card details for future transactions.

What security protections are in place to protect my personal information?

The Mobile Ticketing platform is fully certified and compliant with Payment Card Industry standards (PCI-DSS). All payment communications are fully encrypted via SSL, and any sensitive data stored is highly encrypted and systems are constantly monitored for security vulnerabilities.