

DIGITAL PASS INFORMATION

WHAT IS A DIGITAL PASS?

Digital passes replace paper passes. Digital passes are less expensive, easy to use, do not tear, wear out, or get lost (unless you lose your phone). Once your registration is complete, your digital pass will be located on your phone. When you are ready to use Capital Metro, open the app and scan your digital pass.

WHY GET A DIGITAL PASS INSTEAD OF PAPER?

Capital Metro digital pass allows you to take any Capital Metro transit trip free of charge just like a paper pass. It is faster to receive a digital pass than a paper pass. Digital passes are less expensive, easy to use, do not tear, wear out, or get lost (unless you lose your phone).

HOW DO I GET A DIGITAL PASS?

Complete the [on-line waiver](#) for digital passes. Once your registration is complete, you will receive an email with instructions. Additional instructions on downloading your digital pass can be found [here](#).

HOW LONG DOES IT TAKE TO GET A DIGITAL PASS?

New requests for digital passes are processed once a week every **Friday**. You should receive an email soon after with instructions for downloading your digital pass.

WHERE CAN I USE MY DIGITAL PASS?

On any Capital Metro service: all bus routes, rail, MetroAccess, and Pick-Up.

WHEN DOES MY DIGITAL PASS EXPIRE?

Digital passes, just like paper transit passes, expire Jan. 31, after midnight.

CAN I DOWNLOAD THE CAPITAL METRO APP TO MY COUNTY PHONE?

No. The CapMetro mobile app presents too high of an information security risk. The ability for users to potentially add and save their credit card information would open all TC-owned mobile devices to PCI regulations. If you previously had a digital pass associated with the app, you must delete the app and reinstall it with your county email.

WHO DO I CONTACT FOR QUESTIONS?

Commuteconnections@traviscountytexas.gov