FAQ

Why can't I view my ePass online?
We are currently working with our provider to develop a customer portal that would allow you to check your balance online

Do you still take tickets for rides?
We still accept tickets for rides, but we are encouraging users to switch to the ePass once they have used their remaining tickets.

How do I make sure no one else uses my ePass?
Your ePass is linked to your account and cannot be used by another person unless granted by the account user.

Can I get a refund if I don't use my pass?
No, refunds are not issued for unused tickets or ePasses.

ePass Questions?

Phone: 740-670-5185

Email: transitweb@lickingcounty.gov

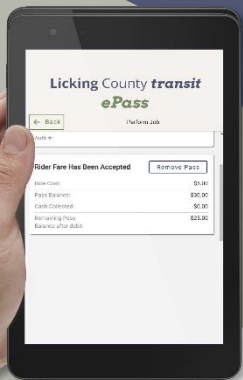**Website**: transit.lickingcounty.gov

Licking County *transit*

**745 East Main St
Newark, OH 43055**

Licking County *transit*

ePass

YOUR DIGITAL FARE CARD

What is an ePass?

The ePass is a **reloadable digital pass** that lets you pay for your rides without carrying cash or tickets.

- Used for Demand Response Services.

- Load funds onto your pass in advance.

- Travel easier, faster, and cash-free!

How does it work?

① **Create an ePass Account:** Ask your Operator when boarding, or visit our transit office to set up your ePass.

② **Load funds:** Passengers can load funds onto their ePass with cash in person or with a driver. Passengers can also load funds by card* in person or on our website at lickingcounty.gov. *Fees apply*

③ **Ride:** Simply board! Your fare is automatically deducted from your ePass balance when you ride.

View your balance

There are currently three ways to view your ePass balance:

- **When Boarding**: Your current balance will be displayed on the Operator's tablet.

- **By Phone:** Call us anytime at 740-670-5185 (option 2) to ask for an updated balance.

- **In Person:** Stop by our transit office to get a printed balance and/or transaction history.