

## U-Pass FAQ – Students (7-25-19)

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### Who is eligible?

Any student enrolled in a credit or non-credit class at any U-Pass participating school.

### Does Metro U-Pass include Metro Zone1?

**Yes**, U-Pass covers both Metro Express Buses and Metro Silver Line at no extra charge.

### Is the Metro U-Pass valid on Metrolink?

**No**, Metro U-Pass is not valid on Metrolink.

### Is the Metro U-Pass valid on other transit agencies?

**Yes**, Metro U-Pass is also valid on: ***Big Blue, Culver City, Long Beach Transit, Torrance Transit, Gardena Transit, DASH and Norwalk***

**Do I need a new sticker for each semester?** *No, the fare for the upcoming semester will be loaded remotely by Metro or by a point of sale device once payment and eligibility are verified by your School Administrator.*

If the fare is loaded remotely, you must activate the fare by tapping your card/sticker on a fare validator within thirty (30) days



### How much does the Metro U-Pass cost?

- Metro U-Pass pricing varies depending on the school subsidy contribution
- Metro U-Pass may be sold at a pro-rated price if the school permits

### What happens if my Metro U-Pass is lost/stolen?

- Contact your School Administrator to get a replacement U-Pass sticker
- School will deactivate the lost U-Pass sticker
- Pay the appropriate "Replacement Fee" (fees vary for each school)
- School Administrator must request a transfer of stored value

### What happens if my Metro U-Pass is not working?

Contact School Administrator and provide the following information:

- 16 digit sticker number

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- Error message when tapping

### Why am I receiving error messages mean when I tap my U-Pass?

- **Error message: Failed to Write**
  - Reason: The card was not read correctly.
  - Solution: Tap the sticker flat on the device and hold for a few seconds longer.
- **Error message: Passback**
  - Reason: The card was tapped multiple times within a 7 minute timeframe.
  - Solution: Tap once, if tap was unsuccessful, wait 7 minutes before tapping your card again.

### Can I add Stored Value onto the Metro U-Pass?

- Yes, adding Stored Value allows Metro U-Pass users to ride 23 other transit systems
- Fare can be loaded at TAP vending machines (TVM), TAP vendor locations, or by phone 888-TAPTOGO (1.866.827.8646)

### What happens if I add Stored Value and my Metro U-Pass is lost/stolen?

- Report the lost/stolen U-Pass to your School Administrator
- The School Administrator will issue a new U-Pass sticker and deactivate the lost/stolen sticker

### Can I use the Metro U-Pass to register for the Metro's Bike program?

- No, Metro U-Pass cannot be used to unlock Metro bikes