

## U-Pass FAQ – Student

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**Who is eligible?** Any student enrolled in a credit or non-credit class at any U-Pass participating school.

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

**Is Metro U-Pass valid on other transit agencies?**

**Yes**, Metro U-Pass is also valid on: *Culver CityBus, Foothill Transit (Local Service and Silver Streak to the J Line Metro Silver), LADOT DASH, Montebello Transit, Norwalk Transit, Pasadena Transit, Gardena Transit, Santa Monica, Big Blue Bus and Torrance Transit.*

**Is Metro U-Pass valid on Metro Micro?**

- U-Pass requires \$1 for Metro Micro rides. Must be paid using stored-value cash on the registered U-Pass TAP card.
- UCLA and Cal Tech U-Pass programs offer free Metro Micro rides
- Ask your School Administrator for more details

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



**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 the School Administrator and provide the following information:

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- 16-digit sticker number
- Error message when tapping

### **Why am I receiving a “Passback” error message when I tap my U-Pass?**

- 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 Metro U-Pass to register for the Metro’s Bike program?** **No**, Metro U-Pass cannot be used to unlock Metro bikes.