

# FREQUENTLY ASKED QUESTIONS

## Your Guide to Riding Transit With the UTA Ed Pass



### How Do I Receive My UTA Ed Pass?

Check with your respective school's front office, student portal, or transit program contact for details. For specific information pertaining to each school, scan the QR code on the reverse.

### Do I have to Pay for the UTA Ed Pass?

No. The Ed Pass is available to all enrolled students and employed faculty and staff, at no cost.

### How Do I Use My UTA Ed Pass?

Just tap your pass on the validator each time you board a bus, TRAX, or FrontRunner. Digital Pass? Download the UTA transit app and follow the instructions provided by your school,

### Why Tap On/Tap Off?

Tapping your card when you board and disembark is an important part of the transit pass agreement between your college or university and UTA. These taps don't keep track of who you are or where you go, but they do:

- Show that valid fare has been paid for your transit trip
- Gather ridership data so UTA can adjust service to better meet the needs of riders
- Provide information about how many students, faculty, and staff are using transit passes
- Prove to your university that the Ed Pass has value and is a helpful benefit for students and staff

### Can I Use My Pass on All UTA Services?

Your UTA Ed Pass gives you access to the following modes:

- Bus (any route along the Wasatch Front)
- TRAX (light rail in Salt Lake County)
- FrontRunner (commuter rail from, Ogden to Provo)
- S-Line (Sugar House streetcar)
- UTA On Demand (shared rides via app-based technology) For more information, visit [rideuta.com/services/On-demand](https://rideuta.com/services/On-demand)

(Ski Bus and Paratransit are excluded)

### When Do the Above-Mentioned UTA Modes Operate?

Most bus and rail services operate from early morning to late evening, seven days a week (FrontRunner and UVX do not operate on Sundays). Use the UTA transit app for real-time schedules and trip planning.

### Are Passes Transferable?

No. Passes are non-transferable and may only be used by the authorized user to whom the pass was issued.

### Tips for Riding:

- Arrive early. Buses and trains follow are on strict schedules and can fill quickly during morning and evening rush hours.
- Plan your trip in advance using the UTA transit app.
- Tap On and Tap Off every time you board and disembark — especially on TRAX and FrontRunner.
- Follow UTA's Code of Conduct for a safe, respectful, and enjoyable ride.

**Questions:** Please contact your school or scan the QR code on the reverse side for more information.

UTA Customer Service can also assist with answers to any questions, lost & found, ideas or concerns. Contact them at (801) RIDE-UTA or [rideuta@rideuta.com](mailto:rideuta@rideuta.com)

