

# U-Pass FAQ – Students

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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: ***Long Beach Transit, Torrance Transit and Gardena Transit.***

## 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

## 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?

- Yes, Metro U-Pass can be used to unlock Metro bikes
- Register at <https://bikeshare.metro.net>
- A credit card is required to register for the Metro Bike program
- All rental fees will be deducted from the credit card on file
- Stored Value cannot be used to pay for rental fee