

NBA Zero Fare FAQ



When is UTA offering zero fare?

1. For ten days surrounding the NBA All-Star Game, February 12- 21, 2023 all UTA services will be zero fare to all riders.
2. In addition to the ten days of zero fare, for the entire month of February, travelers arriving at or departing from Salt Lake City International Airport or Provo Municipal Airport will be allowed to ride free on the UTA system the day of their flight. Just show your airline boarding pass (printed or digital) to the bus operator or fare inspectors as proof of fare, if asked.

What does “zero fare” mean?

Zero fare means there is no out-of-pocket cost for customers to ride UTA bus, including Ski the SLC-PC Connect, TRAX, FrontRunner, the S-Line Streetcar, UTA On Demand, or paratransit service.

Can a customer still purchase a ticket from the Ticket Vending Machine (TVM) on a zero fare day?

No. TVMs will not allow tickets to be purchased during the timeframe of February 12-21.

Do passengers still need to tap their electronic passes on the UTA card readers during the zero fare days?

UTA prefers our customers continue to tap their electronic fare card on the reader. The readers will be programmed to give riders a green light, indicating their ability to ride. Card Readers will state “Zero Fare” and customers will not be charged when they tap their pass on the card readers.

If a passenger taps their FAREPAY Card, will they be charged?

No, customers will not receive a charge on their FAREPAY card during the zero fare promotion.

What does a customer do if they activated a UTA GoRide or Transit app mobile ticket during the zero fare promotions in February?

Customers should contact UTA Customer Service at 801-RIDE-UTA to address UTA GoRide or Transit app ticket activations. Customer Service agents are available Monday through Saturday from 6 a.m. to 9 p.m. and Sunday from 8:30 a.m. to 5 p.m. or at rideuta@rideuta.com for a solution.

Why is zero fare being offered?

An estimated 100,000 people will be visiting Utah during NBA All-Star week. By offering zero fare, UTA services will help alleviate traffic congestion, improve air quality, and reduce the demand for limited parking while providing safe, reliable transportation. We also want to encourage those who have not tried public transit before, or do not regularly ride, to experience all the activities that will be happening in the downtown area by riding public transit.

How is UTA able to support 100,000 visitors and existing riders that will be taking transit?

UTA has done extensive planning to increase service for the NBA All-Star activities for both local riders and visitors that will be going downtown. We're extending our hours of operations and are working closely with the Utah Jazz on additional transportation options to make sure we can provide safe and reliable service during the All-Star events.

Why is UTA not offering zero fare the entire month of February?

UTA tested a whole month of zero fare back in February 2022 in celebration of the 20th anniversary of the 2002 Olympic Winter Games held in Salt Lake City. To cover the costs of uncollected fares, numerous government agencies and local businesses joined the effort to support Free Fare February.

Unfortunately, we do not have that same level of sponsorship to cover an entire month of zero fare this year.

How is UTA able to staff the extra transit operators needed for the NBA event?

Safety of our customers and the public is important to UTA and our employees. We understand that the high number of visitors will require more service than is currently being offered during this time period. We are also excited about this one-time opportunity to partner with the All-Star event. We're offering overtime and will be working round the clock to provide the extra service being planned.

Who can I contact for more information?

For additional questions, please contact UTA Customer Service at 801-RIDE-UTA.