

RIDER'S LICENSE FREQUENTLY ASKED QUESTIONS

How much does the Rider's License Cost?

The Rider's License is \$49.00

Where can I purchase my Rider's License?

Mobile Ticket: Rider's License will be available for purchase through the UTA GoRide mobile app. For more information on how to purchase a pass using the mobile app visit: <https://www.rideuta.com/Fares-And-Passes/UTA-GoRide-Mobile-Ticketing>

Electronic Fares Card: if you don't have access to a smart phone, tap passes will be available for purchase online at rideuta.com or a UTA Customer Service locations

What if I do not have a smartphone?

You can still purchase a physical Rider's License pass online at rideuta.com or at UTA Customer Service Locations.

How do I protect my Rider's License from loss or theft?

EFC Pass: When you first receive your card, be sure to write down the nine-digit card number located in the lower right-hand corner of the card. You can write it on the card packaging or keep it in another secure place. If you lose your card, contact UTA Customer Service to have your lost card deactivated and a new one issued to you. **You must have the nine-digit card number of the original Rider's License card.**

GoRide Mobile Pass: Contact UTA Customer Service in case your phone is lost, stolen, or damaged.

What do I need to do before I ride using the mobile app?

As you board a bus or as you are asked for proof of fare from a UTA police officer or fare inspector on FrontRunner, TRAX, Streetcar, or other UTA service, please open the UTA GoRide app to display your active pass.

What is the age limit on Rider's License?

The person using the Rider's License must be between the ages of 6-18 years.

I am over the Rider's License age limit; can I purchase a pass?

No. The person using the Rider's License must be between the ages of 6-18 years. UTA offers other products like UTA FAREPAY card that might be right for you. You can save up to 40% off your daily fare with the FAREPAY card.

I want to purchase more than one Rider's License, is there a discount for purchasing more than one pass?

There is no discount for multiple pass purchases.

What dates is the Rider's License valid?

The Rider's License is good from June 1 through August 31.

Can I use Rider's License on the entire UTA system?

The Rider's License is valid on Bus, Express Bus, BRT, Trax, Streetcar and Frontrunner. Rider's License does not include Park City, Ski, or Paratransit Bus service.

Is my travel limited to a certain amount per day?

No! Rider's License is a premium unlimited pass. This means that you can ride authorized UTA services as little or as much as you need. Use it to get to work, play, or school.

Where can I go using my Rider's License Pass?

The UTA Rider's License is a premium unlimited pass. This means that you can ride as much (or as little) as you want. For a map with directions of all the great destinations you can visit, go to www.rideuta.com/summer

I lost my pass. What do I do?

The quickest solution is to visit your closest UTA customer service Center or call 801-743-3882 Option 5 and talk with a Customer Focus agent. To replace a lost or stolen Rider's License card, **you must have the nine-digit card number of the original Rider's License card.**