



## Zero Fare for Clean Air FAQ

### **What does "Zero Fare" mean?**

Zero Fare means there is no out-of-pocket cost for customers to ride UTA bus, including Ski Bus, PC-SLC 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 a Zero Fare day.

### **Do passengers still need to tap their electronic passes on the UTA card readers during the Zero Fare days?**

Yes; 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 a Zero Fare day.

### **What does a customer do if they activated a Transit app mobile ticket during the Zero Fare day?**

Customers should contact UTA Customer Service at 801-RIDE-UTA (801-743-3882) to address 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](mailto:rideuta@rideuta.com) for a solution.

### **Why is Zero Fare being offered?**

The Zero Fare for Clean Air program is part of a science-driven effort to improve air quality along the Wasatch Front by helping encourage more people to consider using transit as an alternative to driving. Funding for the Zero Fare days was made possible by House Bill 353 (HB353) sponsored by Representative Joel Briscoe during the 2019 Legislative Session.

The decision to declare Zero Fare days is coordinated between UTA and the Division of Air Quality (DAQ) based on science and health risk. The DAQ constantly monitors Utah's air shed to identify when levels of ozone, as well as particulate matter, are unhealthy. When unhealthy pollution levels are forecast, the Division calls a Mandatory Action Day, which indicates critical periods when Utahns should avoid high-emitting activities such as wood burning, the operation of gasoline-powered yard equipment, and extensive automobile usage. For more information, visit [air.utah.gov](http://air.utah.gov).

**Who can I contact for more information?**

If you have additional questions, please contact UTA Customer Service at 801-RIDE-UTA (801-743-3882).