

GoPass Student Fareless Pass Program FAQs

1. What is the GoPass Student Fareless Pass program?

A pilot program for students at participating K-12 schools and Community Colleges to help students ride transit for free, now in its third year for 2023-2024.

2. Who is eligible to participate in the program?

LA County K-12 and Community College students who attend GoPass participating schools and have received an eligible GoPass TAP card and a unique registration code and registered on www.taptogo.net/gopass.

3. If I have an existing reduced fare student TAP card and I attend a GoPass school, how do I ride for free?

Yes, you can register any TAP card as your GoPass TAP card, including a virtual card on the TAP App or a TAP wearable (bracelet or keychain). You can register your TAP card with a current year Eligibility Code at www.taptogo.net. You may also continue to load reduced fare passes for **non-participating** GoPass agencies on your GoPass TAP card by calling the TAP Customer Center at (866) 827-8646.

4. Can I use the TAP app instead of a physical card?

Yes! To use a virtual card on your phone, please follow the instructions at the GoPass Registration Portal at taptogo.net/gopass by clicking on “Add GoPass to your Phone”.

5. If I do not attend a GoPass school, will my Student Reduced Fare TAP card still work?

Yes, your existing Student Reduced Fare TAP card can be used to load regular student fare and to continue to ride all TAP agencies. New [Fare Capping](#) rates apply starting July 1, 2023.

6. I registered my GoPass TAP card. What’s next?

Wait 60 min, then tap your card on a bus or rail validator to add your Go Fareless Pass. TAP cards must be tapped within 14 days of registration. The GoPass for Year 3 of the pilot program will allow you to ride free on participating GoPass Agencies through June 30, 2024. For a list of participating agencies, visit www.metro.net/gopass.

7. I lost my GoPass TAP card with my fareless pass. How can I replace it?

See your school administrator for a new TAP card and Eligibility Code, then visit www.taptogo.net/gopass to register your new card by choosing the “Replace a Lost TAP Card” option. The student information you enter must match the information that was entered when you initially registered for GoPass, including the school you were attending at that time. Once

GoPass Student Fareless Pass Program FAQs

you report a card as lost, it will automatically be deactivated. Please mark your new card so you can tell it apart from the old (lost/cancelled) card in case the old one is found.

8. How do I renew my GoPass for the current school year?

Pick up a new Eligibility Code from your school or district (some districts, including LAUSD and Long Beach Unified distribute the codes through the student's online portal). You can renew your existing GoPass TAP card by going to www.taptogo.net/gopass and choosing "Renew Expired Pass" and then entering your existing TAP card number and your new Eligibility Code. Once you have completed the online renewal process, wait one hour and then tap your card on any farebox, rail validator or Ticket Vending Machine (TVM) within 21 days to complete the activation process.

9. I already purchased a student monthly pass before receiving my GoPass, how can I get a refund?

Call the TAP Customer Center at (866) 827-8646 to request a refund.

10. Who do I contact for questions or If I need help with registering my Fareless TAP card?

Call the TAP Customer Center at (866) 827-8646 for phone assistance with registration. Students under 13 must have parent call with email address for parental consent.