



Umo FAQs

What is the Umo system?

Umo is a reloadable fare payment system that provides LTD riders an easy way to pay for their fare by tapping either a pre-loaded card or by holding their phone (mobile app) to an electronic reader as they board the bus.

How does Umo work?

Riders can pre-load fare in their Umo account (card or mobile app) through a website or the mobile app, or LTD Customer Service. This includes purchasing day or month passes, or adding cash value to be used at a later time. To pay fare when boarding, riders simply tap their card or hold their phone to the reader.

How does a rider use the Umo Mobility App?

Riders can download the Umo Mobility app from their smartphone's app store and select LTD as their transit provider. Once selected, the rider will move through the steps to set up an account and purchase a pass or add value to the account for future fare payments. When ready to ride the bus, simply open the *Wallet* in the app and display the QR code to the electronic reader when boarding. While watching the reader display, position the QR code completely within the white corner markers of the screen. Once the QR code has been accepted, a green light will indicate that fare has been paid. To pay fare on the EmX, riders activate the app to display the QR code before boarding and should have it ready to be scanned if a fare inspector asks.

Where does a rider use the Umo tap card?

Umo readers have been installed next to the fare boxes on all buses (except for EmX buses), allowing riders to tap their card as they board. The card is held towards the bottom of the reader, within two inches. Once read, the display on the reader will change to show that fare has been paid. To pay fare on the EmX, the rider should have the tap card or app ready to be scanned if a fare inspector asks.

How much does it cost to get a Umo card?

New or replacement tap cards are \$3 and are available at the LTD Customer Service Center located in the downtown Eugene Station at West 11th & Willamette St.

What is Umo Cash?

A rider can choose to purchase day or monthly passes, or deposit money in their account for later use. When adding money to their account, this is referred to as Umo Cash. A rider can check their balance through the Umo website, the mobile app, or at the LTD Customer Service Center.

What is fare capping?

Fare capping allows a rider to put money in their Umo account (Umo Cash) and pay a fare with each boarding of an LTD bus. Once the rider has paid total fares equal to the cost of a day or monthly pass, no more fare is required to ride for the duration of that day or calendar month. Monthly fare capping only applies to fares paid beginning the first day of each month. Umo Cash and fare capping is the smart way to pay for fare, especially for riders who are unsure how many transit trips they will make in a day or month.

How does a rider transfer to another route?

When a rider transfers to another route, they simply scan their unique QR code from the Umo Mobility app or use their tap card on the reader. The Umo system will automatically apply the correct pass for the trip. If using stored value, it will charge for the second trip.

Can fare be paid for more than one person with the same Umo card or app?

No. Each rider must have their own card or mobile device with their own pass or stored value.

How does a rider know if the correct fare has been deducted from their account?

If a rider is using stored value to pay for their fare, the information displayed on the Umo reader will include the amount paid for fare and the remaining balance of the Umo account. If they are using a day or month pass, the reader will display the type of pass and the expiration date.

What is the minimum purchase?

Minimum transaction is \$3.50 when purchasing a pass or \$5 when adding stored value to an account.

Does the Umo card have to be registered?

Registration is not required but is recommended. Registering allows a rider to purchase fares online and recover fare that is in their account if the card or mobile device is lost or stolen. Rider's personal information is private and is only used for account purposes. Registering a Umo card can be done by visiting UmoPass.com and selecting *I want to use a Card* option then adding the Umo tap card number, a username and a password.

Additionally, the rider can contact LTD Customer Service at 541-687-5555 or visit the Customer Service Center at the downtown Eugene Station.

What if a rider loses their card?

If a rider loses a registered Umo tap card, they can visit the LTD Customer Service Center to purchase a replacement tap card (\$3). Existing passes, Umo Cash, and account information will transfer to the replacement card once the new tap card is registered.

What about Half-Fare riders?

Riders who qualify for Half-Fare can call or visit the Customer Service Center to have their Umo account updated to reflect the half-fare rates. Once the account is updated, they will be able to purchase discounted fares online at UmoPass.com, through the mobile app, or at LTD Customer Service. Contact LTD Customer Service at 541-687-5555 for more information on the Half-Fare program.

What about Honored Riders?

Honored Riders (ages 65+) can visit the LTD Customer Service Center to receive their Honored Rider ID and tap card. Once the account is created, no fare is needed and they will just tap the card to the reader as they board. Existing Honored Riders will need a tap card or mobile app to board. Contact LTD Customer Service at 541-687-5555 for more information on the Honored Rider program.

Where can a rider reload funds on their Umo tap card?

A rider can add funds to their account online at UmoPass.com or by visiting the LTD Customer Service Center at 11th & Willamette.

What if a rider is declined at the reader?

If the mobile app or tap card is declined at the reader, an explanation for the declined fare payment is displayed on the reader screen. The rider can also get information about their Umo account on the Umo website, the mobile app, or by contacting LTD Customer Service.

What are alerts?

Alerts are automated messages that are sent by the Umo system. A rider can customize the types of alerts that are sent to them. If they are using a tap card, alerts will be sent to their email address. If they are using the mobile app, they can choose to receive the alerts as a push notification to their mobile device or as an email.

Where does a rider get more information?

Visit LTD.org/Umo-Pass or calling LTD Customer Service at 541-687-5555.