



Rider Transit Marketing

FAQ's - Rider Pass Digital Fare Payment

1. What is Rider Pass digital fare payment?

Rider Pass digital fare payment is our new convenient contactless payment system. It allows you to purchase a pass or load cash into your account and then use your smartphone or smartcard to pay your fare as you ride. You can download the free Umo Mobile app to your smartphone from the App Store or Google Play or purchase a Rider Pass smartcard at the Rider Transit Center Customer Service window.

2. What are some of the features and benefits of the new digital Rider Pass?

The new digital Rider Pass has a lot of smart features so you can travel the way you like!

- Manage your account online
- Touchless ticketing
- Pay with your smartphone or smartcard
- Pay as you ride
- Auto-load cash
- Carry-over cash balances
- 31-day fare caps
- Real-time Information
- Protect your passes and account balances
- And more!

3. What can I do with the Umo mobile app?

The Umo app is your travel companion, letting you buy contactless transit passes, and with a tap, pay your fare as you board the bus. Once you register your mobile device and create an account in the Umo app, you can start loading funds and pay your fare by showing the validation code from the Umo app home screen to the code reader on your bus.

4. Do I have to use the Umo app?

No. A cash option will remain available to you if you don't use the Umo app. You can also choose to use the digital Rider Pass smartcard, which is available at the Rider Transit Center Customer Service window.

5. How do I pay my fare using the Umo app?

You can view the specific types of transit passes offered by Rider Transit by selecting the Buy button on the main screen. If Rider Transit products are not displayed, or you want to load cash, tap the city name displayed at the top of the Home screen and search for Concord, then select Charlotte, NC. Load funds or passes for use on Rider Transit and then select the validation code option on the main screen and scan that QR code at the reader when you board the bus.



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6. I'm a Reduced Fare rider. How do I get my account to display Reduced Fare passes as an option for purchase?

Reduced Fare customers will need to visit the Customer Service Window at the Rider Transit Center to have their account designated as reduced fare.

7. I'm an ADA Paratransit rider. How do I get my account to display ADA Paratransit passes as an option for purchase?

ADA Paratransit customers will need to call the Transit ADA Coordinator at 704-920-5876 or visit the Customer Service Window at the Rider Transit Center to have their account designated as reduced fare.

8. Are transfers still free?

Yes. Our transfer policy has not changed. A transfer may be used for any Rider Transit bus on any route within an 85-minute time period. The digital Rider Pass automatically stores and tracks transfers, so there's no need to ask your driver for one. You WILL need to request a paper transfer pass from your driver if you plan on transferring to a CATS bus or light rail.

9. I just purchased a pass, when can I use it?

All passes or loaded cash are posted instantly to your account and can be used immediately after your purchase has been completed.

10. I just used my digital Rider Pass on a bus. When will the fare payment be posted to my account?

In most cases, your fare payment will be posted instantly to your account. Simply look under your account Transaction History.

11. What if I have a Rider Pass smartcard and want to start using the Umo app?

When you download and open the Umo app for the first time, enter your existing Rider Pass smartcard number to replace the card with the Umo app. Your cash balance, passes, transfer rights and transaction history will all be preserved since those are part of your account. Once you begin using the Umo app, your smart card is no longer usable.

12. How can I check my account to see my passes or stored value?

Only users with registered accounts can check their balances. Once you have an account, you can check your balances the following ways:

- Sign in through the Umo mobile app
- Call Rider Transit Center Customer Service at 704-920-7433 (TDD: 800-735-2962)
- Visit the Customer Service Window at the Rider Transit Center



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13. How do I add or change my personal information in my digital Rider Pass account?

Smartcard: You can add or change personal information in your account. Log in to your account, scroll down to the bottom of the page and under the My Account section in the grey page footer, select the Contact Info link. Type in the new information in the appropriate field(s) then click on the Save Contact Info button.

Umo mobile app: If you're using the Umo mobile app, you can add or change personal information by selecting the My Account option on the menu (three bars in the upper corner of the app), then selecting Update Profile. Type in the new information in the appropriate field(s) then click on the Save Contact Info button.

You can also have your personal information updated by calling Rider Transit Center Customer Service at 704-920-7433 (TDD: 800-735-2962).

14. What is fare capping?

Fare capping is a benefit for Rider Transit passengers using stored value (a "Cash Balance") for fare payment. Passengers will receive free rides after a set amount of fares has been paid during a specific period of time. Once you spend \$40 a month (\$20 reduced fare) within a 31-day period, you can ride the rest of the 31-day period for free.

15. What is Autoload?

Autoload is an optional service that will automatically reload a pass or cash when your account has a pass nearing expiration, your pass is low on trips, or you're running low on cash. You can activate the autoload feature through your mobile app or online. You will also have to add a stored debit or credit card in your profile to use this feature.