

# Administration Rules

## I. Definitions.

- A. “Activated” shall mean that the Electronic Fare Card is a valid Pass according to UTA and the Administrator.
- B. “Authorized User” shall mean the individuals authorized to receive a Pass pursuant to the terms of agreement with the Administrator.
- C. “Deactivation Triggering Event” shall mean any event where the Administrator is expected to change a Pass status from active to inactive.

## II. Procurement of Electronic Fare Cards

Administrator may order Electronic Fare Cards for use on UTA’s Electronic Fare Collection (EFC) system.

If Administrator elects to purchase and print their own cards, the intent is that the electronic contactless technology be integrated into their employee or student picture identification cards. Administrators must work closely with UTA’s Electronic Fare Collection office to ensure that the cards will be compliant with [UTA Card Data Format Specification](#).

## III. Card Activation / Deactivation

- A. UTA-Printed Passes
- B. Administrator-Printed Passes

For Passes that can be activated for the entire term of the contractual agreement, Administrator is responsible for deactivating Electronic Fare Cards that are no longer being used with UTA’s EFC system. Administrators will use a web interface to deactivate or reactivate contactless cards. For information on how to do so, refer to the [UTA Web Interface Quick Start Guide](#).

Card deactivations must take place within three (3) business days of a Deactivation Triggering Event, such as a lost or stolen card, or expiration of Pass pursuant to terms of the agreement with UTA.

Only one card may be active at any time for any Authorized User. If replacing a lost or stolen card, a replacement fee may be charged at the Administrator’s discretion.

For Passes that can be activated for the entire term of the contractual agreement, Administrator is responsible for activating Electronic Fare Cards if using Administrator-printed Passes. If authorized by UTA, Administrators may also submit bulk card changes. Bulk card activation and deactivation is accomplished by UTA’s electronic mail bulk import process. The Administrator is responsible for creating and submitting the bulk import file(s) necessary for activation or deactivation. Bulk import files must conform to [UTA’s Bulk Import File Specification](#).

For Passes that are issued as 30-Day and Semester Passes, UTA will manage the card activations and deactivations of the Passes. These Passes include: Student 30-Day Pass, Student 30-Day Premium Pass, Student Semester Pass, Student Semester Premium Pass, and the Staff & Faculty Semester Pass.

Administrator should be aware that Passes have a finite shelf life. Passes are expected to be used before the default expiration date. The default expiration date will override any other expiration dates unless the Pass is renewed.

#### **IV. Eligibility**

Administrator must verify authorized user eligibility prior to card activation, reactivation, or card distribution. Eligibility is determined by either [the fare product type](#) and/or the Administrator's contractual agreement with UTA.

#### **V. Pass Issuance**

For UTA-Printed Passes, Administrator must print the Authorized User's name on the Pass in permanent ink prior to issuance to the Authorized User.

Administrator acknowledges that it is responsible for ensuring that its Authorized Users are made aware of UTA's Electronic Fare [Cardholder Rules](#) and [Frequently Asked Questions](#) including but not limited to the requirement that all Authorized Users are required to "tap-on" and "tap-off" at designated readers when riding UTA services.

When using UTA's web-based interface for online Pass sales, Administrators are required to verify that a pending order exists for the Authorized User according to UTA's web-based interface prior to issuance of a Pass to an Authorized User. Administrators shall not issue any Passes without a pending order in UTA's web-based interface.

Administrator understands that only the UTA web-based interface may be used by Administrators to verify a pending online order. A confirmation voucher created by UTA's web-based interface and presented by Authorized Users may not be used to verify pending online orders. Confirmation vouchers may be presented to Administrators to facilitate lookup of a pending order but are not required for Pass issuance.