

Cardholder Rules

- I. **Definitions.** The following terms shall have the following defined meanings when referenced in these Rules:
 - A. “Administrator” shall mean the Issuing Institution.
 - B. “Issuing Institution” shall mean the institution from which the Pass or other Electronic Fare Card is actually received.
 - C. “Distance Based Services” shall mean services for which fare is calculated by the distance traveled, such as FrontRunner.
 - D. “Pass” shall mean an electronically enabled fare card (which may be printed by UTA or an Issuing Institution when used as fare payment for UTA transit services).
 - E. “Tap-On” shall mean the act of a Cardholder touching his or her Pass or other Electronic Fare Card to a designated card reader upon boarding a UTA vehicle.
 - F. “Tap-Off” shall mean the act of a Cardholder touching his or her Pass or other Electronic Fare Card to a designated card reader upon exiting a UTA vehicle.
- II. **Rules Applicable to Cardholders presenting all Electronically-Enabled Passes (“Cardholders”)**
 - A. All Cardholders are required to Tap-On and Tap-Off when riding UTA services.
 - B. Failure to Tap-On or Tap-Off may result in a citation or fine pursuant to UTA’s Ordinances.
 - C. Cardholder must provide valid photo identification upon request.
 - D. A Pass is not transferrable if the words “not transferable” are printed on the Pass.
 - E. Cardholders must comply with UTA’s Rider Rules.
 - F. Cardholders must comply with UTA’s Ordinances.

The only exception to the Tap-Off requirement is when a Cardholder transfers from a TRAX vehicle to another TRAX vehicle. Other than TRAX-to-TRAX transfers, Cardholders are always required to Tap-Off when alighting a vehicle.

Passes are not valid on Paratransit service or Special services.

Possession of a Pass does not guarantee boarding.

Cardholder’s use of an Administrator-issued Pass is governed by agreement between UTA Issuing Institution. Cardholders that call UTA customer support seeking to have their Administrator-issued Passes reactivated may be directed to contact their Issuing Institution for assistance.

For details on how to use UTA’s system and how a fare is calculated, refer to [UTA’s Electronic Fare FAQs](#). Please contact UTA customer service at 1-888-RIDE-UTA (743-3882) for additional information.