Revision number: Purchasing Agent: Vinessa Dudley
Phone #: (801) 538-3525
Email: vdudley@utah.gov

Item: Bus Passes and Rail Services - For State Agency Use Only

Vendor: 33861F Utah Transit Authority
3600 South 700 West
PO Box 30810
Salt Lake City, UT 84130-0810

Internet Homepage: www.rideutah.com
www.utarideshare.com

General Contact: Danny Richardson
Telephone: (801) 237-1969
Fax number: (801) 287-4540
Email: drichardson@rideuta.com

Usage Report Contact: Same

Reporting Type: N/A

Brand/trade name: UTA

Price: See Pass Agreement
Terms: Net 30
Effective dates: 01/01/2014 through 06/30/2020
Days required for delivery: See Pass Agreement
Price guarantee period: See Pass Agreement
Minimum order: See Pass Agreement
Min shipment without charges: N/A
Other conditions: THIS CONTRACT IS FOR STATE AGENCIES ONLY

Please note: new contact.

Administrative Fee: The administrative fee for this contract is 0.25% and is already included in the contract price.

This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor creating a PRC in Finet. Agencies will return to the vendor any invoice which reflects incorrect pricing.
Administration Rules

I. Definitions. The following terms shall have the following defined meanings when referenced in these Rules:

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.

II. 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

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. Conformation vouchers may be presented to Administrators to facilitate lookup of a pending order but are not required for 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.

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.

G. 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.

H. Passes are not valid on Paratransit service or Special services.

I. Possession of a Pass does not guarantee boarding.

J. 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.

K. 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.
FINET COMMODITY CODE(S):
96217000000 (BUS & TAXI SERVICES)

REVISION HISTORY: