



To: All UTA EcoPass, Student Pass, & SkiPass Partners

RE: **TRAX and FrontRunner Rail Inspection**

Please remind cardholders that they are required to tap on and off when using their EFC card as a form of payment on UTA services. Not only does this apply to bus service but it also applies to TRAX and FrontRunner. UTA police officers are inspecting EFC cards and will soon be issuing citations to patrons tapping an invalid card or failing to tap.

### **Do I have to tap when riding TRAX and FrontRunner?**

Yes. Cardholders are required to tap on all UTA services.

### **What happens if I forget to tap?**

Tap immediately on the nearest card reader if you forget to tap. UTA police officers will issue a citation if you fail to tap.

### **What should I do if the card reader is not working?**

If a card reader is not working tap another card reader. The rail platforms have multiple card readers all within close proximity to each other.



### **Why is my newly issued EFC card getting a red light?**

A newly issued EFC card won't receive a green light for up to 48 hours because of the time required to fully activate the card in the UTA system. If it has been less than 48 hours and you receive a red light you are required to provide an alternate form of payment.

### **What should I do if I get a red light?**

If you receive a red light when tapping an EFC card you will be required to provide an alternate form of fare payment. UTA police officers will issue a citation if you continue to ride and do not have an alternate form of payment.

### **Who do I contact to resolve my red light issue?**

EFC cards are activated and deactivated by the institution issuing the card. If you receive a red light that should be green please contact your issuing institution immediately to get the issue resolved. They will check your card to make sure it's active or may issue you another card.