

## Attachment A

### 4.4 CARD REGISTRATION AND PERSONALIZATION

Cardholders may acquire unregistered or registered cards as described below.

#### 4.4.1 Unregistered Cards

Unregistered cards are those where the Card Issuer does not know the identity of the cardholder. If distributed by the RTC Discount Card Program Central Processor, unregistered cards will be personalized with a cardholder's name and photograph, but the Central Processor may only provide the card serial number to the Card Issuer. The TSB Customer Service Center will not receive the cardholder's information from the Central Processor.

- All unregistered cards distributed by operators or third party distributors will be configured for the Adult fare category, as defined in Section 6.3.1.
- All unregistered cards distributed by the RTC Discount Card Program Central Processor will be configured for the Senior/Disabled (RTC Discount) fare category, as defined in Section 6.3.3.
- All unregistered cards distributed by the RTC Discount Card Program Central Processor will be personalized (see Section 4.4.5).
- Unregistered cards and any confirmed value remaining on unregistered cards cannot be replaced if lost, stolen, or non-functioning, unless the card is determined to be defective by the TSB Customer Service Center or the card is configured for the Senior/Disabled (RTC Discount) fare category (see Section 6.3.3).<sup>1</sup>

#### 4.4.2 Registered Cards

Registered cards are those where the Card Issuer knows the identity of the cardholder. Some registered cards may have distinguishing physical features such as a colored stripe in the case of registered cards used by senior citizens or the cardholder's printed name and/or photograph in the case of personalized cards.

A cardholder must register his/her card to:

- Receive the card via mail from the TSB Customer Service Center;
- Utilize optional features such as Balance Restoration, Autoload, and automatic enabling of audio and/or alternate language functions when using Add Value Machines ("AVMs");
- Receive value through employers, employer benefit programs, and/or institutional programs;
- Receive a refund of any confirmed remaining e-cash value on his/her card;
- ~~Qualify for an operator employee discount fare;~~
- Receive a card that is configured for either the Youth fare category or the Senior Citizen fare category; and

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<sup>1</sup> If a cardholder claims his/her card is defective and submits the card to the Customer Service Center in exchange for a replacement card, the cardholder will need to provide his/her name and mailing address to the Customer Service Center. The personal information associated with the replacement card will be destroyed after distribution of a replacement card.

- Enable the retrieval of a lost or stolen card that is returned to the TSB Customer Service Center or an operator.

The process of registering a card and the processes of electing to utilize TransLink<sup>®</sup>'s optional features; arranging to receive loads through an institutional program; or seeking to qualify for discount fares and/or products may be distinct. This will be the case for patrons with cards configured for the Senior/Disabled (RTC Discount) fare category.

#### **4.4.2.1 Information Required for Card Registration**

To register a card, a patron must provide his/her name, a mailing address, a telephone number, and a security question and answer. This information may be captured by the TSB Customer Service Center in writing, via telephone, or through the TransLink<sup>®</sup> website; by a transit operator ticket office equipped with a Ticket Office Terminal ("TOT"); or by an institutional program that furnishes the data to the TSB Customer Service Center.

#### **4.4.2.2 Additional Information that May Be Captured When Registering a Card**

Additional cardholder account information may include, but is not limited to, the cardholder's fax number, e-mail address, bank account number, credit card account number, and/or birth date.

The specific required additional cardholder information depends on whether a patron registers for optional features; receives value through an employer, employer benefit program, or institutional program; or seeks to qualify for discount fares and/or products.

#### **4.4.2.3 Changes to Personal Information for Registered Cards**

For all cardholders except those with personalized cards, either the TSB Customer Service Center or transit operator ticket offices will perform all changes to a cardholder's personal information. When changing personal information associated with a registered card, a cardholder must verify his/her identity by confirming the answer to the security question provided at the time of registration.

For cardholders with registered Senior/Disabled (RTC Discount) Cards, the TSB Customer Service Center will perform all changes to the cardholder's personal information. For cardholders with personalized cards other than Senior/Disabled (RTC Discount) Cards, the entity responsible for managing eligibility for the specific type of personalized cards and/or the TSB Customer Service Center will perform all changes to a cardholder's personal information.

#### **4.4.2.4 Availability of Registered Cards**

##### **4.4.2.4.1 Availability of Registered Cards Configured for the Adult Fare Category**

A cardholder may acquire a registered card configured for the Adult Fare Category directly from the TSB Customer Service Center, a transit operator ticket office equipped with a TOT, or an institutional program.

##### **4.4.2.4.2 Availability of Registered Cards Configured for the Senior Citizen Fare Category**

To pay discount fares based on age, a senior citizen may acquire a TransLink<sup>®</sup> card configured for the Senior Citizen fare category, as defined in Section 6.3.4. A senior citizen may acquire a Senior Citizen card at transit operator ticket offices equipped with TOTs and other locations approved by the TransLink<sup>®</sup> Consortium. To acquire a Senior Citizen card from a transit

operator ticket office, the patron must qualify for the Senior Citizen fare offered by the transit operator vending the individual's card.

#### 4.4.2.4.3 Availability of Registered Cards Configured for the Youth Fare Category

A youth may acquire a TransLink<sup>®</sup> card encoded with his/her birth date at transit operator ticket offices equipped with TOTs, other locations approved by the TransLink<sup>®</sup> Consortium, or through the TSB Customer Service Center. The TSB Customer Service Center may only fulfill requests for new youth cards if the request is made by:

- a. Approved transit operator personnel; or
- b. An entity authorized by the TransLink<sup>®</sup> Consortium to receive, review, and approve requests for youth cards (e.g., a school).

As indicated in Section 4.4.4, a youth must present approved identification indicating his/her age in order to acquire a TransLink<sup>®</sup> card encoded with the bearer's birth date.

#### 4.4.2.5 Tracking of Registered Youth and Senior Citizen TransLink<sup>®</sup> Cards

TSB shall monitor the base of registered cards (including personalized registered cards) to ensure that an individual who obtains a card configured for either the Youth fare category or the Senior Citizen fare category has only a single active registered TransLink<sup>®</sup> card associated with his/her name and address. Note: this policy does not necessarily establish the TSB Customer Service Center as the entity that monitors the eligibility status of an individual with a TransLink<sup>®</sup> card that allows the bearer to pay a reduced fare.

When a transaction is received by TSB to encode a card such that the bearer of the card will pay a reduced fare when using a TransLink<sup>®</sup> card, the TSB Customer Service Center shall, at minimum:

- a. Verify, based on name and address, that the individual requesting the registered card has not previously been issued a registered card that remains active, as described in Section 4.3.3;
- b. Update the card record in the activated or active card databases or create a new record, as required, to capture the following data:
  - i) Name of the cardholder for whom the card is being encoded;
  - ii) Date of birth being encoded on the card, where appropriate;
  - iii) The address of the cardholder for whom the card is being encoded; and
  - iv) The type and serial number of the document presented as proof of eligibility when the card was distributed.

#### 4.4.3 Converting an Unregistered Card to a Registered Card

A cardholder may convert an unregistered card to a registered card through the recording of the cardholder's personal information as described in Section 4.4.2.1.

An unregistered card may be converted to a registered card:

- Through the TSB Customer Service Center via mail, fax, telephone, and the TransLink® website;
- Through qualifying employers, employer benefit programs such as Commuter Check and WageWorks, and other institutional programs; and
- At operator locations equipped with TOTs.

#### **4.4.4 Proof of Eligibility for Discount Fares**

When a patron requests a card configured for the Youth or Senior Citizen fare category, transit operator personnel shall require the patron to present a government-issued identification showing date of birth. Specific forms of identification that shall be accepted are the following:

- Driver's license or state identification card issued by any state;
- Federal government-issued "Green Card" (Alien Registration card, Permanent Resident card);
- Matricula Consular card issued by the Mexican government (also referred to as a Consular Identification Card);
- Military Identification card or Military Dependent card; and
- Passport from any nation.

A patron requesting a card configured for the Youth fare category may also present a birth certificate in-person as proof of age. Transit operators may establish additional age verification procedures for determining eligibility for the Youth fare category, subject to the approval of the TransLink® Consortium.

Per the requirements of the RTC Discount Card Program, persons with disabilities and senior citizens seeking Senior/Disabled (RTC Discount) TransLink® Cards must demonstrate their eligibility for discounts based on age or disability by submitting a complete RTC Discount Card Application to a participating transit operator, which forwards the applications to the RTC Discount Card Program Central Processor.

Cardholders who obtain a TransLink® card configured for either the Youth fare category or the Senior Citizen fare category must be prepared to show proof of eligibility when using the card if requested by transit operator personnel.

#### **4.4.5 Personalized Cards**

Personalized cards are a type of card where the card has distinguishing physical features specific to the bearer of the card, such as a printed name and/or photograph of the cardholder. A personalized card may be registered or unregistered.

All cards configured for the Senior/Disabled (RTC Discount) fare category will be personalized.

A cardholder may be required to personalize his/her card:

- To participate in certain employer benefit or institutional programs;
- To utilize an operator employee pass; and
- To use a discounted fare product on certain transit operators.

#### **4.4.5.1 Information Required for Card Personalization**

The information that a patron must provide in order to receive a personalized card depends on why the patron is receiving a personalized card. A patron requesting a card configured for the Senior/Disabled (RTC Discount) fare category must provide all information required by the policies of the RTC Discount Card Program. For other personalized cards, a patron may be required to provide his/her name, contact information, security question and answer, proof of eligibility for a discount, a photograph, and/or an employee identification number. A cardholder seeking to qualify for a card that enables payment of discount fare other than discounts available to a patron with a Senior/Disabled (RTC Discount) TransLink<sup>®</sup> Card must prove the accuracy of his/her personal information according to the policies of the specific discount for which the cardholder is seeking to qualify.

#### **4.4.5.2 Design of Personalized Cards**

Regardless of whether TSB distributes a personalized card, the design of personalized cards will be subject to approval by the TransLink<sup>®</sup> Consortium and consistent with Section 18 of this document.

#### **4.4.5.3 Management of Personalized Cards Distributed to Institutional Program Participants**

An institutional program may require a patron participating in that program to have a personalized card, subject to the approval of the TransLink<sup>®</sup> Consortium.

The institutional program may also require the patron to relinquish his/her personalized card at such time that the patron no longer participates in the institutional program, subject to the approval of the TransLink<sup>®</sup> Consortium. TSB will administer this process by hotlisting the personalized card, requesting that the patron mail the personalized card to the TSB Customer Service Center where TSB will destroy it, and providing a replacement card at no charge with any confirmed remaining balance and/or products from the hotlisted card. TSB will not transfer any products for which the patron no longer qualifies, such as a product available to employees of a specific company.

#### **4.4.5.4 Availability of Personalized Cards**

The availability of personalized cards is limited to qualifying persons.

Personalized cards may be available through distributors that are qualified by the TransLink<sup>®</sup> Consortium. In some cases, an employer, transit operator, or institution may process requests for personalized cards, though the actual distribution of a personalized card may be through the TSB Customer Service Center.

4.4.5.4.1 Availability of Cards Configured for the Senior/Disabled (RTC Discount) Fare Category  
In accordance with the policies of the RTC Discount Card Program, patrons will submit applications for cards configured for the Senior/Disabled (RTC Discount) fare category through transit operator ticket offices or through the mail for card renewals. The RTC Discount Card Program Central Processor will be responsible for processing applications and verifying the eligibility of applicants for the RTC Discount Card Program. The RTC Discount Card Program Central Processor will distribute the cards directly to patrons.

- As current non-TransLink<sup>®</sup> RTC Discount Cards expire, patrons approved for renewal will receive Senior/Disabled (RTC Discount) TransLink<sup>®</sup> Cards.
- If an eligible patron requests a replacement RTC Discount Card, the patron will receive a Senior/Disabled (RTC Discount) TransLink<sup>®</sup> Card.

**4.4.5.5 Senior/Disabled (RTC Discount) TransLink<sup>®</sup> Card Eligibility Tracking**

TSB shall not be responsible for monitoring the eligibility of persons to use cards configured for the Senior/Disabled (RTC Discount) fare category. For Senior/Disabled (RTC Discount) TransLink<sup>®</sup> Cards, TSB shall track card activity status by card serial number, but not the eligibility of the cardholder for the reduced fare. The RTC Discount Card Central Processor will monitor the eligibility status of persons with cards configured for the Senior/Disabled (RTC Discount) fare category.

**4.4.5.6 Tracking of Cards with Operator Employee Products**

TSB shall not be responsible for monitoring the eligibility of persons to use cards with operator employee products. ~~For cards with operator employee products issued to qualifying persons, TSB shall track card activity status by card serial number and cardholder name, but not the eligibility of the cardholder for any reduced fare based on employment.~~ The appropriate transit operator will both monitor the eligibility status of persons with cards with operator employee products and either retrieve cards with employee products from ineligible persons or notify the TSB Customer Service Center that a patron’s card and/or employee pass should be blocked.

**4.4.6 Card Registration and Personalization Matrix**

The following table describes different attributes of unregistered, registered, and personalized cards.

	<b>Unregistered Card</b>	<b>Registered Card</b>	<b>Personalized Card (May be Registered or Unregistered)</b>
<b>Appearance</b>	No distinguishing features	Cards configured for the Senior Citizen fare category will have a special design	Possibly the cardholder’s name, photograph, and/or employer name/logo

## Attachment B

### 13. TECHNICAL SUPPORT AND MAINTENANCE LEVELS

#### 13.1 OPERATION AND MAINTENANCE OF TRANSLINK® EQUIPMENT

All participating operators are obligated to operate and maintain TransLink® equipment in accordance with the *TransLink® Interagency Participation Agreement* and these rules, and maintain equipment to ensure the highest level of availability for use by consumers. Operational and maintenance responsibilities include, but are not limited to:

- a. Managing the inventory of spare components stored on each Operator's property;
- b. Isolating failed CIDs and components (e.g., AVM modules) and replace with spares;
- c. Returning failed CIDs and components to the TSB for replacement;
- d. Revenue servicing TOTs and AVMs;
- e. Performing fingertip maintenance; and
- f. Operating TransLink® equipment (e.g., driver consoles, TOTs, HCRs, etc.) as required.

#### 13.2 TECHNICAL SUPPORT AND MAINTENANCE LEVELS

##### 13.2.1 Responsibilities of the Contractor

The Contractor shall provide technical phone support to operators and some level of maintenance for all equipment in accordance with the Contract.

In addition to training and certifying its own maintenance personnel, the Contractor shall train and certify operator personnel to perform maintenance for TransLink® equipment installed on operators' properties. The Contractor shall provide all necessary maintenance procedures. Operator training shall also include those areas of the depot maintenance program requiring operator participation.

##### 13.2.2 Responsibilities Shared by the Contractor and the Operators

Maintenance of equipment installed at operators' sites will be a shared responsibility between operator staff and the Contractor. Operator staff will be responsible for first-line maintenance, which includes preventive maintenance and depot maintenance item diagnosis, removal and installation. The Contractor shall be responsible for the overall depot maintenance program and on-call maintenance when escalated beyond the operator's handling of the situation.

##### 13.2.3 Maintenance Responsibilities by Device

The following table provides an overview of the maintenance responsibilities of the Contractor and operators that are further described in this section.

MAINTENANCE SERVICES		
EQUIPMENT	Operator Responsibility	Contractor Responsibility
On-Board CID (CID 1a)	1 <sup>st</sup> Line Maintenance	2 <sup>nd</sup> and 3 <sup>rd</sup> Line Maintenance
Stand-Alone CID (CID 2a, 2b & 2c)	1 <sup>st</sup> Line Maintenance	2 <sup>nd</sup> and 3 <sup>rd</sup> Line Maintenance
Wireless Data Transmission System (WDTS)	1 <sup>st</sup> Line Maintenance	2 <sup>nd</sup> and 3 <sup>rd</sup> Line Maintenance

Handheld Card Reader (HCR 1 & 2)	1 <sup>st</sup> Line Maintenance	2 <sup>nd</sup> and 3 <sup>rd</sup> Line Maintenance
Add Value Machine (AVM)	1 <sup>st</sup> Line Maintenance	2 <sup>nd</sup> and 3 <sup>rd</sup> Line Maintenance
Ticket Office Terminal (TOT)	1 <sup>st</sup> Line Maintenance	2 <sup>nd</sup> and 3 <sup>rd</sup> Line Maintenance
TransLink <sup>®</sup> Data Server (“TDS”)	1 <sup>st</sup> Line Maintenance	2 <sup>nd</sup> and 3 <sup>rd</sup> Line Maintenance
Automatic Zone Determination System (“AZDS”)	1 <sup>st</sup> Line Maintenance	2 <sup>nd</sup> and 3 <sup>rd</sup> Line Maintenance

### 13.3 OPERATOR PHONE SUPPORT SERVICES

The Contractor shall provide technical support over the phone to operators. Technical support shall cover TransLink<sup>®</sup> software, hardware, and systems and operational processes. All technical support personnel shall be fully qualified to perform such support functions.

#### 13.3.1 Operator Phone Support Service Levels

The Contractor shall provide operator phone support using “live” personnel, as well as via Interactive Voice Response (IVR), during the following hours: 5 a.m. to 11 p.m. on weekdays and 6 a.m. to 9 p.m. on weekends per the requirements of Section B1-1.13.11 of the TransLink<sup>®</sup> Contract. The Contractor shall also provide support via Interactive Voice Response (“IVR”) 24 hours per day, 7 days per week.

### 13.4 MAINTENANCE LEVELS

#### 13.4.1 First Line Maintenance

Certified operator personnel will perform first line maintenance. The Contractor shall provide all spare modules and supplies necessary for operators to maintain their equipment. This includes not only the spare devices and modules, but also any diagnostic equipment and additional items and incidentals required for first line maintenance. Operators will not repair modules or components nor will they repair circuit boards, etc. inside the devices.

#### 13.4.2 Depot Maintenance Services

The Contractor shall manage and operate a depot maintenance service for the following devices and modules of the TransLink<sup>®</sup> system at minimum:

- All CIDs;
- On-board equipment;
- HCRs;
- AVM modules (e.g., bill acceptors, customer displays, etc.);
- TDS modules;
- TOT modules; and
- Wireless Data Transmission System (“WDTS”) modules.

#### 13.4.3 On-Call Maintenance

The Contractor shall provide on-call maintenance and repair service support for the following TransLink<sup>®</sup> equipment:

- TDSs;

- Distribution Devices (escalated request only); and
- WDTS equipment (escalated request only).

**13.4.3.1 On-Call Maintenance Service Levels**

The Contractor shall provide on-call service 24 hours per day, 7 days a week.