

## FAQ - Administrator

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What is the Administrator's responsibility?

- Determines whether a student is eligible to participate in the U-Pass program
- Confirms each Participant has submitted the Disclaimer/Waiver form
- Sells the U-Pass and distributes U-Pass Media
- Track's and maintains the Participant Log List. Participant Log List must include the following information:
  - Participant's name
  - Number of U-Pass Media assigned to each Participant
  - Participant's student ID or other unique identifier
  - Date U-Pass Media was issued
  - Indicate whether U-Pass Media is loaded either via CPOS or by Metro via Autoload
  - If Autoload is required, Metro will require the Participant Log List is updated no later than 2:00 PM of each business day
- The PPL is due twice per semester
  - End of sales closing date (Last day U-Pass is sold)
  - End of the Pass Period (Last day of current semester)

### How to Report Lost, Stolen, Damaged or Defective U-Pass Stickers?

- Email an Excel spreadsheet to [levib@metro.net](mailto:levib@metro.net) and CC [trank5@metro.net](mailto:trank5@metro.net) with the following information:
  - U-Pass Sticker Number
  - Student First and Last Name
  - Student ID or Email Address as assigned by school
  - Date to Cancel U-PASS Sticker

U-Pass Sticker Number	Student First and Last Name	Student ID or Email Address	Date to Cancel U-Pass Sticker
01701234123412341234	Mickey Mouse	10112345	6/15/2017

- Files should be submitted only on days when activity occurs
- TAP Operations will cancel the U-Pass Sticker within one business day of receiving the file
- TAP Operations will no longer maintain records of students enrolled in the U-Pass Program
- All records must be maintained by the participating school

### Metro contact information:

- For CPOS device assistance call L.A. Dispatch at 213.863.4394
- For U-Pass questions:
  - Devon Deming, Director of MCS, 213.922.7957 or [demingd@metro.net](mailto:demingd@metro.net)
  - Jocelyn Feliciano, Communications Manager, 213.922.3895 or [felicianoj@metro.net](mailto:felicianoj@metro.net)
  - Beverly Levi Dagan, Sr. Mgr. System Projects, 213.922.5614 or [levib@metro.net](mailto:levib@metro.net)