

UTAH TRANSIT AUTHORITY POLICY

UTA.02.19

TICKET VENDING MACHINE ACCESS AND REVENUE

1) Purpose

This policy defines the ownership, roles, and responsibilities related to authorized access to Utah Transit Authority's (UTA's) Ticket Vending Machines (TVMs) found throughout its transit system.

2) Definitions

"Armed Guard Service" is a contracted service that provides UTA with armed guards to accompany and assist UTA employees with job duties that involve possible safety or security risks.

"Bill Vault" is a container inside of a TVM that collects and secures bill currency that is inserted into the machine.

"Director, Safety and Security" is the leader responsible for the safety and security of UTA employees and UTA assets.

"Coin Cassette" is a device that collects coin currency that is inserted into a TVM and dispenses the coin as change to the TVM user.

"Coin Vault" is a container inside of a TVM that collects and secures coin currency that is inserted into the TVM machine once the Coin Cassette is full.

"Facilities Maintenance" is a division of UTA that is responsible for the repair and maintenance of the TVM's *Maintenance* is a division of UTA that is responsible for the repair and maintenance of the TVMs.

"Farebox Services" means UTA's fare collection department tasked with the collection, processing, and depositing of currency and coins from TVMs.

"FareGo Data" is the Scheidt & Bachman (S&B) software that collects and distributes operating and system fare collection data.

"FareGo Data Administrator" means the user role within the FareGo Data CS that can create, update, and deactivate TVM access pins.

"FareGo Data CS" means the S&B central system for data collection and management of TVMs.

"Hopper" is a container filled with a single denomination of coin that dispenses coin as change to a TVM user if the Coin Cassette is empty or not working properly.

"Key Locker" means the secured locker with unique user access which contains keys to access TVM's various components.

“*Manager of Security*” is a position that reports to the Director, Safety and Security that is responsible for the assessment, prevention, and documentation of security risks to UTA employees and UTA assets.

“*Scheidt & Bachman (S&B)*” is the manufacturer of UTA’s TVMs. As the provider of the fare collection systems, bus and station validators and other transit technology, S&B is responsible for the design, production, and support of the automated TVMs deployed across the transit network.

“*Ticket Vending Machine (TVM)*” means a self-service electronic kiosk that allows transit riders to purchase fare media.

“*Transit Police*” is a branch of the Police Department that may be used as an armored escort for the collection and transportation of UTA assets in lieu of the contracted Armed Guard Service.

“*Treasurer*” means the individual appointed by the executive director responsible for managing the investment of all non-retirement Authority funds in compliance with applicable laws, overseeing the opening and closing of bank accounts and ensuring access is limited to authorized users, managing the use of funds in the general operating reserve, providing oversight of petty cash, and coordinating financing activities for bond issuances and leases.

“*TVM Cash Processing Equipment*” is the equipment found within a TVM whose primary purpose is to receive, store, and dispense currency and coin, which includes the Bill Vault, Coin Vault, Coin Cassette, and Hopper.

“*TVM Key Custodian*” means the individual appointed by the Treasurer responsible for the control, safekeeping, issuance, and return of physical keys that provide access to TVM.

“*TVM Revenue Process*” means the operating manual for farebox collection services from TVM cash collection and bus farebox cash collection.

3) Policy

- A. TVMs are a key component in facilitating the sale of UTA fare media to access the transit system. Two UTA departments, Facilities Maintenance and Farebox Services, play essential roles in supporting the ongoing operation of the TVM machines. Facilities Maintenance is responsible for the overall maintenance of the S&B TVMs and internal components, while Farebox Services oversee the collection, processing and depositing of cash receipts from all TVM units. The core objectives in operating the TVMs securely include:
1. Align policies, strategies, plans, processes, and procedures pertaining to overall access to TVMs, set forth by the Treasurer.
 2. The Treasurer appoints a business owner, a TVM Key Custodian for access to all TVMs to perform cash collection, processing, and depositing of cash receipts from TVMs, and to work cooperatively with Facilities Maintenance and other UTA departments as required. This person is currently the cash office supervisor;
 3. The Director of Maintenance Support appoints a business owner for access to perform all maintenance to S&B TVMs, and to work cooperatively with Farebox Services and other UTA departments as required. This person is currently the facilities maintenance supervisor.

B. Roles and Responsibilities

The two business owners appointed to perform functions related to TVMs as described above, have the following responsibilities:

1. Each business owner is assigned key sets, prepared by the TVM Key Custodian. There are two categories of key sets.
 - a. Maintenance-only keys (for servicing non-revenue areas of the TVM)
 - b. Revenue-sensitive component keys (cash vaults, Bill Vaults, coin Hoppers, Coin Cassette). This key set requires dual control access (two employees present).
2. Keys sets must only be used by personnel authorized by the TVM Key Custodian to perform assigned duties. Key sets are secured in a Key Locker. Each authorized employee has a pin code, initially provided by the TVM Key Custodian and then updated by the employee, to access the key sets. The Key Locker records who removed the key set and when. Each key set in the locker is documented on a secured list. All key sets are returned to the Key Locker at the end of shift and are tracked by the Key Locker. Lost or unreturned keys must be reported immediately to the cash office supervisor. Keys may not be duplicated, shared, or loaned. Keys are never to be taken home or left unattended.
3. Missing or compromised keys require immediate re-keying or lock replacement of affected TVMs.
4. Security cameras should monitor all key issuance and TVM cash access points.
5. A FareGo Data Administrator sets up a unique PIN in the FareGo Data CS for each person granted access to TVMs. The PINs are not to be recorded, nor shared with anyone else. Any person found using a PIN belonging to someone else will be subject to disciplinary action.
6. Each business owner keeps a current record of all openings of all TVMs, which is updated every time a TVM is opened, identifying those present, the reason for access, and the time the TVM is open.
7. Any and all loose cash found in a TVM by a member of Facilities Maintenance, shall be put in an envelope, with the date, time, amount, and signature of the person in attendance on the outside of the envelope, which shall then be placed inside of the machine until someone from Farebox Services picks it up.
8. For those TVMs requiring the use of test money, such money must come from the Fares department petty cash fund, and not from fare revenue collected from the TVMs.
9. The business owner assigned to cash collection maintains a report tracking the movement of cash from the TVMs, through the cash office, and to the bank deposit.

C. The Treasurer has the following responsibilities:

1. The Treasurer assigns someone to review quarterly the list of those accessing the TVM compared with a TVM-generated report showing when the TVM was opened. Exceptions are noted and any unexplained item is reported to the Treasurer. These reports are kept in a centralized file, subject to review.
2. The Treasurer assigns someone to review monthly the list of bank deposits from TVMs with the S&B FareGo reporting tool and a list of deposits from the cash office supervisor. Exceptions are noted and reported to the Treasurer.
3. At least annually, the Information Security department audits the Payment Card Industry (PCI)-compliant credit card reader at each TVM, looking for any evidence of

tampering or skimming.

D. The Treasurer is the business owner of all credit card relationships and contracts, including merchant processing.

E. All handling of FareGo Data and any other electronically stored information will at all times comply with UTA policy on Information Security.

4) Review

This policy is reviewed every four years.

5) Cross-References

- UTA.01.20 Information Security.
- UTA.02.03 Fares

This UTA Policy was reviewed by UTA’s Chief Financial Officer on 03/03/2026, and approved by the executive director on _____. This policy takes effect on the latter date.

Jay Fox
Executive Director

Approved as to form and content:

DocuSigned by:
Mike Bell
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Counsel for the Authority

History

Date	Action	Custodian
12/05/2017	Adopted – Corporate Policy 2.1.13 TVM Access and Revenue Process Policy	
	Board Reviewed – UTA.02.19 TVM Access and Revenue	Chief Financial Officer
	Renumbered and Revised – UTA.02.19 TVM Access and Revenue	Chief Financial Officer