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massDOT
Massachusetts Department of Transportation

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Dear School Partner:

This letter provides a summary of some of the changes the MBTA has implemented to passprogram.mbta.com in order to reflect the new requirements of the Student Pass Program. Please note this list is not exhaustive. It is your responsibility to be familiar with all policies agreed to with the MBTA, including the updated Terms & Conditions and FAQs of the Student Pass Program, the MBTA Privacy Policy, and other applicable policies, laws, and regulations.

School Enrollment Verification

Schools will be required to provide their State School ID before they are able to make an order. This will be used to verify that your school is qualified to participate in the Student Pass Program, prevent duplicate accounts from being created, and look up your school's enrollment number. **The school enrollment on file will be the maximum number of S-Cards and M7 passes you may order.**

Furthermore, all shipped orders will require schools to confirm delivery. The MBTA will accept the school's signature when cards are delivered as confirmation of receipt. The school will have **5 business days** to dispute an order if it finds an issue with its ordered product.

Card Management & Lost Card Policy

You will be required to use passprogram.mbta.com website to properly manage all active cards. **ALL cards (M7s and S-Cards) MUST be assigned to a student when in use.**

Furthermore, the MBTA is also implementing a new Lost Card and Replacement Policy for S-Cards. This policy update will provide students with the option to receive a replacement monthly pass if their S-Card is lost, as long as the loss meets these qualifications:

- Lost/stolen S-Card has a valid monthly pass
- Loss must be reported to MBTA Administrator by 3pm and marked lost/stolen in passprogram.mbta.com between the 1st and 15th of the month to the MBTA. No replacements shall be made after the 15th of the month
- Students may **only get one** replacement Monthly Pass per month

The MBTA will then ship a replacement CharlieTicket with a monthly pass. The School Student Pass Administrator should also replace the student's lost S-Card with a new one from their stock.

Questions regarding any aspect of the Student Pass Program may be directed to the MBTA's Pass Program Administrator at studentpassprogram@mbta.com or (617) 222-5710.