Lost/Stolen Transit Pass
404.05.101
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Review: 05/05/11

Purpose

This procedure establishes how OHSU members may replace a lost or stolen transit pass at the OHSU member price.

Definitions

Member – OHSU Members as defined in the OHSU Code of Conduct
Non-Member – Includes patients, patient companions/visitors, and all other persons who are not considered OHSU Members.
Customers - Refers to all categories of individuals, Members and Non-Members, who are subject to this procedure.

Procedure

1. First Replacement

Should an OHSU member lose or have their annual transit pass stolen and wish to replace it then the following procedure will be followed:

• Once the lost/stolen pass has been reported to Transportation and Parking (T&P), a T&P Public Service Representative (PSR) will have the Member sign the “Lost/Stolen Transit Pass agreement” stating that their pass was lost or stolen.
• A replacement transit pass will be issued and placed on the Member’s OHSU ID badge by a T&P PSR at no cost to the Member.

2. Second Replacement

• Once the lost/stolen pass has been reported, a T&P PSR will have the Member sign the “Lost/Stolen Transit Pass agreement” stating that their pass was lost or stolen.
• A replacement transit pass will be issued and placed on the member’s OHSU ID badge by a T&P PSR.

Second replacement and all following replacements of a single year’s transit pass will be charged at the prorated OHSU Members cost for that year. This prorated charge can be paid via payroll deduction or full payment up front, depending on eligibility.

3. No Replacement

Should an OHSU Member lose or have their annual transit pass stolen and not wish to replace the pass then the following procedure will be followed:

• Once the lost/stolen pass has been reported, a T&P PSR will have the Member sign the “Lost/Stolen Transit Pass agreement” stating that their pass was lost or stolen.
• If the pass is being paid through payroll deductions the deductions will be stopped. If the pass was paid in full a refund for the prorated amount will be issued to the Member.

Suspected Misuse

Any suspected misuse of a Transit Pass shall be reported to the Transportation and Parking Department for investigation and follow up and may result in disqualification from the Transit Pass Program, criminal prosecution and HR actions up to and including termination, or other actions as necessary.

Process Management & Inquiries

The Director and Associate Director of Transportation and Parking jointly manage implementation of this procedure. Questions should be directed to the Associate Director of Transportation and Parking.