

Parking and Transportation Services Manual (PTS)

PTS 105: Replacement of Lost, Damaged, or Stolen Transit Passes and Permits

Effective: 2/10/1956

Revised: 7/1/2023

Purpose

To define the procedure for replacing lost, damaged, or stolen transit passes and permits.

Sources

Arizona Revised Statutes § 13–2907.01

Parking and Transportation Services

Policy

Permit holders should report lost/stolen ASU transit passes, or permits, to the Permit Sales Office, Parking and Transportation Services (PTS) as soon as possible.

Permit holders pay a replacement fee for unreturned lost, damaged, or stolen transit passes, and permits. PTS sets all fees in accordance with established university policy. The Permit Sales Office replaces lost, damaged, or stolen transit passes, and permits after proper verification with an ASU ID card (or driver's license) and payments.

Lost or Stolen Transit Passes, Permits, and Gate Access Cards

Responsibility	Action
Permit/Transportation Pass holder	<ol style="list-style-type: none">1. Report a lost or stolen transportation pass or permit in person to the any campus Permit Sales Office, Parking and Transportation Services.2. Complete a Parking Permit Application for a replacement permit.3. Read, complete, and sign the Lost/Stolen Permit Affidavit.4. Present an ASU ID card (or driver's license) and pay the replacement fee(s) for the permit if applicable.5. If found, do not use but return to Permit Sales Office.
Permit Sales Office	<ol style="list-style-type: none">6. Verify:<ol style="list-style-type: none">a. the identity of the person requesting the new permitandb. the requestor's current ownership of the permit in question.7. Accept replacement fee(s) for lost or stolen transit pass or permit.8. Enter the transaction into the parking management database.9. Deactivate the lost or stolen permit.10. Place signed lost/stolen affidavit on customer's parking account.

	11. Report lost or stolen transit passes to the Commuter Options office.
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Damaged Permit

Responsibility	Action
Permit holder	<ol style="list-style-type: none"> 1. If possible, turn in identifiable remnants of the damaged parking permit, i.e., at least two of the permit numbers to the Permit Sales Office. 2. Complete a Parking Permit Application for a new permit. 3. Present an ASU ID card (or driver's license) and pay the replacement fee(s) for the permit.
Permit Sales Office	<ol style="list-style-type: none"> 4. Verify: <ol style="list-style-type: none"> a. the identity of the person requesting the new permit and b. the requestor's current ownership of the permit in question. 5. Accept replacement fee and issue replacement permit. 6. Enter the transaction into the parking management database. 7. Deactivate the damaged permit.

Cross-References

For more information on parking or transportation permits, see:

1. [PTS 101](#), "Parking Permit Sales and Vehicle Registration" and
2. [PTS 601](#), "Transportation Services."

For information on reporting a property crime, see the *Police Department Policies and Procedures Manual*—[PDP 203-02](#), "Reporting Property Crimes."