

getDowntown

2011-2012 go!pass Employer Handbook

****IMPORTANT Note to Employers****

As a participating go!pass organization, the person who handles go!passes at your organization is required to read this handbook and include the agreement form at the end of this handbook with your first go!pass order of the season.

getDowntown Program

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The getDowntown Program (getdowntown.org) provides commuting programs and services to employees and employers in downtown Ann Arbor. We are your downtown commuting consultants!



Thank the DDA for your go!passes!

Did you know that the actual cost of a go!pass is **\$71** per employee?

The reason you don't have to pay that amount is because the Ann Arbor Downtown Development Authority is picking up the tab. Every year, the getDowntown Program receives a generous grant from the DDA to cover a large portion of the cost of the go!pass. That's because the DDA knows how important it is to provide your employees with a menu of transportation choices. So if you and your employees appreciate the go!pass, please remember to thank the DDA for making them possible!

What's new for the 2011-2012 go!pass season?

The Employer Handbook: The getDowntown Program created this Employer Handbook as a way to help you understand all of the policies and benefits of the go!pass.

The cost of the go!pass increases to \$10 per employee: Since 2000, go!passes have been priced at \$5 per employee per year while the fares for Ann Arbor Transportation Authority (TheRide) buses have gone up by 100% (from \$.75 to \$1.50 per ride) and monthly unlimited use bus passes have gone up from \$35 per pass to \$58 per pass. And that's to say nothing of the increase in gas prices and parking rates. Because of these changes, the getDowntown Program needs to stay with the times and make sure the go!pass program is sustainable into the future. That's why we are increasing the price of the pass to \$10 per employee. At \$10 per employee, the go!pass still represents an incredible deal for employees. An employee would only have to use the pass for 4 days out of an entire year to have the pass pay for itself.

You must provide a verification of the number of employees at your organization to receive your renewal order of go!passes: The best document for this is the Michigan Quarterly Payroll Report, but we will also accept an electronic or printed letter listing the numbers of full and part time employees at your organization.

Any employee who receives a go!pass must work at least 16 hours within the Downtown Development Authority Boundaries. This includes part-time employees, interns, contract workers and volunteers. Anyone at your organization that works less than 16 hours in the DDA Boundaries does not qualify for a go!pass.

You are required to keep track of the go!pass numbers for your employees: It's really important that you keep track of employee go!passes! They are the property of your organization. We want to make sure that you are accounting for all of the go!passes distributed at your organization so if a pass goes missing or a terminated employee leaves with a pass, we can turn it off. **If you cannot provide us with a go!pass number when trying to get a replacement pass for one of your employees, we will no longer be able to get you a replacement pass or any additional passes for the rest of the go!pass season.**

Go!pass Benefits

The go!pass is a great benefit for your business and your employees. Here are some of the benefits you get with the go!pass.

Low cost employee benefit: The go!pass is a great low cost benefit you can give to your employees. Even if you can't offer parking or other benefits, you can offer the go!pass. Many employees will look to see if an employer offers a go!pass before deciding to work at that organization.

Free parking for employees: Any employee with a go!pass can park for free at any one of the Ann Arbor Transportation Authority's (TheRide) Park & Ride lots and take the bus to work for free.

Great savings for your organization: Your organization can save hundreds (if not thousands) of dollars a month by providing go!passes to your employees instead of paying for parking.

The go!pass offers other transportation discounts: go!passes also provide discounts on other transportation services, including Night Ride and A2Express. Employees with a go!pass can use Night Ride for just \$3, compared to the regular fare of \$5 (the trip must begin or end in downtown Ann Arbor). Employees with a

go!pass can also contact the getDowntown Program to receive 50% off a monthly pass for A2Express commuter bus service from Canton or from Chelsea.

The go!pass provides discounts to local stores: The go!pass provides an employee with a variety of discounts to downtown stores. For more information about go!pass discounts, visit getdowntown.org/bus/gopass.

Go!pass Eligibility Requirements

Who is eligible for a go!pass?

Employers located within the Downtown Development Authority (DDA) Boundaries: Employers located within the DDA Boundaries are eligible to purchase go!passes from getDowntown. However, you must be registered as a corporation with the State of Michigan or other entity in order to purchase passes.

Full time employees: In order to participate in the go!pass program, you must purchase passes for all of your full time employees. Full time employees are defined as any employee (including managers and owners) that normally work 40 or more hours per week. Full time employees that work at your organization but are not located within the DDA Boundaries are not eligible for a go!pass.

Employees, interns, volunteers and contract workers who work AT LEAST 16 hours a week in the DDA Boundaries: Purchasing passes for part-time employees, volunteers, contract workers or interns is optional to you. Employers can only purchase passes for part-time employees, volunteers, contract workers and interns that work AT LEAST 16 hours a week within the DDA Boundaries. When purchasing passes for eligible part-time employees, interns, volunteers and contract workers, the employer must pay the employee cost for each part-time employee, intern, volunteer and contract worker, not just the ones who want the pass.

Who is not eligible for a go!pass?

Businesses or organizations outside of the DDA Boundaries: go!passes are not available to businesses or employers who are outside of the Downtown Development Authority Boundaries.

Employees paid on a cash basis (e.g. without the money being taxed): Informal employees (e.g. someone paid with cash wages) are not eligible for a go!pass. This is because as a governmental organization, we must ensure that all employers that receive go!passes are paying taxes to the state of Michigan.

University of Michigan students, faculty and staff: Since the University of Michigan offers unlimited rides for all buses with the MCard, University of Michigan students, faculty and staff do not need go!passes. An employer does not need to purchase go!passes for UM students, faculty or staff. If a UM affiliated employee has a question about using the MCard for buses, they should contact UM Parking and Transportation Services.

Private businesses that contract with the University of Michigan: getDowntown does not sell go!passes to businesses that contract with the UM. These individuals should work with the University of Michigan regarding their alternative transportation needs.

Employees who work for you but do not work downtown at least 16 hours a week: Any employee that works for your organization but does not work downtown at least 16 hours a week is not eligible for a go!pass.

General Information on Ordering Go!passes

Who can order go!passes?

Go!pass orders can only be submitted by the manager/owner of an organization or a person designated by that manager/owner. This person will be the contact person for the getDowntown Program regarding go!pass orders and other commuting information.

The go!pass Contact

If you are reading this handbook, you are probably the go!pass contact for your organization. The go!pass contact is the manager/owner of an organization or a person designated by the manager/owner. If at any time you stop being the go!pass contact, the getDowntown Program needs to know who the new go!pass contact will be for your organization. That new go!pass contact will need to read this handbook and sign the agreement at the end of the handbook before that person can place an order.

Ordering Additional Passes

You may order additional go!passes throughout the year for new employees. If you have extra go!passes from your renewal order, you can give those to new employees before ordering additional go!passes. Also, employees who leave an organization must return their go!pass so the passes can be given to new employees. You must keep track of all passes given to employees by using the employee tracking sheet provided by getDowntown or by using your own tracking method.

How to Order Additional Go!passes

- 1. Fill out an Additional go!pass Order Form:** Only the manager/owner of an organization or a person designated by the manager/owner can order go!passes. Order forms can be found on the getDowntown website at getdowntown.org/bus or can be picked up at the getDowntown Office. A form should have also been included in your packet of information about the go!pass. The order can be completed by fax, email, mail, in person or by phone
- 2. Pay for passes:** Passes must be paid for before they can be given to you. Payment can be made when the passes are delivered. Payment can be made with cash, online using paypal, with a credit card or with a check.
- 3. Pick up/delivery of passes:** getDowntown can deliver passes to your organization or you can pick them up from the getDowntown Office. When delivering passes, getDowntown Program staff will provide these passes to an owner or manager at the organization. Once the passes have been delivered and signed for, they are the responsibility of the organization. The getDowntown Program is not responsible for lost or stolen go!passes once they are delivered to the organization. Only managers/owners of an organization or a person designated by the manager/owner is allowed to pick up go!passes for an organization. The getDowntown Program will not give passes to a person that has not been identified as eligible to pick up the passes for an organization.

Replacing a Lost, Stolen or Damaged Go!pass

Lost passes: If an employee loses a go!pass, the manager of the organization must report that lost pass to the getDowntown Program, including the number of the pass. **If you cannot supply the number of the lost pass, getDowntown cannot provide a replacement pass to your organization.** The price to replace a go!pass is \$25 the first time, \$50 the second time. getDowntown will not issue a third pass to the same employee. The getDowntown Program will give the employee a one week grace period before turning off the lost pass in case the employee finds their pass.

Stolen passes: To get a replacement for a stolen pass, the go!pass contact at your organization can call the getDowntown Program at 734-214-0110 to report the stolen card number. **If you cannot supply the number of the lost pass, getDowntown cannot provide a replacement pass.** The price to replace a go!pass is \$25 the first time, \$50 the second time. getDowntown will not issue a third pass to the same employee. The replacement fee of \$25 is waived if the go!pass holder provides a police report number to the getDowntown Program.

Damaged or flawed passes: If a go!pass is swiped on the bus and does not work, the driver will ask the pass holder to pay the full fare. The getDowntown Program can reimburse the employee for this fare if we receive confirmation from the employer that the employee's pass is not working. In addition, the employee should have you contact the getDowntown Program for a replacement card. In order to receive a replacement card, the employee needs to return the flawed pass to the getDowntown Program. We can issue a new pass at no cost.

Tracking Employee Go!passes

IMPORTANT! You must keep track of go!pass numbers! Go!passes are the property of your organization. It is your responsibility to keep a list of go!pass numbers and employee names. At the beginning of the go!pass season, the getDowntown Program will supply an Excel spreadsheet or hard copy document with go!pass numbers for tracking purposes.

If you need us to turn off a pass or replace a lost pass, you must be able to tell getDowntown which card should be turned off and/or replaced.

If an employee leaves the organization with their go!pass or an employee needs to have their go!pass replaced, you can contact the getDowntown Program and tell us which pass the employee had so we can turn it off. We can then issue a replacement pass to an employee who needs one. This replacement pass can be given at no cost.

If you do not keep a list of go!pass numbers and the employees assigned to the numbers, the getDowntown Program will not be able to provide you with additional or replacement passes for the rest of the go!pass season.

Improper Use of the go!pass

The getDowntown Program and its partners can turn off any go!pass: The getDowntown Program and its partners, including the Ann Arbor Downtown Development Authority and the Ann Arbor Transportation Authority reserve the right to turn off and make invalid any go!pass we believe is being misused by an employee. If an employee or employer believes a go!pass has been turned off in error, they can contact the getDowntown Program to resolve the issue.

A go!pass can only be used by the employee who receives the pass: Go!passes can only be used by the individual they are issued to and are a benefit of working/volunteering at a downtown organization. Go!passes CANNOT be used by children, spouses, friends or other individuals beside the intended user.

If an employee gives the go!pass to someone else, you can contact the getDowntown Program and we can turn that pass off so the employee can no longer use it. If an employee misuses the go!pass and they are still at your organization that employee should not be issued another go!pass until the next go!pass season. If the employee misuses the go!pass for a second time you can no longer provide that employee with a go!pass.

Go!passes are the property of your business/organization: If an employee takes the go!pass with them upon leaving an organization, you must contact the getDowntown Program and we can turn that pass off so the employee can no longer use it.

Improper use/violation of go!pass policies by employers: If you provide go!passes to ineligible individuals, misrepresent your organization when ordering passes, underreport the number of full time employees, or otherwise violate go!pass policies, the getDowntown Program will take back all passes from your organization and you will not be able to issue passes to your employees until the next go!pass season. If you violate go!pass policies for a second time you will not be able to provide go!passes to your employees for a period of 3 years, not including the current go!pass season.

If your organization goes out of business or moves out of the DDA Boundaries: You must return all passes to the getDowntown Program. Any pass numbers not returned to the getDowntown Program will be automatically turned off so the passes can no longer be used.

2011-2012 GO!PASS EMPLOYER HANDBOOK AGREEMENT

This Agreement is for: _____
(Print the name of your organization)

Instructions: Please put a check in each box to show you have read and understand the information in this handbook. Sign and date the agreement and include it with your first go!pass order of the 2011-2012 season. GetDowntown will maintain a copy of this agreement in your records.

PLEASE NOTE: If the person who signs this agreement stops being the go!pass contact, the new go!pass contact must read this handbook and sign a new agreement before we can give anymore go!passes to that organization.

- Go!pass benefits: I understand all of the benefits my employees get with the go!pass.
- Go!pass eligibility requirements: I understand who is eligible for go!passes and who is not.
- Go!pass ordering information: I understand how to order go!passes, including how to order additional passes, and what to do to replace a pass that has been lost, stolen or damaged.
- Tracking go!passes: I understand that it is my responsibility to keep track of employee go!passes and understand the consequences if I do not keep track of employee go!passes.
- Improper use of the go!pass: I understand what consequences our organization and my employees' face if we are found improperly using go!passes.
- I agree to follow all of the policies outlined in this reference manual for the 2011-2012 go!pass season, which runs from November 1, 2011-October 31, 2012.

Go!pass Contact Name: _____ Title: _____

Signed: _____ Date: _____

PLEASE NOTE: If you are NOT the manager or owner of your organization, a Manager/Owner must also sign this agreement

Manager/Owner Name: _____ Title _____

Signed: _____ Date: _____