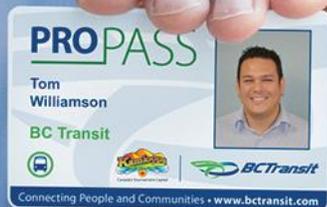


PROPASS

Information Booklet

A permanent bus pass
purchased by employees
through payroll deduction.

Economical,
Convenient & Green



PROPASS

FAQs for Employers

How does the ProPASS benefit me as an employer?

- **Easy to administer** – ProPASS is purchased through payroll deduction and is designed to be as easy for employers to administer as a payroll deduction to the United Way.
- **More customer parking** – with more employees taking the bus, valuable parking spaces for your customers may be freed up.
- **Secure** - each ProPASS card has a magnetic stripe on the back which allows the City and BC Transit to cancel a ProPASS that is no longer valid, making it easier for employers who are unable to retrieve ProPASS cards from employees who leave the company.
- **Sustainable travel employer.**

How does the ProPASS benefit my employees?

- **Convenient** – no need to remember to buy a pass at the start of each month or ensure change or tickets are on hand as the ProPASS is a perpetual bus card with no expiry date.
- **Saves money** – a person now purchasing 12 monthly passes per year would save \$120 by purchasing a ProPASS.
- **Simple to use** – “Swipe the Stripe” on the back of the card every time they use the bus.
- **Tax deductible.**
- **Go green** – by taking transit, ProPASS holders help reduce rush hour congestion and their carbon footprint.

How do I offer ProPASS to my employees?

- You must have a minimum of 3 employees, however not all 3 employees are required to sign up for ProPASS.
- Complete the ProPASS Service Agreement and fax or email it to the City of Kamloops ProPASS Coordinator (fax: 250-828-3848; transit@kamloops.ca). As soon as you receive confirmation of receipt of the Service Agreement from the City, your employees can sign up using the ProPASS Enrolment Application form.
- The ProPASS program allows for up to two additional adult family members living in the same household as the ProPASS holder to also sign up for ProPASS. As the principal ProPASS holder’s employer, you must agree to this and would be responsible for deducting payment for each additional individual from the principal ProPASS holder’s earnings and submitting the remittance to the City (ie. Employee signs up himself plus his spouse. The employer would deduct the cost of the ProPASS x 2 (\$40 x 2 = \$80) from that employee’s payroll each month.)

How do I administer ProPASS for my employees?

- ProPASS is purchased through payroll deduction.
- The total annual cost for each ProPASS holder is \$480 which is divided by the number of pay periods in a calendar year. By the 25th day of each month, you provide the City with a written statement, listing the names of the employees and the number of corresponding ProPASSes for the following month. The City then invoices you for the remittance for that month, based upon the number of ProPASSes listed in the written statement (ie. 10 ProPASSes x \$40 = \$400).

If an employee with a ProPASS is away or on vacation, can their ProPASS be put on hold?

The price of the ProPASS is already discounted, taking into account average vacation time, sick time and time that the holder may be away from Kamloops on business or for pleasure. ProPASS cannot be put on hold for these reasons.

Are there ways that a ProPASS can be on hold temporarily?

- If an employee is off for an extended period of time on WCB, Long Term Disability, or maternity/paternity leave, you can submit a request to the City to have their ProPASS suspended until they return to work.
- If approved for a suspension of ProPASS deductions, the employee must relinquish their ProPASS to the employer, who keeps it until the employee returns to work.

How does an employee withdraw from the ProPASS program?

- ProPASS holders must enroll for a minimum of four months. If an employee decides after four months that the ProPASS is not meeting their needs, they can apply to withdraw from the program.
- If an employee relocates or discontinues employment with your company, they will automatically be withdrawn from the program and must relinquish their ProPASS card to you. You can cancel the payroll deductions, and return the card to the City of Kamloops.

Other questions?

Please contact:

ProPASS
City of Kamloops
Fax: 250-828-3848
transit@kamloops.ca

PROPASS

FAQs for Employees

What are the benefits to me if I sign up for ProPASS with my employer?

- **Convenience** – no need to remember to buy a pass at the start of each month or have change or tickets on hand.
- **Save money** – a person now purchasing 12 monthly passes per year would save \$120 by purchasing a ProPASS.
- **Simple to use** – “Swipe the Stripe” on the back of the card each time you get on the bus. No need for transfers.
- **Tax deductible.**
- **Go green** – by taking transit, you’re doing your part to help reduce rush hour congestion and your carbon footprint.

How much would the ProPASS cost me?

The total annual cost is \$480 which is divided by the number of pay periods in a calendar year.

How do I pay for my ProPASS?

Payments are automatically deducted from your earnings on whatever pay periods your employer uses (monthly, bi-weekly, or bi-monthly).

How do I sign up for ProPASS?

- Once your employer has signed the ProPASS Service Agreement with the City of Kamloops, you can complete the Enrolment Application form and submit it to your employer, along with a colour, head shot photo (good resolution; electronic jpeg file or printed copy). Your employer will then submit the complete Enrolment Application Form and photo to the City who will create your ProPASS card and mail it to your employer.

Can I sign up my spouse for ProPASS even though he/she doesn’t work for the same employer as me?

- Yes, the ProPASS program allows for up to two additional adult family members living in the same household as the ProPASS holder to also sign up for ProPASS. The principal ProPASS holder’s employer must agree to this and would be responsible for deducting payment for each additional individual from the principal ProPASS holder’s earnings.
- The Terms and Conditions of the ProPASS program apply to each additional ProPASS holder signed up under the principal ProPASS holder.
- Each additional ProPASS holder is required to complete and sign the Enrolment Application Form.

Do I have to sign up every year for my ProPASS?

There is no expiry date once you sign up. The payments are deducted from your pay cheque until you leave the program.

What happens if I lose my ProPASS card?

You would need to apply for a new card. There is a \$20 fee for processing so we encourage you to protect your photo ID the same as you would protect other important identification cards.

When I am away or on vacation, can I put my ProPASS on hold?

The price you pay is already discounted, taking into account average vacation time, sick time and time that you may be away from Kamloops on business or for pleasure. ProPASS cannot be put on hold for these reasons.

Are there ways that I can put my ProPASS on hold temporarily?

Employees are required to sign on for a minimum of four months, however you can put your ProPASS on hold temporarily:

- If you are off for an extended period of time on WCB, Long Term Disability, or maternity/paternity leave, your ProPASS Administrator can recommend that your ProPASS be suspended until you return to work.
- If you have been approved for a suspension of ProPASS deductions, you must relinquish your ProPASS to your employer, who keeps it until you return to work.

If I decide ProPASS is not for me, how do I withdraw from the program?

- When you sign up for ProPASS, you must enroll for a minimum of four months. If you decide after four months that the ProPASS is not meeting your needs, you can apply to withdraw from the program.
- If you relocate, or if you discontinue employment with your employer, you will automatically be withdrawn from the program and you must relinquish your ProPASS card.
- Once your ProPASS Administrator has your ProPASS card, your employer will cancel the payroll deductions, and return your card to the City of Kamloops.

If fares go up for other transit users, how will that affect me?

- From time to time, transit fares must increase to ensure the overall service levels are maintained. The cost of your ProPASS fare will increase by the same percentage that the transit fares increased. This increase will be spread out over your annual calculation.
- You will be notified of a fare increase two months before the increase comes into effect, in order for you to budget for the increase.

Other questions?

Please contact:

ProPASS
City of Kamloops
Fax: 250-828-3848
transit@kamloops.ca

PROPASS

Enrolment Application Form *(Include a colour, head shot photo (good resolution; electronic jpeg file or printed copy))*

Principal ProPASS Applicant (please print clearly):

Company Name

Employee Surname

First Name

Email Address

*Additional ProPASS Applicants (if applicable):

*(*must be adult family members living in the same household as the principal ProPASS applicant)*

#1

Surname

First Name

Phone Number

Email

#2

Surname

First Name

Phone Number

Email

Terms and Conditions of the ProPASS Program

1. I agree to participate according to the terms and conditions of the ProPASS program.
2. The ProPASS payroll deduction starts at the next pay period after the date indicated on this form and continues for a minimum of four months from the start date. The exceptions for early cancellation are: employee relocation or termination; or circumstances authorized by the payroll department such as: Maternity or Parental Leave, Long Term Disability or Worker's Compensation Board Time Loss Claims. If I cancel for reasons other than stated, I will reimburse the City of Kamloops for the difference between the ProPASS cost and the cost of monthly bus passes for the time I was on the program.
3. The Principal ProPASS holder listed above is responsible for, and will be deducted payment for each additional ProPASS that is enrolled under his/her name.
4. I understand that the pass is continuous (no expiry date) and payroll deductions end when I hand in my ProPASS to my payroll department and complete an Exit Survey. If I do not hand in my pass, deductions will continue and I could be subject to legal action by BC Transit or the City of Kamloops.
5. ProPASS payroll deduction may be subject to changes in transit fares as determined by the City of Kamloops.
6. I understand that a lost, stolen or seized card is subject to a replacement fee.

I have read and understand the terms and conditions on this form.

Signature (Principal ProPASS Applicant)

Date

Signature (Additional ProPASS Applicant #1)

Date

Signature (Additional ProPASS Applicant #2)

Date

Over...

PROPASS

Applicant Entry Survey

Welcome to the ProPASS program. Please take a minute to answer the following questions. Your answers can help the City of Kamloops measure the effectiveness of the ProPASS program and to better meet the needs of participants. Thank you.

1. How old are you?

18 - 35 36 – 50 51 – 65+

2. Gender

Male Female

3. Where do you live?

Aberdeen Mt. Dufferin Upper Sahali
 Barnhartvale Heffley Creek Lower Sahali/Southgate
 Batchelor Heights Juniper Ridge Westsyde
 Brocklehurst North Kamloops Dallas
 Raleigh Pineview West End / City Centre
 Valleyview

4. Where did you hear about the ProPASS program?

Employer Advertisement Friend
 Other _____

5. Prior to starting the ProPASS program, how did you travel to work?

Drive Alone Bicycle Carpool
 Vanpool Walk Bus
 Varies

6. What is your main reason for joining the ProPASS program?

Convenience Lower Cost
 Ease of payment Decision to use the bus more

7. Before joining ProPASS, how many monthly passes did you purchase per year?

0 1-4 5-8 9-10 11-12

PROPASS

Exit Survey

ProPASS Administrator:

From: _____
Company Name

First Name

Last Name

ProPASS Number

Payroll deduction terminated as of: ____ ____ ____
Day Month Year

ProPASS surrendered as of: ____ ____ ____
Day Month Year

ProPASS Administrator Signature

Date

Upon completion, please return this form with the ProPASS to:
PROPASS PROGRAM, City of Kamloops, 105 Seymour Street, Kamloops, BC V2C 2C6

Attach card here



PROPASS

Suspension Form

ProPASS Administrator: This form is for your internal use only. It does not have to be sent to the City of Kamloops.

Employee Surname

First Name

ProPASS Number

- I certify that my ProPASS suspension is for one of the following reasons:
 - Maternity Leave
 - Parental Leave
 - LTD (Long Term Disability)
 - WCB (Worker's Compensation Board) Time Loss
- I understand and authorize that payroll deduction will be suspended on the next pay period following the date on this form and will resume on the pay period following the date at which I return to work.
- In order for suspension to be valid, my ProPASS card must be submitted to the Payroll office or the ProPASS Administrator.

Date

Employee Signature

For ProPASS Administrator Use Only:

Date

Signature of ProPASS Administrator

Date Deduction Suspended

Date Deduction Resumed