

### 1. Why do some participants have GoPasses in the form of a sticker?

The GoPass program started in early 2000s. Since its inception the sticker on the company ID was used as proof-of-payment. With the introduction of new technology and the regional Clipper card system, passes are moving towards being on Clipper, allowing users to not only tap a Clipper card but also their smart device. Starting in late 2023, all new GoPass participants are being enrolled in the GoPass on Clipper program. Eventually we foresee the entire program moving to Clipper when its new account-based system rolls out.

### 2. What's the timeline for receiving the GoPasses?

GoPass participants may start on the 1st or 15th of the month. The agreement, invoice and survey information is sent within three business days of receiving the Intent to Participate Form. The participant shall complete a properly signed agreement (see definition on page one of the sample agreement), payment and survey administrator information. Within three business days participant will receive the survey link for testing and confirm that the administrator is receiving the e-mail confirmation. Once all items are completed, participant will receive the GoPass package in up to five business days.

### 3. What do we need to do to sign up for the program?

Interested GoPass participants must enter into an agreement with Caltrain, which details the responsibilities for issuing, tracking and reporting on the status of the GoPasses the participant issues to its users.

To get started, the GoPass participant submits an Intent to Participate Form verifying all of its eligible users, defined per agreement, at the worksite signing-up for the program.

The GoPass participant and Caltrain will then sign an agreement. Payment for the GoPasses is required before the Participant can issue GoPasses to its eligible users and its eligible users must fill out an online survey before receiving the GoPass.

### 4. Does the required survey ask for personal information?

The GoPass program requires eligible users to complete an online survey. The survey may require the GoPass participant name, GoPass user name, and e-mail address for tracking purpose and confirmation that the user agreed with the Use Acknowledgement terms and conditions. Caltrain doesn't disclose personal information to third party entities.

### 5. Can participants purchase GoPasses only for those users that are interested in riding the train?

No, all GoPass participants are required to purchase a GoPass for every user, defined per agreement, at the worksite signing-up for the program.

### 6. Can a company include only part-time staff?

No. A company must include all employees working more than 20 hours per week excluding temporary employees, consultants, contractors and interns. A company may include employees working less than 20 hours per week, interns or both, but only in addition to the staff working more than 20 hours per week.

### 7. How does the program work for colleges or universities?

Educational institutions can purchase the GoPass for staff or faculty, or both, at the cost of \$275 per eligible user or \$5,500, whichever is greater. Educational institutions can also purchase the pass for students, at the cost of \$99 per student or \$1,980, whichever is greater. The benefit must be purchased for everyone in the category for which the school decides to provide it (for example, all full-time faculty or staff, or all undergraduate or graduate students). Educational institutions may choose to participate in the program for the calendar or academic year.

**8. Can the cost of the GoPass be shared with the employee or student?**

Yes. The GoPass participant determines at what level they wish to cover the cost, so long as the price charged to GoPass recipients is within the limits set forth in the GoPass agreement.

**9. Can two smaller companies or a non-profit partner?**

No. Smaller companies or residential complexes might want to look at options like Commuter Check or other pre-tax employee benefit programs as a way to save money if the GoPass program isn't right for them.

**10. What about a company with many offices, nationally or internationally? Must the GoPass be purchased for the entire company?**

The GoPass program would not benefit employees at locations outside of the Caltrain service area. A company may select specific worksites to enroll in the program, and only employees assigned to those worksites are eligible for a GoPass. Only users residing in Alameda, Contra Costa, Marin, Merced, Monterey, Napa, Sacramento, San Benito, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, and Yolo counties must be enrolled.

**11. Can a company purchase GoPasses for onsite staff only?**

No. All staff who are assigned to the participating worksite(s); working more than 20 hours per week (onsite or offsite); and are a resident of Alameda, Contra Costa, Marin, Merced, Monterey, Napa, Sacramento, San Benito, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, and Yolo counties and excludes temporary employees, interns, contractors, consultants and sworn peace officers must be enrolled.

**12. If a company has employees working remote out of state, do those employees need to be included in headcount?**

No. Company doesn't have to include them in the eligible user headcount.

**13. If a company has remote employees but are not assigned to a worksite, do they need to be included in the headcount?**

No. Company doesn't have to include them in the eligible user headcount.

**14. If a company has employees working remotely and they are assigned to a worksite, do they need to be included in the headcount of eligible users?**

Yes, if those employees reside in Alameda, Contra Costa, Marin, Merced, Monterey, Napa, Sacramento, San Benito, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, and Yolo counties.

**15. If a company distributes unused GoPasses to its consultants/contractors/interns/part-time staff and it requires additional GoPasses, can it buy what is needed for that population unlike purchasing for all eligible users?**

No. The company must offer GoPasses to entire population whether purchasing the passes or a combination of giving unused passes and purchasing the remaining amount needed so the entire population is eligible to receive the GoPasses.

**16. If a company distributes unused GoPasses to its consultants/interns/part-time staff/contractors and it requires additional GoPasses for its eligible user headcount, may it purchase?**

Yes. Additional GoPasses may be purchased.

**17. If a GoPass Participant has multiple contracting agencies onsite, may the Participant decide to issue to staff from only one agency?**

Yes