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FOR COMMUNITY COLLEGES AND HUNTER CAMPUS SCHOOL ONLY: Commuter Benefits Program - Access-A-Ride/Paratransit FAQs

How does the Commuter Benefits Access-A-Ride/Paratransit Program work?

This plan allows you to participate in the Commuter Benefits Program if you are an employee who receives paratransit services from a transit provider in the Tri-State region. An example of such services is the Access-A-Ride program from MTA's New York City Transit. In this plan, you fund an account with WageWorks with your pre-tax and post-tax payroll deductions and you can select your Access-A-Ride coupons or other paratransit options on the WageWorks system using the funds in your account. WageWorks will deliver your Access-A-Ride coupons or tickets to your designated mailing address by the 1st day of each calendar month. You will schedule rides with the MTA New York City Transit Access-A-Ride paratransit service as usual. You present your MTA NYCT Access-A-Ride ID and the Access-A-Ride coupon to the Access-A-Ride provider as full payment for a single ride.

What are Paratransit Services?

Paratransit services are special public transportation options for senior citizens and persons with disabilities.

Are there any service fees for this program?

Yes, there is an administrative fee of \$3.05/month for participants in the Commuter Benefits Access-A-Ride/Paratransit Program that will be deducted from your paycheck.

How is my W-2 affected?

Your taxable wages in Box 1, social security and Medicare wages in Boxes 3 and 5, and state and local wages in Boxes 17 and 20 will be reduced by the deductions from your pay for the Commuter Benefits Access-A-Ride/Paratransit Program.

How much does it cost?

After you enroll in the Access-A-Ride/Paratransit Program, your elected deduction amount will be taken from your wages every pay day. Your deductions will be credited to your Transit Account at WageWorks, the CUNY's Transit Benefit provider. If you participate in the Access-A-Ride/Paratransit Program, you can purchase Access-A-Ride coupons in books of 10 and may want to consider that when making your election amount.

Who is eligible to join the Commuter Benefits Access-A-Ride/Paratransit Program?

Participation is limited to employees who are approved to participate in the MTA New York City Transit (NYCT) Access-A-Ride Paratransit Service or any other regional area Paratransit Service program. If you participate in the MTA NYCT Access-A-Ride paratransit program, you must provide a copy of a valid picture ID or an acceptance letter from the Eligibility Determination Unit of NYCT to enroll in the Commuter Benefits Access-A-Ride/Paratransit Program.

Other regional area Paratransit Program providers will have their own eligibility criteria. You must provide a copy of a valid picture ID and proof of enrollment in the paratransit service.

If I enroll, how will I receive my Access-A-Ride/Paratransit coupons?

WageWorks will mail your Access-A-Ride/Paratransit coupons directly to you at the address on file with WageWorks so that they arrive before the first day of the month. For example, your February Access-A-Ride/Paratransit coupons will arrive during the last week of January. Please note you may not use Cuny's address.

What if my Access-A-Ride/Paratransit coupons get lost in the mail or I get the wrong pass in the mail?

It's hard to believe, but this rarely happens. If this ever does happen to you, simply contact WageWorks at 1-877-WageWorks (1-877-924-3967) and they will assist you right away.

You must contact WageWorks to report the missing order within the first 3 business days of that month. Please note that customer service staff cannot assist with late or lost pass issues until the 1st day of the benefit month.

What happens if my Access-A-Ride/Paratransit coupons are damaged, lost or stolen?

If your coupons are damaged, you should consult with your transit provider to see what options they support. The Access-A-Ride/Paratransit Plan does not provide any reimbursement if you lose your coupons or if they are stolen. They should be safeguarded in the same manner as any other personal item were lost or stolen.

What happens if I skip a payroll deduction?

If you skip a deduction, your participation in the Commuter Benefits Access-A-Ride/Paratransit Program is not affected. You will continue to be enrolled in the program until your eligibility for New York City Transit paratransit service expires or until you cancel your Commuter Benefits Access-A-Ride/Paratransit Program participation.

What happens when I go on vacation?

You may change or suspend your payroll deductions with your College TransitBenefit Coordinator and update your Access-A-Ride/Paratransit order with WageWorks accordingly. You must update your order with WageWorks before the 10th of each month which is the ordering deadline for home delivery of coupons.

Must I use all my Access-A-Ride/Paratransit coupons in a particular tax year?

The IRC limits monthly Commuter Benefit deductions to a current maximum of \$230.00 per month. Access-A-Ride/Paratransit coupons do not expire. However, you must be an active NYCT Access-A-Ride paratransit service member in order to use NYCT Access-A-Ride services. A valid Access-A-Ride photo ID, in addition to the Access-A-Ride coupon, will be required for each scheduled ride.

When my participation in the Commuter Benefits Access-A-Ride/Paratransit Program ends, will I get a refund?

No. The Internal Revenue Code does not permit any funds remaining in your account to be refunded to you. The payroll deductions taken for this program must be used to purchase a qualified transit pass from your account.

What happens when I leave employment?

You have 90 days after your separation date to spend the remaining funds in your account.

Will my enrollment carry over if I transfer to another College or another City agency?

No, your enrollment will not carry over if you transfer to another College or another City agency. You may need to re-enroll to start payroll deductions; however your account at WageWorks will stay intact. You must notify your College Transit Coordinator of your intent to continue in the Commuter Benefits program or otherwise you will be subjected to the 90 days spend down.

How do I enroll in the Commuter Benefits Access-A-Ride/Paratransit Program?

Submit a completed Commuter Benefits Transit Pass Plan Enrollment form, along with a copy of a valid NYC Transit paratransit picture ID or an acceptance letter from the MTA New York City Transit Eligibility Determination Unit to your College TransitBenefit Coordinator. For Regional Paratransit providers, you will have to provide a copy of your valid picture ID or an acceptance letter from the Regional Paratransit providers. You may obtain an Enrollment from your College TransitBenefit Coordinator, or from OPA's web site, www.NYC.gov/payroll.

After you have had your first payroll deduction, go to www.wageworks.com or call the WageWorks Customer Service Center at 1-877-WageWorks (1-877-924-3967) Monday through Friday, 8 a.m. to 8 p.m. Eastern Time to elect your Access-A-Ride/Paratransit coupons. You can make your order after your first payroll deduction has been taken, but you must make your order before the 10th of each month which is the ordering deadline for home delivery of coupons.

**Employees seeking MTA NYCT Access-A-Ride or other Paratransit Service providers must select the Transit Pass plan.*

Who should I contact regarding my Access-A-Ride/Paratransit enrollment?

Please contact your College TransitBenefit Coordinator regarding enrollment, deductions, and TransitBenefit procedures. Send new enrollments, changes, and cancellations to your College's TransitBenefit Coordinator.

Enrollment forms may be obtained from your College TransitBenefit Coordinator, or by printing it from OPA's web site, www.NYC.gov/payroll.

For information about obtaining NYCT paratransit service visit the MTA website at www.MTA.info. For information about other regional paratransit service providers contact the provider directly.

For additional information, contact:

- For questions on your Access-A-Ride/Paratransit options, contact WageWorks at www.wageworks.com or call 1-877-WageWorks (1-877-924-3967) Monday to Friday, 8 a.m. to 8 p.m. Eastern Time.