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FOR COMMUNITY COLLEGES AND HUNTER CAMPUS SCHOOL ONLY: Commuter Benefits Program - Transit Pass FAQs

How does the Transit Pass Plan work?

After you enroll in the Transit Pass Plan, your elected deduction amount will be taken from your wages every pay day. Your deductions will be credited to your Transit Account at WageWorks, CUNY's Transit Benefit provider. You select the transit passes or tickets you want to have mailed to your home on the WageWorks website. The deadline for making your choice each month is the 10th of the month for all fare media or the 4th of the month for the MTA LIRR and Metro-North. Your pass or tickets will be mailed to your designated mailing address by the 1st day of the calendar month. For example, you make your Transit pass choice by January 10th for February.

Are there any service fees for this program?

Yes, there is an administrative fee of \$3.05/month a \$36.60 maximum annual cost, for account maintenance and transaction costs. The Administrative Fee is a post-tax deduction. It will be deducted from your pay once a month when you are enrolled in this plan and deductions are being contributed to your Transit Account.

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 value of the pre-tax transportation deductions from your pay. The amount will be labeled "IRC132" in box 14. Your wages will not be adjusted by the value of Administrative Fee Deductions.

What transit pass options are available for home delivery?

Over 90 transit providers are supported for the home delivery program covering hundreds of transit pass and ticket options. To see a list of the providers available in the Transit Pass Plan – visit <http://getwageworks.com/nyc/transitplan>.

How do I elect my Transit Pass or Ticket?

Two business days after you enroll in the Transit Pass Plan, go to www.wageworks.com or call WageWorks at 1-877-WageWorks (1-877-924-3967) Monday through Friday, from 8 a.m. to 8 p.m. Eastern Time, to select your pass or ticket. You will select your transit provider from the WageWorks website and the available pass and ticket options will be displayed.

What are the ordering deadlines for home delivery?

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 (or 4th of the month for LIRR and Metro-North) which is the ordering deadline for home delivery of passes. For example, you must make your order by January 10th for February.

What if I don't have enough funds in my account to pay for the pass I want?

If you don't have enough funds in your account to pay for the transit pass or ticket you want, you can securely supplement the funds in your account with funds from your own personal credit or debit card. You can leave this personal credit or debit card on file, but it will only be used if funds in your account are not sufficient to pay for your order. Or you can opt to skip a month and make your election when you have sufficient funds in your account to cover the cost of your transit pass or ticket.

Can I place an order if I do not have any payroll deductions yet or my account balance is zero?

Yes, you can place an order if you do not have funds in your account, but the order will not be sent to you unless funds are received to pay for your order before the monthly order deadline.

When will I get my Transit Pass order?

You can expect your order in the mail before the first day of the benefit month. For example, your February pass will arrive during the last week of January.

What if I don't know what pass I want by the 10th of each month?

You may want to consider enrolling for the Commuter Card Unrestricted Plan instead because you are not limited by the 10th of the month restriction.

What if I switch my commuting pattern on a regular basis – switching transit providers?

You may want to consider enrolling in the Commuter Card Unrestricted Plan since you can purchase different passes and tickets from different transit providers in different months or even within the same month.

Do I have to come back to the website and update my order each month?

- If you chose the frequency of this order to be **Every Month**, you will automatically receive this order each benefit month as long as you remain eligible to participate in this program or until you change or cancel this order.
- If you chose the frequency of this order to be **One Month only**, then you will receive this order for the upcoming benefit month only. You will need to place another order (and select "Every Month" as the frequency) to receive this order more than once.

What if my pass gets 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 we'll 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 Transit Pass is damaged, lost or stolen?

If your pass is damaged, you should consult with your transit provider to see what options they support. The Transit Pass Plan does not provide any reimbursement if you lose your pass or if it is stolen. It should be safeguarded in the same manner as any other personal item were lost or stolen.

How do I enroll in the Commuter Benefits Program Transit Pass Plan?

You may download an enrollment form from the CUNY website at www.cuny.edu/transitbenefit and contact your College TransitBenefit Coordinator for processing and further information.

What happens when I leave CUNY employment?

You have 90 days after your separation date to spend the remaining funds in your transit 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 can I check my Transit Pass account balance?

There are several different options to access your Transit Pass account balance with WageWorks:

- By logging on to your account at **www.wageworks.com**.
- Call Customer Service at 1-877-WageWorks (1-877-924-3967) Monday through Friday, 8 a.m. to 8 p.m. Eastern Time and follow the prompts to access your Transit Pass account balance. You will be required to provide the last four digits of your Employee Reference Number (ERN) and home zip code to access your balance via the Interactive Voice Response (IVR) system.
- You can also check your Transit Pass balance via their mobile site at **m.wageworks.com**.

For additional information, contact:

- For questions on your Transit Pass 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.