



## KINGSTON TRANSIT TRANSPASS – PAYROLL DEDUCTION FOR QUEEN’S EMPLOYEES

### FREQUENTLY ASKED QUESTIONS

**Q. I am interested in getting a Transpass through payroll deduction – How do I get set up?**

**A.** Pick up an Enrolment Form from the Parking Office, 207 Stuart Street, 2<sup>nd</sup> Floor. Complete the form, including the Queen’s Employment Agreement Form, and take it to the Payment Centre at City Hall, 216 Ontario Street, Monday to Friday 8:30 am to 4:30 pm. At the Payment Centre, the Clerk will take your photo and imprint it onto the photo I.D. transit card, record the card number on the form, and return two copies of the form to you along with your new transit card. Please return the copy marked “Employer’s HR/Payroll Dept” to Donna Stover, Manager, Queen’s Parking Services, located at Rideau Hall, 2<sup>nd</sup> floor.

If you register for your Transpass prior to the 15<sup>th</sup> of the month, your pass will be activated for the following month. If you register after the 15<sup>th</sup> of the month, your Transpass will be activated for the month after. For example, if you sign up on March 16, your Transpass will be activated in May.

Note: Once you receive your “issued” Transpass card prior to the start of the month you have registered for, you **cannot** load rides onto this card. Multi-ride passes are available for purchase at the sales outlets including City Hall, Cataraqui Centre, and Clinic Pharmacy at KGH until your Transpass is activated.

*Employees need to sign the Queen’s Employment Agreement form to indicate that they are responsible for the payroll deduction, and the deduction will be taken for future earnings or termination pay if the payroll deduction is not taken on the scheduled deduction date. This completed form must be submitted along with your Transpass Enrolment Form to Donna Stover in Queen’s Parking Services.*

**Q. When will the payroll deduction start for my Transpass?**

**A.** Once you have registered for the Transpass, the cost will be deducted from your first paycheque of the month your pass is activated for. If you enroll prior to March 15<sup>th</sup> for the

April Transpass, your first payroll deduction will occur on your pay at the end of April.

**Q. How much will the deduction be?**

**A.** The more people who sign up the cheaper the monthly rate will be for all participants. Currently Queen’s is at the 101-250 participation level with the rate of \$53. The next level is 251 participants at a rate of \$50 per month.

# of Employees subscribing to Transpass Program	Transpass rate per month		Adult monthly unlimited ride Pass Rate effective Jan.1/14	Savings	Discount %
1-10	\$62	vs	\$72	\$10	14%
11-25	\$60		\$72	\$12	17%
26-100	\$57		\$72	\$15	21%
101-250	\$53		\$72	\$19	26%
251+	\$50		\$72	\$22	31%

**Q. I want to cancel my Transpass – How do I do this?**

**A.** If you want to cancel your subscription to the Transpass payroll deduction, please contact Donna Stover, Parking Manager at ext. 77589 or [stoverd@queensu.ca](mailto:stoverd@queensu.ca) by the **15th of the month**. Your subscription for the next month will be cancelled and your card will be deactivated.

**Q. If I cancel my Transpass halfway through the month, will I get reimbursed?**

**A.** No – once you have subscribed for a month, if you cancel halfway through you will not be reimbursed. The full cost of the Transpass for that month is deducted from your pay at the end of that month. The costs are not pro-rated and so you cannot get a refund.

**Q. I am going on vacation for more than 4 weeks – can I suspend my subscription for that month?**

**A.** Yes – this can be done twice a year. Please notify the Parking Office before the 15<sup>th</sup> of month before you go on vacation to suspend your subscription. On your return, notify the Parking Office prior to the 15<sup>th</sup> of the month you want to restart your subscription.



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**Q. How long does the Transpass remain in effect?**

**A.** From the date of enrolment until cancellation with Kingston Transit.

**Q. How is my Transpass reloaded? Do I need to go to a sales outlet to reload my Queen's Transpass?**

**A.** No – once you have enrolled in the Queen's Transpass program, for the next month's travel, your Transpass card is automatically reloaded at the fare box.

**Q. What days/times can I use my Queen's Transpass?**

**A.** Your Queen's Transpass offers unlimited travel on Kingston Transit for all days in a calendar month. You may travel on all routes – both local and Kingston Express service. Kingston Transit does not operate on New Year's Day, Good Friday, or Christmas Day and operates on a Sunday schedule on other public holidays. Check the online Trip Planner at [www.kingstontransit.ca/tripplanner](http://www.kingstontransit.ca/tripplanner) to learn about available transit options for specific dates.

**Q. What do I do if I lose my Queen's Transpass card?**

**A.** If your card is lost, contact Kingston Transit Lost & Found at 613-546-0000 to report it. If your card has been turned in to Lost & Found, Kingston Transit will contact you to arrange pick up of your card. Your contact information must be kept current otherwise Kingston Transit will not be able to contact you. If Lost & Found does not have your Transpass card, you can obtain a replacement card from Kingston Transit. There is a replacement fee of \$3.00 per card. The Kingston Transit Lost & Found office is located at 1181 John Counter Blvd, and open Monday to Friday, 8:30 am to 4:30 pm.

**Q. If I don't have my Queen's Transpass card, can I board Kingston Transit by showing my Queen's employee photo ID card?**

**A.** No. Queen's employees enrolled in the Transpass Program must use their Kingston Transit/Queen's Transpass card to board the bus.

**Q. Do I need a paper transfer receipt to transfer between Kingston Transit routes?**

**A.** No. Your Queen's Transpass is a smart card which includes a microchip that stores transfer information.

**Q. I have some mobility issues. Can I use Kingston Transit?**

**A.** Yes. Kingston Transit's entire fleet of buses are fully accessible. The majority of buses are low flow with kneeling capability; have ramps or lifts; and, two mobility aid spaces for wheelchairs or scooters.

**Q. I live outside of Kingston boundaries, are there any Park & Ride lots available to park my car and then ride the bus?**

**A.** Yes. There are five Park & Ride locations: 1) INVISTA Centre at 1350 Gardiners Road; 2) Montreal Street at Hwy 401; 3) Kingston Gospel Temple, 2295 Princess Street at Andersen Drive; 4) Centre 70 at Front and Days Roads; and 5) Innovation Drive east of Hwy 15. Parking is free at these locations when using public transit.

Routes from Park & Ride locations to Queen's:

- 1) INVISTA Centre – Route 7 to Cataraqui Centre, transfer to Express route 501 or 502
- 2) Montreal St P&R – Route 1 or Route 2
- 3) Kingston Gospel Temple - Express route 501
- 4) Centre 70 - Express route 502
- 5) Innovation Dr. P&R - Express route 601

Questions about the Kingston Transit Transpass payroll deduction program – Contact Donna Stover, Parking Manager at ext. 77589 or [stoverd@queensu.ca](mailto:stoverd@queensu.ca)

Kingston Transit welcomes all questions and feedback. Please contact our Customer Service representatives by email at [contactus@cityofkingston.ca](mailto:contactus@cityofkingston.ca) or call 613-546-0000, TTY 613-546-4889, Monday to Friday, 8:00 am to 5:00 pm.