

# PLATINUM PASS PROGRAM

## FREQUENTLY ASKED QUESTIONS



### WHAT IS THE PLATINUM PASS PROGRAM?

The Platinum Pass Program is an account-based solution for organizations to manage the public transportation needs of their employees.

### WHO CAN PARTICIPATE?

Organizations with five or more active transit riders may apply for an account. Once approved, the employer is required to purchase a minimum of 20 smart cards for a low cost of \$1.50 each.

### HOW ARE CHARGES PASSED TO THE EMPLOYER?

Charges are billed per ride. The employer is only charged for the actual number of rides up to a maximum of \$64 per month per rider for local bus and light rail and up to a maximum of \$104 per month per rider for Express/RAPID bus.

### HOW IS AN EMPLOYER BILLED?

The employer receives a monthly invoice from the City of Phoenix for total charges on all cards used. A detailed report that provides the day, time and route for each boarding is available for an additional \$25 per month.

### DO THE SMART CARDS EXPIRE?

The Platinum Pass Program is a three-year agreement and all cards issued under the agreement expire at the end of the three-year period.

### HOW DOES A RIDER USE THE SMART CARD?

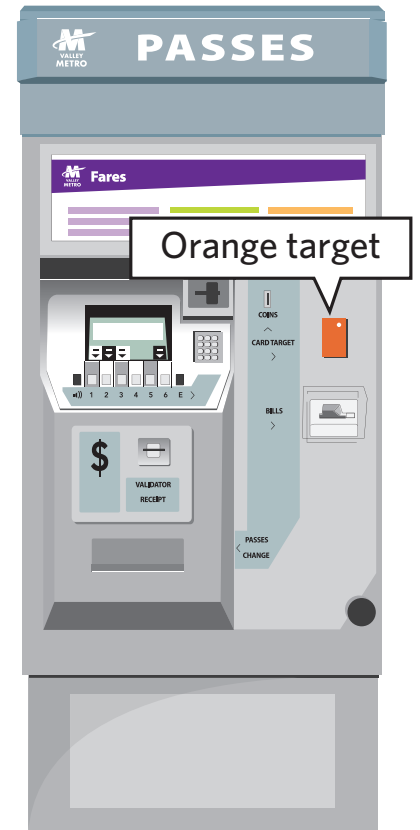
Riders tap their smart card at the orange target on the farebox, ticket vending machine or stand alone validator and the fare is automatically charged to the card.

### CAN SMART CARDS BE DEACTIVATED?

Smart cards can be deactivated if lost or stolen. Extra cards can be ordered and used immediately upon receipt. Additional cards can be reordered with a minimum of 10.

### CAN THESE SMART CARDS BE CUSTOMIZED?

Smart cards are imprinted with your organization's name, card validity period, and unique serial number.



For more information and to apply for an account, contact Jeff Reid at 602.523.6074 or [jreid@valleymetro.org](mailto:jreid@valleymetro.org).



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