

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 in the legacy sticker program may start on the 1st or 15th of the month whereas other participants may start anytime during the month. We recommend allowing for up to 2.5 – 3-week lead-time.

We send the agreement and invoice within 3 business days after receiving the properly signed and completed Intent Form. After receiving the signed agreement, we send it for countersignature which can take up to 3 days. Payment must be received before GoPasses can be loaded; timing depends on the organization.

For those in the Clipper program, we register the organization in Clipper's portal within 3 business days. Backend processing by Clipper can take up to 5 business days. Once the organization is set up, we receive the Clipper portal admin information from the organization and submit it to Clipper, who sets up the backend and prompts the organization to reset the temporary password within 5 business days. Delays may occur due to backend issues or if the password isn't reset promptly.

After receiving the organization GoPass user enrollment survey confirmation email address and contact information, we prepare the GoPass user enrollment survey link for testing within 5 business days. Note: Sometimes it can take time to set up the confirmation email address and/or if the testing requires troubleshooting.

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.

To get started, the GoPass participant submits an Intent to Participate Form.

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 enrollment survey before receiving the GoPass.

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

The GoPass program requires its users to complete an online enrollment 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. Except as required to administer the GoPass Program in accordance with this Agreement or as otherwise required by law, JPB agrees not to use or to disclose to third parties the personal information.

5. How does the program work for colleges or universities?

Educational institutions can purchase the GoPass at the cost of \$275 per eligible user or \$5,500, whichever is greater, all faculty and staff must be enrolled. With the purchase of faculty and staff passes, all students undergraduate and below will receive GoPasses at no additional cost.

Educational institutions can also purchase the pass for students, at the cost of \$99 per student or \$5,500 whichever is greater. Educational institutions may choose to participate in the program for the

calendar or academic year.

6. 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.

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

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

8. 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.

9. If a company has employees working remote out of state, do those employees need to be included in headcount for the all-in program?

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

10. If a company has remote employees but are not assigned to a worksite, do they need to be included in the headcount for the all-in program?

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

11. 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?

For the all-in program, 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.

12. If a company enrolled in the all-in program 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.

13. If a company enrolled in the all-in program has multiple contracting agencies onsite, may the company decide to issue to staff from only one agency?

Yes