

# UNIVERSAL INSTITUTIONAL PROGRAM TRANSIT COORDINATOR TRANSITION PACKET

## TABLE OF CONTENTS

1. Introduction .....	2
2. Transit Coordinator To Do List .....	3
3. Infographic for Employees .....	4
4. Sample Emails .....	5
5. FAQ for Universal Pass Transition.....	7
6. Sample Agreement Form .....	12



## 1. INTRODUCTION

Welcome to the Hop Fastpass<sup>®</sup> Universal Pass Program. Managing your passes and participants is easy with Hop, and this packet will help you to prepare your organization's transition from stickers to the new fare card for TriMet, C-TRAN and Portland Streetcar.

As a reminder, login to the Hop institutional website [here](#). Be sure to bookmark this page as it is a different URL from the customer website. To obtain your password, enter your user name and follow the instructions on screen to reset your password.

You can also find out more information about managing your account on this [website](#), which includes a step-by-step guide and video tutorials for the most commonly used functions on the Hop institutional website.

If at any time you have additional questions or concerns, please do not hesitate to contact your Transportation Options Coordinator.



## 2. TRANSIT COORDINATOR TO DO LIST

- Send TriMet all Universal participants' first and last names in the provided template
- Login to the Hop institutional website, change your password and confirm your organization's billing information
- Receive Hop cards in the mail
- Check the Hop cards for errors
- Send participants communication preparing to transition (see Sample Email #1)
- Add passes to the cards on the institutional website
- Distribute the cards to employees.
- Employees need to sign a new Terms and Conditions form. You should collect and file them. A sample is provided in Section 6 of this info packet.
- Send participants communication after the transition (see Sample Email #2)



# We're switching from stickers to Hop Fastpass

We'll provide you with a personalized Hop card loaded with an annual transit pass.

Carry your employer/photo ID for fare inspection

Tap to board every time

No need to register

No sticker required



Valid on TriMet, Portland Streetcar and limited C-TRAN\*

Contact your transportation coordinator with any questions or concerns.

\* Separate fare required from C-TRAN for C-TRAN Express routes.



## 4. SAMPLE EMAILS

It is important that employees receive notifications about the transition from stickers to Hop. Below are sample emails.

### Sample Email #1: Prepare to Transition

Dear transit pass rider:

We are moving to TriMet's new electronic fare system, Hop Fastpass® this month. Everyone will receive a personalized Hop card with their name and organization printed on it instead of a sticker. **Please pick up your Hop card at [location] on [date].**

Hop offers easy boarding, lost-card protection, and reduces paper waste. If you lose your Hop card let me know immediately. We will block your card, order a replacement, and get your pass transferred onto the new Hop card.

A few rules to remember:

#### **#1 Tap to board every time**

Please be aware you are required to tap your Hop card onto a card reader on MAX platforms or on the bus/streetcar every time you ride so the system can electronically manage valid fares and transfer privileges. Tapping the card reader will validate your fare for each ride that you take on TriMet and demonstrates proof of fare. There is no need to tap when exiting a transit vehicle. [Here's a short video on how to tap.](#)

#### **#2 Carry your employer/photo ID for fare inspection**

You must have a photo ID with you so that you can prove you are the proper owner of the Hop card (personalized with your name) to a fare inspector.

#### **#3 Valid on TriMet, Portland Streetcar, and C-TRAN**

Hop works on all TriMet buses, MAX light rail, WES Commuter Rail, Portland Streetcar as well as all C-TRAN services. If you need a C-TRAN Express pass, please let me know.

#### **#4 No sticker required**

The Hop card is in place of a sticker. However, you will keep your sticker at this time so that in the event your Hop card doesn't work for any reason, you will still have valid transit fare.

#### **#5 No need to register**

You will not need to register your card online (though you can if you want to) because all cards will be protected and managed through our organization.

Thank you for your assistance with this transition to Hop.

Sincerely,



## Sample Email #2: After Transition

Dear transit pass rider:

Thank you for your patience as we transition from stickers to Hop cards. Everyone should have received their new Hop cards. If you do not yet have your Hop card and need one, or you have an issue with your Hop card, please let me know.

If you lose your card or it stops working for some reason, please contact me immediately. Hop Customer Service will not be able to assist you and instead will direct you to your Transit Coordinator (me).

As a reminder, you must tap your Hop card onto the card readers on the bus and at the MAX stations every time you board. There is no need to tap when exiting a vehicle.

Also, you must have a photo ID with you (e.g., driver's license, employee badge) so that you can prove you are the proper owner of the Hop card to a fare inspector.

Thank you and happy riding!

Sincerely,

## 5. FAQ FOR UNIVERSAL PASS TRANSITION

### TRANSITION TIMELINE

#### **What is the timeline for the transition of the Universal Pass over to HOP?**

In early 2019, we will invite a small group of employers in the Universal Pass Program to participate in a pilot test period. We will work with this group to get their accounts set up, their passes loaded, and their cards printed and delivered to them. In spring, the employees at these companies will be able to begin using their new Hop Cards.

We will begin transitioning institutions in similar groupings until all participating employees are using Hop cards. We aim to have all of our Universal Pass clients transitioned over to Hop by September 2019.

#### **Are Universal Pass stickers, paper tickets and passes going away?**

In the future, we'll stop printing and delivering stickers, paper passes, and paper tickets to organizations, which is why we're transitioning all employer pass programs to Hop as soon as possible. We'll let organizations know well in advance when this will occur.

One key benefit to moving away from stickers and paper is that Hop offers lost-card protection. If Universal stickers, Annual or Monthly paper passes are lost or stolen, there is no reimbursement. Another benefit is that each employee will only need to be issued a card one time. When it comes time to renew your companies pass program, the Universal passes will be renewed electronically, so you won't need to go to the trouble of distributing new passes each year.

#### **How long will employees be able to continue using the Universal Pass stickers?**

Fare enforcement will continue honoring valid stickers until the testing period is over and it is confirmed that all of your employees have been successfully transitioned to the Hop. We will notify you well in advance when stickers will no longer be considered valid fare.

### HOP INSTITUTIONAL WEBSITE

#### **What can I do on the website?**

As Transit Coordinator, you can order new cards, request replacement cards, add participant names/data to the cards, add/remove a pass to a card(s), remove a card(s) from the account.

#### **When can I preview the Institutional Website?**

Your login credentials will be provided to you in an email. Please log in and change your password. Then check your institutional data (billing information, shipping address, contact information) at your earliest convenience. Once your Hop cards arrive in the mail, you will be able to log into the Institutional Website and load passes to all the cards.



### **Where will I log in to access my institutional account?**

myhopcard.com/programs

### **Which web browser should I use for the institutional website?**

Google Chrome and Mozilla Firefox work best with the Hop Institutional website. We recommend avoiding Internet Explorer or Microsoft Edge — we're working to make these browsers more compatible with the Hop website.

## **COSTS AND DISTRIBUTION**

### **How will this impact my contract price?**

Your contract price will be calculated the same way that it has always been. One advantage of the Hop card that may benefit your bottom line is that Hop cards have balance protection. So, if an employee loses their Hop card, you will be able to block the lost or stolen card and request a transfer of the pass to a replacement card, rather than have to buy a whole new replacement pass.

### **Do I need to purchase any additional equipment or supplies?**

At this time, there will not be any additional equipment or supplies to purchase.

### **How do I pay for Hop?**

Institutional accounts will be invoiced with instructions for processing payments.

### **How and when will I receive the cards to distribute to my staff?**

We will begin transitioning groups of organizations to Hop cards in early spring and will continue through the end of summer. Your organization will be grouped with similar institutions and the group will be transitioned on a schedule that will be provided in your Information Packet. TriMet is phasing out stickers.

### **What will happen after I receive the Hop cards?**

For the Annual or Universal pass programs, Hop cards will already be assigned and personalized for participants. Once you receive your personalized Hop cards in the mail, you'll need to log into the institutional website and load passes to the cards. Once the passes have been added to the cards, you will be able to distribute the cards to your participants. The participants may begin using the cards immediately. Stickers and paper passes may continue to be used for the period in which they're valid.

One of the benefits of transitioning away from stickers and over to Hop is that you will no longer need to issue new stickers to every employee, every year, and instead you will just need to issue





Hop cards one time. You will simply update the list of eligible employees in the Hop database each year and their Universal pass will electronically renew.

## **DATA SECURITY**

### **What personal information will be required from our employees?**

The only information that will be required is a first name, last name, and company name to be printed on the card.

### **What data does TriMet keep and how will it be used?**

We use the anonymous travel data (viewed in aggregate with other riders' trips) to look at broad ridership trends and help us improve our service. We also use transaction data to help riders when they contact us with a question about their accounts.

### **Is the personal data from the employee going to be secure on this platform?**

Yes. Access rights to the Hop database are tightly controlled, and TriMet performs regular network and penetration testing. It should also be noted that no employee information is required to be entered on the website; it's simply used to help Transit Coordinators identify which participant has which card.

## **LIFT**

### **What do I do for an employee that uses LIFT?**

Individuals that are certified to ride LIFT will receive a LIFT Hop card and separate instructions in the mail. The Universal pass may be loaded onto a LIFT Hop card.

## **ACCOUNT ADMINISTRATION**

### **Will my participants need to register the card?**

No. Universal pass cards will be assigned in advance. Additional registration will not be necessary.

### **What do I do if someone leaves my organization?**



If someone has a Universal pass loaded onto a Hop card with the person's name and company name printed on it, the Hop card should be returned to the organization upon the employee's departure and removed your Hop Institutional account. Because the card is personalized, the physical card cannot be given to another employee. However, when the pass that was loaded onto that card is removed, that pass will be added back into your institution's Pool of Passes. Later you will be able to request another card for a new employee and load a pass from the Pool onto the new card.

### **Does removing a card deactivate it?**

No, when you remove the card, that card will no longer be associated with the institution and you will no longer be able to manage the card. This will, however, remove the Universal Pass on the card. It will not block the card, deactivate the card, or initiate a replacement card. This simply removes the card from your institution's account. You should only use this function when an employee leaves the company (or is no longer eligible to receive the transit pass benefit according to your contract), and you have collected the Hop card and removed the pass from the Hop card (thereby adding it back to the Pool of Passes).

### **What should I do if an employee reports their card as lost or stolen?**

If an employee reports a card as lost or stolen, you have two options:

- If the employee believes that they may be able to recover their card (i.e. they aren't sure where they left it but still want to look for it) you can mark the card as lost or stolen. This temporarily blocks the card from being used, so if they find it they will need to let you know so you can unblock it.
- If the employee is certain that the card has been lost and they will not be able to find it, you need to replace it. The online account will allow you to mark the card lost/stolen, and opt to replace it, which will start the process of getting a new card printed. The card will be blocked so no one else can use it. Once the new card has been printed, the old card will become invalid and the pass and all data from the card will be assigned onto the new card. Currently TriMet is not charging for replacement cards, but that may change in the future.

### **If we block a participant's card, what happens if they are rehired and want to start the Hop program again?**

The employee should be treated as a new employee and be issued a new card.

### **How does Hop work on C-TRAN?**

Hop works on the C-TRAN system for regular bus and The Vine services, but a regular TriMet pass will not work on C-TRAN Express, which is a more expensive service. If your participants



need C-TRAN Express passes, please email [HopFastpassPrograms@c-tran.org](mailto:HopFastpassPrograms@c-tran.org). You will be able to use the same Hop website, but have a different log-in for the Express passes.

**Can participants use the Hop mobile app to access their Universal Pass?**

No. The Hop mobile app is designed for account management only for the general public. It's not intended for participants in an institutional program. The Hop app helps people who don't belong to an institutional program to load fares onto their Hop cards, manage their profile or plan their trip. We recently launched the first virtual transit Hop card that's only available in Android Pay. However, again, this is not available to members of employer programs.

**Who should I call for help with my Hop card or account?**

For help with navigating the Hop institutional website, contact a member of the Transportation Options team or email [hopoutreach@trimet.org](mailto:hopoutreach@trimet.org). For questions about your contract, renewal, or the ECO survey email [employerprograms@trimet.org](mailto:employerprograms@trimet.org). For questions about C-TRAN Hop passes, call 360-906-7377 or email [HopFastpassPrograms@c-tran.org](mailto:HopFastpassPrograms@c-tran.org). To report any technical issues on the institutional website, please use our [feedback form](#).



