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Welcome to WorkPass

Public and nonprofit social service agencies throughout the state have been able to provide better access to employment opportunities, job training, medical appointments, education and other personal and family activities through WorkPass. Since the first WorkPass was issued, more than 500,000 have followed and many millions of dollars have been saved in transportation costs. WorkPass has made a difference in the quality of life for many of our residents and clearly works for New Jersey.

Why WorkPass?
Providing mobility is crucial for social service, general assistance and non-profit agencies and organizations in New Jersey that assist people in finding and holding jobs. People on public assistance need reliable and affordable transportation to get to job interviews, and when hired, to travel to and from their new worksites each day. Most agencies receiving public assistance funds know that funding the right transportation solutions is vital, especially as competition for public funds increases and budgets shrink.

WorkPass eliminates time consuming and labor-intensive cash reimbursements and the expense of buying or leasing vehicles to transport clients. Program participants will no longer fail to attend work or a scheduled event due to the unreliability of the transportation.

WorkPass puts NJ TRANSIT, the nation’s third largest provider of bus, rail and light rail services, to work for you. NJ TRANSIT takes you out of the transportation business, giving you more time to do what you do best. Program participants will have access to dependable and safe service throughout New Jersey, as well as to Philadelphia and New York City at substantial savings in time and money.

WorkPass offers a variety of ticket types to meet the needs of your program participants. One-way adult tickets, discounted child tickets and monthly passes give your program the flexibility to serve the needs of both adults and their children.

WorkPass saves taxpayers money by reducing public assistance transportation costs. Using WorkPass, agencies make it easier for their program participants to transition into the workforce and learn the benefits of public transportation. With more people on public transportation, there are fewer cars on our highways, thus reducing traffic congestion and the pollution in the air we breathe. With its proven record of success, shouldn’t WorkPass be working for you?
**Getting Started**

Once the decision has been made to participate in WorkPass, simply photocopy and complete the enrollment form on page 9 and fax it to us at (973) 491-4693. This guide will help you to implement a successful WorkPass program and should be kept in a handy place for quick reference. Remember, NJ TRANSIT will be with you every step of the way to ensure that the process always runs smoothly. If you have any questions or need assistance, call our representative at (973) 491-7112.

**Placing An Order**

Once your application has been received, you can begin ordering. Orders must be placed on your agency letterhead or voucher on or before the 15th of the month prior to the month the passes are valid. However, one-way tickets orders will be accepted at any time.

**Bus Pass and One-Way Ticket Orders**

When ordering monthly bus passes and one-way tickets, please include the following information (see page 7 for sample order):

- Quantity of passes and/or tickets by zones
- Types of passes and tickets - intrastate (local) versus interstate (New York, Philadelphia)
- Unit price of passes and/or tickets by zone
- Total cost

**Rail Pass and One-Way Ticket Orders**

When ordering monthly rail passes and/or one-way tickets, please include the following information (see page 7 for sample order):

- Quantity of passes and/or tickets by origin/destination (stations boarding and disembarking)
- Unit price of passes and/or tickets by trip
- Total cost

**Light Rail Pass and One-Way Ticket Orders**

When ordering light rail monthly passes and/or tickets, please include the following information (see page 7 for sample order):

- Quantity of light rail passes and/or tickets
- Unit price of passes and tickets
- Total cost
- If purchasing parking with your Hudson Bergen Light Rail Pass, please note that there is an additional charge and it must be indicated on your order.

One-Way adult and child tickets can be ordered at any time, either as a separate order or as part of your monthly pass order. All one-way tickets are non-refundable. If you need assistance in placing an order, call NJ TRANSIT at (973) 491-7112. A sample order can be seen on page 7.
**Faxing Your Order**

Once your order form is complete, fax it to the NJ TRANSIT Direct Sales Order Desk at (973) 491-8881. If a voucher is used to place an order, the original copy must be mailed to the NJ TRANSIT Revenue address listed below for an original signature needed to complete the payment process. The completed voucher will be returned with your order. Remember, orders must be faxed before the 15th of the month. No late order reminders will be sent by NJ TRANSIT and no late orders will be processed. To check on the status of your order, please call (973) 491-7592.

**Receipt of Your Order**

The NJ TRANSIT Revenue Department will mail orders before the last week of the month, allowing you time to distribute the passes to your clients or program participants. A signature from an authorized representative of your organization is required for proof of receipt. Included with your current order will be an invoice with a detailed packing slip.

**Returns and Credits for Unused Monthly Passes**

To limit the number of returns, NJ TRANSIT encourages you to order only the actual number of passes that your clients will need. For those extenuating circumstances, provisions for the return of unused monthly passes have been made. To receive full credit, unused passes must be received by NJ TRANSIT before the 20th of the month. Taking care not to blackout ticket numbers, use a black felt-tip marker to write “void” across the monthly passes being returned for credit. Do not cut or tear passes in half. For your records, make a photocopy of the passes being returned. Mail returns to:

NJ TRANSIT Revenue Department  
Attention: Ms. Tiela Lewis  
One Penn Plaza East, 5th Floor  
Newark, New Jersey 07105-2246.

Deduct the dollar amount of the passes you are returning from your payment.  
**Please note that one-way tickets are not returnable for credit.**
Payment to NJ TRANSIT
After deducting the amount of returns from your current order, payment is due in full to NJ TRANSIT. Payments should be sent to:

NJ TRANSIT Corporation
P.O. Box 35451
Newark, NJ 07193-5451

**Do not send returned passes to this address. To ensure proper credit, cross reference the invoice number of your order on your check.

Pass Replacements
NJ TRANSIT will not replace lost passes, but offers a “once in a lifetime” replacement policy for stolen passes. Stolen passes will be replaced only if NJ TRANSIT receives a report from the police department within the jurisdiction where the pass was stolen. The “once in a lifetime” policy also applies to passes that have been washed-out or damaged in some other way, and only if the ticket “remains” show the following:
- Type of pass
- Zone (bus) – Origin/Destination (rail)
- Authenticity of pass (not counterfeit)
Dear NJ TRANSIT:
Please forward the following monthly passes and one-way tickets for the month of December.

### Bus

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Zone</th>
<th>Type</th>
<th>Unit Cost*</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>1</td>
<td>Intrastate</td>
<td>$45.00</td>
<td>$360.00</td>
</tr>
<tr>
<td>1</td>
<td>3</td>
<td>Interstate</td>
<td>99.00</td>
<td><strong>99.00</strong></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td><strong>$459.00</strong></td>
</tr>
<tr>
<td>100</td>
<td>2</td>
<td>Intrastate</td>
<td>1.95</td>
<td><strong>195.00</strong></td>
</tr>
</tbody>
</table>

**Total Bus Order** $654.00

### Rail

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Station to Station</th>
<th>Unit Cost*</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>MetroPark/Newark</td>
<td>$122.00</td>
<td>$1,220.00</td>
</tr>
<tr>
<td></td>
<td>New York to Newark</td>
<td>101.00</td>
<td><strong>1,010.00</strong></td>
</tr>
<tr>
<td>20</td>
<td></td>
<td></td>
<td>$2,230.00</td>
</tr>
<tr>
<td>50</td>
<td>New York/Newark (One-Way)</td>
<td>3.75</td>
<td><strong>187.50</strong></td>
</tr>
</tbody>
</table>

**Total Rail Order** $2,417.50

### Light Rail

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Service</th>
<th>Unit Cost*</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Newark City Subway Passes</td>
<td>$45.00</td>
<td>$450.00</td>
</tr>
</tbody>
</table>

**Total Order:** 39 passes/150 tickets $3,521.50

Sincerely,
Connie Commuter
President

Please note that the prices listed above may not reflect the appropriate dollar amount for your fares or area. Use current fare charts to obtain proper pricing for each pass and ticket ordered. Contact name and number must accompany all orders.
How to Reach Us

If you have any questions on WorkPass, please call us at (973) 491-7600, or e-mail workpass@njtransit.com. Our mailing address is NJ TRANSIT Sales & Employer Services, One Penn Plaza, East Newark, New Jersey 07105-2246.

Schedule & Fare Information
Visit our website at www.njtransit.com, or call:

Information Center (800) 772-2222 – 6 A.M. to Midnight.

Text Telephone (TT) (800) 772-2287

To have current bus, rail and light rail schedules mailed to your agency, contact the NJ TRANSIT Schedule Distribution Center at (973) 414-7931 or fax (973) 414-7933.

Trip Planner
With Trip Planner, planning a trip or new commute on NJ TRANSIT, or seeking information on stations, connections and accessible services is easily done with just a few clicks of your mouse. Visit our website at www.njtransit.com and plan your trip today.

Other NJ TRANSIT Pass and Ticket Programs
NJ TRANSIT has a variety of ticket and pass programs available including:

BusinessPass – Pre-tax savings on your daily commute – offered through employers for their employees. Call (973) 491-7600 or e-mail BusinessPass@njtransit.com.

Corporate Partners
Corporate Partners is a program available to employers that participate in the BusinessPass program. Members are able to offer qualifying new employees, returning to the workforce, a free, one-month NJ TRANSIT bus, rail or light rail pass. For more information: call (973) 491–7600 or e-mail - workpass@njtransit.com.
Sales & Employer Services:
Our organization would like to participate in the WorkPass program and begin purchasing monthly passes and/or tickets for the month __________.
We are aware of the following important information and agree to abide by the stated policies and procedures of the NJ TRANSIT WorkPass program:

❖ All orders must be submitted on your organization’s letterhead or voucher, contain a contact name and telephone number, and faxed to NJ TRANSIT by the 15th of the month (i.e. if ordering for December, orders must be faxed by the 15th of November). If a voucher is used to place an order, please review section #1 in the Five Easy Steps to WorkPass, pg. 10. All orders must be faxed to (973) 491-8881.

❖ Pass orders will be mailed to your agency before the last week of the month. Included with your order will be a billing invoice. If returning any passes from this order, cross-reference this billing invoice number with the returns.

❖ One-way tickets can be ordered at any time. Tickets will be delivered with a packing slip. An invoice will be mailed soon after. One-way tickets are not refundable.

❖ Payment is due upon receipt of your order. Payments are to be mailed to: NJ TRANSIT Corporation, P.O. 35451, Newark, NJ 07193-5451.
No unused passes are to be sent to this address. See Five Easy Steps for instructions on returns.

❖ Unused monthly passes must be marked “void” across the front of each pass. Do not cover ticket numbers. Cross-reference the returning passes to the specific program for which they were purchased and indicate the number of passes being returned and the dollar amount. Unused passes must be returned, postmarked no later than the 20th of the month. Returns must be sent to: NJ TRANSIT Revenue Dept. Attn: Ms. Tiela Lewis, 5th Fl., One Penn Plaza East, Newark, NJ 07105-2246.

Sincerely,

_____________________________ ________________________
Print Name Title

_____________________________
Signature

Please provide all the information requested. Your signature and title are required. Please date and fax to (973) 491-8881.
FIVE EASY STEPS TO WORKPASS

1. Orders for Monthly Passes must be received by the 15th of the month. Complete orders on agency letterhead paper or on your organization’s vouchers and fax to: NJ TRANSIT Direct Sales Order Desk at (973) 491-8881. To check on the status of your order, call (973) 491-7592.
   a. NJ TRANSIT will not send reminders for late orders. Late orders will not be processed.
   b. To obtain a signature for the original voucher, mail it to NJ TRANSIT Revenue Department – Attn: Ms. Kellee Johnson, 5th Fl, One Penn Plaza East, Newark, New Jersey 07105-2246. The signed voucher will be returned with your organization’s order.

2. Monthly passes will be mailed before the last week of the month.
   a. Included with your order will be an invoice and a detailed packing slip.
   b. Reference the invoice number on payments and on pass returns.
   c. For questions related to your order, call Kellee Johnson (973) 491-7592.

3. Unused Monthly Passes returned for full credit must be received before the 20th of the month.
   a. The front of each pass must be marked "void" to prevent reuse.
   b. Do not blackout ticket numbers.
   c. DO NOT CUT THE PASSES IN HALF.
   d. Make photocopies of the passes for your records before mailing.
   e. Passes returned after the 20th of the month will receive partial credit.
   f. A cover letter indicating your invoice number, quantity of passes returned and the dollar amount must accompany all returns.
   g. Send Returns to: NJ TRANSIT Revenue Dept., Attn: Ms. Tiela Lewis, 5th Fl., One Penn Plaza East, Newark, NJ 07105-2246.

4. Ordering One-Way Tickets
   a. One-way tickets can be ordered anytime. Complete your orders on your organization letterhead or voucher and fax to (973) 491-8881.
   b. Orders will be processed within two weeks.
   c. One-way tickets are good until used. There is a "no return policy."
   d. Indicate zone and unit cost when ordering one-way tickets.

5. Payment
   a. Mail payments to: NJ TRANSIT Corporation, P.O. Box 35451, Newark, New Jersey 07193-5451.
   b. Do not return unused passes or correspondence to this P.O. Box.
   c. Cross-reference your agency’s check to the invoice number from your bill to insure proper credit.