

REGIONAL TRANSIT MEMO

DATE: December 10, 2019
TO: State Agency Transit Coordinators
FROM: Connect Card Regional Service Center
SUBJ: State Subsidy Changes for SEIU Employees

On December 10, 2019, Connect Card was made aware of an increase to the state subsidy rate for SEIU employees. In short, the maximum allowable transit subsidy has been increased from \$65 per month to \$100 per month. The state will still be paying 75% of the cost of the fare media up to the new \$100 limit. Additionally we understand that these changes are to be put into effect immediately.

Connect Card will NOT be able to process refunds for employees who may have paid more than the new subsidy rates call for. It will be the responsibility of the individual agencies to ensure that their subsidies are configured correctly and to reimburse any employees who may have been or may be overcharged for transit fare.

Connect Card will however, make every effort to aid your agency through this transition and any necessary changes to your online account. The response to this change will differ based on the makeup of the staff at each State agency. Below is a summary of the changes that will need to be made in each case.

Scenario #1 – The card holders contained in your Corporate Account **are 100% SEIU employees.**

Action Needed: Simply change the monthly limit on your manage subsidies page from \$65 to \$100. Documentation for how to do this can be found online at the link provided below.

Scenario #2 – The card holders contained in your Corporate Account **are NOT 100% SEIU employees.**

Action Needed: This will be a more time consuming transition. In short, you will need to create a second Corporate Account for your agency and place the SEIU Connect Cards and employees in one account and all of the other cards and employees in another account. The grouping with less employees should be moved to the new account. In this scenario you will need to reach out to all of the staff members whose cards will be moving to the new account because they will need to remove their cards from their individual accounts in order to allow for the transition. Documentation for how to do this can be found online at the link provided below.

Please note that if you fall into scenario #2 you will now receive two bills from Connect Card each month. One for each of your two accounts.

<https://www.connecttransitcard.com/Pages/Events>

Thanks and if you have any further questions or need further assistance regarding your account setup please contact Cynthia Chavez at 916-321-2965 or cchavez@sacrt.com.