



TRANSIT SUBSIDY FAQ

What is the transit subsidy? El Camino Hospital (ECH) will provide up to \$150 transit subsidy to pay for employees taking transit to and from work.

Who is eligible for the transit subsidy? El Camino Hospital employees are eligible.

How much is the transit subsidy? The subsidy is up to \$150 and is based on your FTE status.

- An employee with an FTE status of 1.0-.8 is eligible to receive either the \$150, \$75, or \$25 transit subsidy card.
- An employee with an FTE .7-.5 is eligible to receive either the \$75 or \$25 transit subsidy card.
- An employee with an FTE .4 and less is eligible to receive the \$25 transit subsidy card.

How will I receive the subsidy? The subsidy will be on a Commuter Check pre-paid Mastercard for transit.

How do I use the card? Use the pre-paid Mastercard to add value to your Clipper card, AC Transit, ACE Rail, BART, Santa Clara VTA, and more.

How do I register for the transit subsidy? In the Toolbox, under the Commute tab you find a link to the Employee Transit Subsidy Sign UP Steps. It has information on how to register.

I am registered in the Transit Benefit pre-tax program. Can I participate in both the Transit Benefit and Transit Subsidy programs? Yes. Your combined pre-tax contribution and subsidy cannot exceed \$265 per month. So, you may need to make adjustments to your pre-tax contribution when you register to receive the Transit Subsidy.

If you want to adjust your pre-tax deductions to get the maximum subsidy per your FTE status, see the chart below:

FTE	MAX pay period Pre-Tax Deductions to receive full subsidy	Maximum subsidy per FTE status
1.0 - 0.8	\$53.08	\$150
0.7 - 0.5	\$87.69	\$75
0.4 - Per Diem	\$110.77	\$25

How do I get from the Transit Station to ECH? ECH offers two shuttle routes during peak commute hours. The Los Gatos route stops at the Winchester Station and both ECH Los Gatos and Mountain View hospital campuses. The Mountain View Shuttle stops at the Mountain View Transit Station. For mid-day connections, the Mountain View Community Shuttle stops at the Mountain View Transit Station and ECH Mountain View. The service runs from 10:00 a.m. -5:55 p.m.

Where can I find the schedule for ECH Mountain View shuttle and the Community shuttle?

Download the Tripshot app. The app has the schedule for the ECH shuttle and the Community shuttle and includes real-time updates. Also, you can find the shuttle schedules in the Toolbox under the Commute tab.

What if I have an emergency and need to get home? If you take an alternative commute to work, such as riding transit, El Camino Hospital provides a guaranteed ride home if you have an emergency.

Can I get employee recognition points for taking transit? Yes.

How do I get employee recognition points? At the end of each week, fill out the Alternative Commute Reporting Form. The form is located in the Toolbox under the Commute tab.

What public Transit Providers accept the Commute Check pre-paid MasterCard?

Many Bay Area Public Transit providers accept the card, such as: AC Transit, ACE Rail, BART, Clipper, Santa Clara VTA, and more. For a full list, visit the Toolbox, Commute tab.

What if I take Caltrain?

Caltrain is not on the list of public transit that accepts the Commuter Check pre-paid MasterCard. To use your subsidy for Caltrain, you need to put the value on a Clipper Card.

How do I get a Clipper Card?

There are several ways you can get a Clipper Card. You can pick up a Clipper Card from HR when you pick up your Transit Subsidy. Or, go to the Clipper website for information about [how \(where\) to get a Clipper](#) and [FAQ](#). Many Walgreens and Whole Foods have Clipper Cards. The list of participating stores is on the Clipper website. The retail stores are not set up to add value on your Clipper Card from your Commuter Check Pre-paid Master Card.

I have questions about my Clipper Card, who can I call?

If you have questions about the Clipper Card, there is a customer service number 877.878.8883 It is open M-F 6:00 a.m. – 8:00 pm. S & S 8:00 a.m. -5:00 p.m.

What transit providers accept Clipper Card?

Most Bay Area public transit provider accepts the Clipper Card. Check the website to see if your transit operator accepts Clipper. <https://www.clippercard.com/ClipperWeb/>

How do I add value to my Clipper Card?

First, register your Clipper Card at [Clippercard.com](https://www.clippercard.com). You can add value onto the Clipper Card from multiple funding sources. For example, you could use your Commuter Check pre-paid MasterCard and personal credit card. The monthly pass does not accept split payments online.

What if I use my Clipper Card for a monthly pass?

If you don't have enough funds on the Commuter Check Prepaid transit card to support the monthly pass and you need a split payment for two funding sources, you'll need to go in-person transit location that can accept a split payment. <https://www.clippercard.com/ClipperWeb/discounts/locations.do>

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