

## Metro Employer Annual Pass Program

Metro offers Employer Annual Pass Programs that are a high-value benefit and help to improve employee morale, health and attendance. Employers and employees may qualify for Commuter Benefits, which will significantly reduce the cost of the employee pass and act as a business tax benefit for the employer.

### Metro Annual Transit Access Pass (ATAP)

- Fare is pre-loaded annually and is good for the entire fiscal year (July-June)
- Practically eliminates the administrative processing burden
- Maximizes accessibility to transit for employees with EZ pass options
- Provides peace of mind and control over passes
- Includes a photo ID to help protect your investment
- Employer Size (3 or more)

### Metro Employer Pass Program (E-Pass)

- Ride everything that Metro owns and operates 24/7, including Metro local buses, Metro Rapid buses and Metro rail
- The employer can use E-Pass as a great way to recruit and retain talented employees and improve employee morale
- Metro loves E-Pass because it introduces the non-rider to our system and increases ridership
- Employer Size (50 or more)

### Metro Small Employer Pass Program (SEP)

- Annual group rate for small to medium employers (249 or less)
- Participation requirement is 50% of total employees (default minimum may apply)



- Unlimited use on all Metro Bus, Metro Rail, Express and Silver Line
- Includes a photo ID to help protect your investment
- Helps reduce parking demand and expense

To find out how you can partner with Metro and become an Employer Annual Pass Program client, please [request more information \(https://metrola.wufoo.com/forms/m1cx0f9p1ixow34/\)](https://metrola.wufoo.com/forms/m1cx0f9p1ixow34/) or call 213.922.7983 and a Metro annual transit pass expert will gladly assist you.

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## **Adding and/or Canceling Passes Form**

To add and/or cancel an Employer Annual Pass Program TAP card, complete and submit the [Adding and/or Canceling Pass form](#)

([http://media.metro.net/docs/aapp\\_adding\\_cancelling\\_form.pdf](http://media.metro.net/docs/aapp_adding_cancelling_form.pdf))

, copy of the employee's company issued ID or current copy of employee's pay stub, payment information and the employee's photo.

Submit complete order to:

E-mail: [ab@taptogo.net](mailto:ab@taptogo.net)

Fax: 213.922.7586

Mail:

Employer Annual Pass Program

One Gateway Plaza

Mail Stop: 99-PL-4

Los Angeles, CA 90012

Allow 7-10 business days for processing.

Make checks payable to: Employer Annual Pass Program or LACMTA

## **Replacing Passes Form**

To replace a lost or stolen Employer Annual Pass Program TAP card, complete the Replacing Passes form and submit with payment information to:

E-mail: [ab@taptogo.net](mailto:ab@taptogo.net)

Fax: 213.922.7586

Mail:

Employer Annual Pass Program



One Gateway Plaza  
Mail Stop: 99-PL-4  
Los Angeles, CA 90012

Allow 7-10 business days for processing.  
Make checks payable to: Employer Annual Pass Program or LACMTA.

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## **How do I get more information on the Employer Annual Pass Program?**

Please fill out the [Request for Information \(https://metrola.wufoo.com/forms/m1cx0f9p1ixow34/\)](https://metrola.wufoo.com/forms/m1cx0f9p1ixow34/) form or call 213.922.7983. A Metro annual transit pass expert will gladly assist you.

## **My card doesn't work, who should I contact?**

Please contact the Employer Annual Pass Program team by email at [ab@taptogo.net](mailto:ab@taptogo.net) or by phone at 866.827.8646.

## **When adding new passes, how much should I pay?**

Please contact Metro Commute Services (MCS) by email at [mcs@metro.net](mailto:mcs@metro.net) or by phone at 213.922.7983 for your rate.

## **I lost my card, how can I replace it?**

To replace a card please complete the [Replacing Passes form \(http://media.metro.net/docs/aepp\\_replacing\\_passes\\_form.pdf\)](http://media.metro.net/docs/aepp_replacing_passes_form.pdf) and submit it with the replacement card fee to [ab@taptogo.net](mailto:ab@taptogo.net) or you may mail it to: Employer Annual Pass Program, One Gateway Plaza, Mail Stop 99-PL-4, Los Angeles, CA 90012. If you prefer, you may fax the completed form to 213.922.7586.

## **How much is a replacement pass?**

The fee for reissuing a lost or stolen A-TAP/SEP card the first time is \$25 per individual. The fee for reissuing a lost or stolen card the second time is \$50 per individual. Please note that Metro will not reissue more than two (2) A-TAP/SEP cards per employee per fiscal year.



## How can I obtain an order status?

Please contact the Employer Annual Pass Program by email at [ab@taptogo.net](mailto:ab@taptogo.net) or by phone at 866.827.8646

## Who should I make the payment check out to?

Please make checks payable to: Employer Annual Pass Program or LACMTA

## Which forms of payment does Metro accept?

Metro accepts all major credit cards (Visa, MasterCard and American Express), checks and money orders.

## Which transit agencies accept Annual TAP?

All bus and light rail operated by Los Angeles County Metropolitan Transportation Authority (Metro) accept Annual TAP.

## I have a complaint/concern, who can I contact?

Please fill out and submit a [Complaint form \(https://metrola.wufoo.com/forms/metro-commute-services-complaint-form/\)](https://metrola.wufoo.com/forms/metro-commute-services-complaint-form/). A Metro annual transit pass expert will gladly address your concern.

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Metro Transit Info

**323.GO.METRO**

Mon-Fri 6:30am to 7pm

Sat/Sun 8am to 4:30pm

Tap Customer Service



# 866.TAPTOGO

Mon-Fri 8am to 4:30pm | [Taptogo Website \(https://www.taptogo.net\)](https://www.taptogo.net)



Transit Watch Metro Security

## 888.950.7233

24 hours | [Report an Issue](#)



### Agency Links...

[Help & Contacts \(/about/contact/\)](/about/contact/)

[Customer Centers \(/about/contact/#customer-centers\)](/about/contact/#customer-centers)

[Metro Careers \(/about/careers/\)](/about/careers/)

[Board Meetings \(https://boardagendas.metro.net/\)](https://boardagendas.metro.net/)

[Board Recap of Actions \(/about/board/recap-actions/\)](/about/board/recap-actions/)

[Media \(/news/media-relations-contact-information/\)](/news/media-relations-contact-information/)

[Investor Relations \(https://www.metrobonds.net\)](https://www.metrobonds.net)

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### Information For...

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[Trip Planner \(/riding/trip-planner/\)](/riding/trip-planner/)

[Nextrip Arrivals \(/riding/nextrip/\)](/riding/nextrip/)

[Alerts + Advisories \(/service/advisories/\)](/service/advisories/)

[Schedules & Maps \(/riding/schedules/\)](/riding/schedules/)

[Comment Policy \(http://thesource.metro.net/2010/09/08/the-sources-comment-policy\)](http://thesource.metro.net/2010/09/08/the-sources-comment-policy)

[Privacy Policy \(/about/site-information/privacy-policy/\)](/about/site-information/privacy-policy/)

[Website Feedback \(https://metrola.wufoo.com/forms/m1bzoluc1iumw3y/\)](https://metrola.wufoo.com/forms/m1bzoluc1iumw3y/)

[Employee Intranet \(/mymetro\)](/mymetro)

[Employee Self Service \(http://fissss.mta.net/OA\\_HTML/AppsLocalLogin.jsp\)](http://fissss.mta.net/OA_HTML/AppsLocalLogin.jsp)



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