



Office of Transportation Management  
UBC TREK Program Centre  
Campus and Community Planning  
#110-2075 Wesbrook Mall  
Vancouver, B.C., V6T 1Z4  
Phone: (604) 827-7433

## EMPLOYER PASS PROGRAM (EPP) FREQUENTLY ASKED QUESTIONS

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### GENERAL INFORMATION

#### What is the Employer Pass Program?

A: The Employer Pass Program is a discounted transit pass program available to staff and faculty at UBC and affiliated institutions. EPP offers an approximately 15% discount over the cost of purchasing standard monthly transit passes

#### Who is eligible for EPP?

A: Staff and faculty at UBC and affiliated institutions who can meet the minimum commitment period of 12 consecutive months. Your employment contract should last at least 12 months from when you start EPP.

#### How does the pass work?

A: The pass is a transit card that acts exactly like a regular transit pass. However, it is valid until December 31st every year REGARDLESS of when you sign up, so users do not need to buy a pass every month. You only need to renew your pass in December every year in order to continue on the program – pass renewal is automatic you simply need to come to the TREK office to exchange your old pass for the new pass. The pass is personalized with your name, thus it is not transferable.

#### How do I pay for the pass?

A: Employees pay for their pass via payroll deductions taken twice a month, 1 month IN ADVANCE of pass use. For example, March EPP payroll deductions pay for using the pass in April.

#### What are the costs and savings of EPP?

A: Check <http://trek.ubc.ca/transportation-options/transit/epp/> for EPP costs and savings.

#### Are EPP passholders eligible for the Transit Pass Tax Credit?

A: Yes, for further information go to <http://trek.ubc.ca/transportation-options/transit/federal-tax-credit/>

### ENROLMENT

#### How do I apply for EPP?

A: Complete the EPP Enrolment form (available at <http://trek.ubc.ca/transportation-options/transit/epp/epp-enrolment/> or at our office), attach a \$15 cheque or money order made payable to "TREK Program Centre", and forward (or drop off) both items to the TREK Program Centre:

#110-2075 Wesbrook Mall, GSAB  
Vancouver, BC V6T 1Z4 Canada

Hours (EPP program only): 12.30pm – 4.30pm Monday through Friday (after hours, forms can be dropped in our office mail slot located to the right of the front door)

#### I've previously been a member of EPP; do I need to pay the \$15 administrative fee?

A: If a member transfers from another company, or re-joins the program, the \$15 administrative fee will be applicable.

#### I can't pick up my pass in person, how else can I get it?

A: You can have someone else pick up your pass on your behalf. In this case, the person will need to provide the following in order to get your pass:

- a. A signed letter of proxy authorizing him or her to pick up your pass on your behalf

- b. A piece of their own photo ID
- c. The EPP member's old pass (only for change of status applicants or damaged/lost pass replacements)

TREK prefers not to mail passes to employees, as there is a \$50 fee to replace any lost passes. TREK will not accept any responsibility or cost for passes lost through the mail.

**How long will it take to get my pass?**

A: There is generally one-month lead time to receive your pass. Check <http://trek.ubc.ca/transportation-options/transit/epp/epp-enrolment/> for enrolment deadlines. Your enrolment form needs to be received by TREK before 12noon on the deadline date.

**Do I need to have a photo taken?**

A: No, EPP passes no longer have photos.

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**FOR CURRENT MEMBERS**

**I've lost my pass, how do I get a new one?**

A: First of all, try checking with TransLink Lost Property Office at (604) 682-7887 as a number of passes get turned in there, particularly if they are lost on transit. It can take at least 4 days for passes to find their way to Lost Property. If your pass was lost on campus, you can try going to Campus Security in person at 2133 East Mall to see if your pass was turned in there. If your pass has still not been found, there is a \$50 replacement fee payable by cheque or money order to "TREK Program Centre" that must be submitted to the EPP Coordinator at TREK. The Coordinator will then contact TransLink with a request for your replacement pass. The pass is then sent to the TREK Program Centre within 2 business days. Once the pass arrives, the EPP Coordinator will notify you via e-mail or phone.

Please note: All requests for replacement passes must be made through the EPP Coordinator at the TREK Program Centre as TransLink will NOT send a replacement pass to TREK for you without a request from the EPP Coordinator.

**I want to change zones, suspend or terminate my EPP membership, how do I do this?**

A: You will need to fill out a change request form, for further information go to <http://trek.ubc.ca/transportation-options/transit/epp/epp-changestatus/>

Please note the change request form must be received by TREK before 12noon on the deadline date.

**My pass expires on December 31st. How do I continue on the program?**

A: Your EPP membership is automatically continued unless you advise otherwise. You should be notified (usually via email) of the annual EPP Pass Renewal from mid-November with details of how to pick up your new Pass. In general, the new passes are not made available to pick up at the TREK Program Centre until early-mid December and in order to get your new pass you will need to exchange your current year's pass for it. There is no charge associated with pass renewal.

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**For more information please contact the EPP Administrator at 604-827-7433, e-mail at [treksec2@exchange.ubc.ca](mailto:treksec2@exchange.ubc.ca) or check out our web site at [www.trek.ubc.ca](http://www.trek.ubc.ca).**