

commuteLAX Transit Pass Program

Frequently Asked Questions

1) How can I participate?

If you are interested in this incentive, please email commuteLAX@lawa.org and we'll get you started. We'll need to know:

- Whether your company offers a transit pass program to employees
- Where you park

Then, we'll set up a date/time to come to your worksite and sign you up. You also have the option of coming to the commuteLAX offices at 7301 World Way West (2nd floor, room 201) or 6053 West Century Blvd (4th Floor, Rideshare Office) to register. commuteLAX staff will help you navigate the application, set up payments, and provide the Transit passes.

2) Which Transit Agencies and Metro lines accept the Transit Pass?

The Transit Pass covers the following agencies:

- Metro Bus
- Metro Rapid
- Metro Liner (Express Bus, Silver Line, etc.)
- Metro Rail
- Metro Micro
- Culver CityBus (CCBus)
- Pasadena Transit (PT)
- Gardena Transit (GTrans)
- Santa Monica Big Blue Bus (BBB)
- Torrance Transit (4TTBus)

The transit pass covers routes that use one or more of these agencies. Employees must use a separate card for agencies that are not listed.

Employees who are not sure which services to use for their commute can complete an Interest Form to receive personalized trip planning.

3) Once enrolled in the program, what do participants do?

Participants can use their transit pass for commute-related trips to LAX. On a monthly basis, participants will pay a monthly fee of \$20 and submit a tracking sheet to report their trips. The payment and tracking sheet can be submitted online. Passes will be deactivated for participants who do not pay the monthly fee or submit a tracking sheet.

4) How do participants use the Transit Pass?

The Transit Pass is a commuteLAX TAP card that LAX employees can use to commute to and from work. Simply tap the pass on the bus or train (agencies listed above) when you are commuting. Do not use the Transit Pass for non-commute-related trips.

5) What is a tracking sheet?

The commuteLAX Transit Pass Program Tracking Sheet is a simple form where participants report the dates in a given month they used their Transit Pass. The tracking sheet must be submitted on a monthly basis in order to keep the pass active.

The tracking sheet is collected by commuteLAX between the 1st and 5th of each month, for the previous month. For example, Tracking Sheets reporting trips taken during the month of October will be collected from November 1st – 5th. Each month, commuteLAX will send a reminder email with a link to the Tracking Sheet to participants to ensure they maintain good standing in the program. If a participant does not submit their tracking sheet on time, their Transit Pass is deactivated.

6) What forms of payment do you take?

We currently accept credit and debit card payments. No cash or checks will be accepted.

If you have any questions, we are happy to help. Please reach out to us at commuteLAX@lawa.org or call us at 424-646-7665.