



# Transfort

## PassFort Pass Replacement Service

PassFort is an employer pass program that allows employers to purchase annual bus passes at a substantial discount. This program is available to all employers in Fort Collins regardless of the size of the company. Passes are valid for one year from the date of purchase. To insure that the employer receives full benefit of their purchase, vouchers with no expiration date are provided. Attached to each voucher is a free bus ride ticket. When a voucher is issued to an employee, the free ticket may be used to ride to either the Downtown Transit Center or the CSU Transit Center to exchange the voucher for a buss pass that will be activated as of that date. Thus, the employers' initial investment of \$1,250 for 25 passes may last for more than one year.

Special provisions are made for companies that purchase passes and issue them to employees that leave the company, lose their pass or have their pass stolen. There are two ways to retain the remaining value of those employee's passes.

1 – Have the employee return the pass and the pass can be re-issued by the company to another employee. The employee that receives the pass may use it for the balance of the valid time remaining on the pass.

2 – For lost or stolen passes, inform Transfort of the pass number and it will be deactivated. Transfort will then issue a replacement pass to the employer that will be valid for the balance of time left on the deactivated card. A replacement pass will not be issued if the employer fails to give Transfort a pass number to deactivate.

For example, an employee leaves the company after using their PassFort pass for seven of the original 12 month pass period. The employer should immediately notify Transfort so that employee's pass can be deactivated. Transfort will then issue the employer a replacement PassFort pass that is good for the five month time frame that was remaining from the deactivated card. This pass replacement service is a good reason for the employer to associate an employee's name to a pass number as the passes are issued. If an employee leaves the company for any reason and does not return their pass, the employer can refer to their list to see which pass number that particular employee was issued and request that it be deactivated.

**A replacement pass will not be issued if the employer fails to give Transfort a pass number to deactivate.** If the company required their employees to purchase their passes, Transfort cannot deactivate the pass even if an employee leaves the company and a replacement pass will not be issued in this circumstance.

Failure to notify Transfort in a timely manner does not constitute a valid reason for the employer to receive a pass that is retroactively valid for the time between the employee's leaving the company to the time that Transfort was notified. While Transfort does provide replacement services for lost, stolen and unused passes, Transfort does not provide monetary refunds for lost, stolen or unused passes or for time remaining on any pass issued, including those issued to an employee that leaves the company.