

SEPTA KEY ADVANTAGE PROGRAM– FREQUENTLY ASKED QUESTIONS

PROGRAM OVERVIEW

A. What is the SEPTA Key Advantage Program?

The SEPTA Key Advantage Program offers a reusable, reloadable contactless chip card good for travel at any time on all SEPTA modes of transportation, including regional rail and CCT.

B. How much will this cost me?

Participation in this program is free to all eligible City of Philadelphia employees.

C. How will this work with my existing commuter benefit program?

The SEPTA Key Advantage Program replaces your existing commuter benefits program. **If you are currently enrolled in the City's pre-tax Commuter Benefit program via Health Equity (Wage Works) and would like to participate in the SEPTA Key Advantage Program, you should have cancelled your deduction for the September benefit month no later than July 5, 2023.** To cancel your current deduction, contact Health Equity 24/7 at 866-346-5800 or login into the HealthEquity site using your username and password. The City is exploring with Health Equity the possibility of refunding any balances that employees have in their commuter benefit account. However, employees can continue to spend down commuter benefit funds until your balance reaches zero.

D. What if I don't currently or never have participated in the City's pre-tax commuter transit benefit program?

Permanent full-time, part-time, and provisional City employees are eligible to participate in the new free SEPTA Key Advantage Program, with some exceptions. Read the sections below on Eligibility and Enrollment for more information.

E. Are there restrictions on when and where I can use my SEPTA Key Advantage benefit?

No, the SEPTA Key Advantage Program has [Key Card Anywhere TrailPass](#) riding privileges, which are valid for travel on all SEPTA services. This includes all Regional Rail zones, along with all Buses, Subways, Trolleys, CTC ADA, and the Norristown High Speed Line). Like all SEPTA monthly passes, the SEPTA Key Advantage Program has a 240-ride limit per month.

F. Can I share SEPTA Key Advantage benefit with a friend or family member?

No, the benefit is non-transferable and intended to be used **only** by the eligible City employee. If you are enrolled in the SEPTA Key Advantage Program, you cannot let someone else use your Key Card, including other eligible employees. Employees who are found to have misused the Key Advantage benefit may have the benefit revoked and could face discipline, up to and including, termination.

ELIGIBILITY

A. Who is eligible to participate in the SEPTA Key Advantage Program with the City of Philadelphia?

Permanent full-time, part-time, and provisional City employees are eligible to participate in the new free SEPTA Key Advantage Program, with some exceptions*. The following employee categories are not eligible:

1. Certain temporary employees (temporary employees who do not earn paid sick leave are not eligible for this benefit).
2. Uniformed Police Officers: All Police Officers can ride SEPTA for free when they are either in uniform or show a valid Police identification card or badge.
3. Employees aged 65 and over: these individuals are eligible to receive a free SEPTA Senior Fare Card directly through SEPTA. You can find more information on how to register for a Senior Fare Card here: <https://www5.septa.org/travel/fares/senior-fare-card/>.
4. Employees of City contractors.

** Represented employees are eligible for the benefit subject to agreements with their labor unions. If you have additional questions about eligibility, reach out to your HR Team.*

B. I am a represented employee. Am I also eligible for the benefit?

Yes, represented employees are eligible subject to agreements with their labor unions. The City is working hard with our labor partners to get agreements in place so represented employees can participate in the Key Advantage Program beginning on September 1st. You may contact your union representative if you have any questions.

C. What if I'm over the age of 65?

Senior Citizens, age 65 and older, with a valid **Senior Fare Card**, ride FREE at all times on all SEPTA Transit modes (Buses, Subways, Trolleys, and the Norristown High Speed Line) and on SEPTA Regional Rail within the Commonwealth of Pennsylvania. Please apply for the Senior Fare Card program rather than enrolling in the SEPTA Key Advantage Program. Information on how to register for a Senior Fare Card can be found at: <https://www5.septa.org/travel/fares/senior-fare-card/>.

ENROLLMENT

A. Where can I get a SEPTA Key Card if I don't already have one?

At Work: You can attend a tabling event to get a pre-purchased SEPTA Key Card or contact your HR team. You must show your official City of Philadelphia work badge and log your Employee ID (also known as your payroll number) before we can give you a Key Card. Employees must be present at time of distribution.

Sales Locations: Key Cards can also be purchased at any [Key Card Buy/Load Location](#). The cost to purchase a Key Card is \$4.95. If you register your Card within 30 days of purchase, the \$4.95 fee will automatically be credited to your Card's Travel Wallet. Travel Wallets on registered Key Cards never expire.

B. If I already have a SEPTA Key Card, do I need a new one to participate in this program?

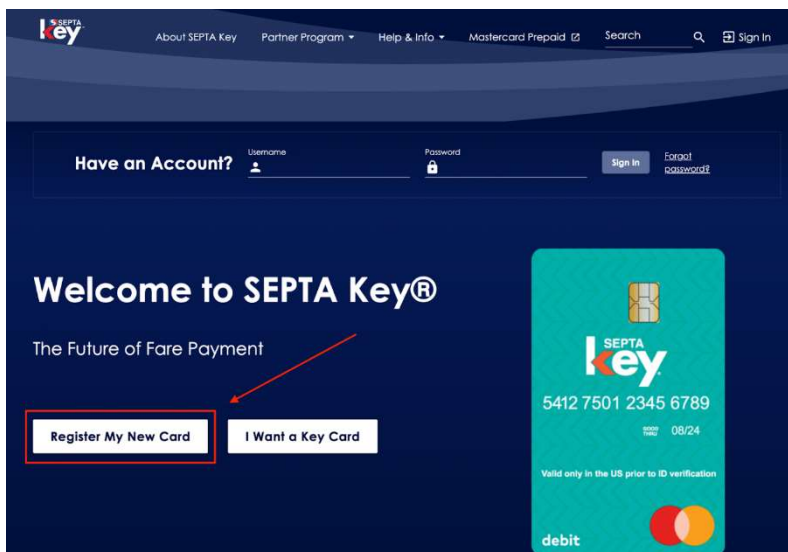
No, if you already have a registered Key Card, you can continue to use your existing Card. Your existing Key Card should not have other transit passes (ex: weekly or monthly) loaded onto it and it cannot be enrolled in another employer transit program. If your Card has either of these – it is recommended you obtain a new Key Card. If you choose to use your existing Key Card, follow directions as listed in Step C below.

C. How do I enroll in the SEPTA Key Advantage Program?

Registering for the SEPTA Key Advantage Program is a 3-step process (Register, Verify, and Enroll).

- 1. First, you need to obtain a SEPTA Key Card.** Employees with new or unregistered Key Cards will need to visit SEPTAKey.org from your web browser and **REGISTER** your Card. If you already have an account with SEPTA, log in and select **Add Key Card**. If you *do not* already have an account with SEPTAKey.org, select **Register My New Card** from the SEPTAKey.org homepage.

To validate you as an eligible participant, make sure the name used to register your Key Card is the same as on your City of Philadelphia official payroll record. You will also need a valid, accessible email address.



*****It is suggested that you register your Key Card using your official City of Philadelphia email address if you have one. Employees without a designated City of Philadelphia email address should have a personal email address on file with the City. Log into One Philly or www.jawntpass.com/cop to update this information or contact your HR Team.*****

- Next**, you will need to log into your email account and retrieve the email sent to you by SEPTA. Click the hyperlink to **VERIFY** your Key Card. If your email is not accessible, you can verify your Key Card by calling SEPTA at 1-855-567-3782.

Dear SEPTA ROCKS,

Thank you for registering with SEPTA Key.

On 5/13/2022 11:20:35 AM, a SEPTA Key account was created with User ID SEPTATEST5031 and registered to this email address. To complete your account registration, click on the link below. If the process is not completed by 5/14/2022 11:20:39 AM, this link will expire and you will have to request to resend the link.

[Confirm Account Creation](#)

If you did not request this registration, please contact the SEPTA Key Customer Support Center at 855-56-SEPTA, and then delete this email.

SEPTA Key Customer Support Center

- Finally**, it is time to **ENROLL** your Key Card.

- Go to app.jawntpass.com and login using your City of Philadelphia email address. If you do not have an email address on file with the City, you will need to update your employee information in One Philly or visit www.jawntpass.com/cop to verify your identity. If you're still having trouble logging into Jawnt, you can reach Jawnt Customer Support at support@jawntpass.com.

Upon logging in, select **Enroll** under the SEPTA Key Advantage benefit.

Complete the enrollment steps, including entering your Card Reference ID which can be found under 'Card Options' on your 'My Account' page on SEPTAKey.org.

***You must log into SEPTAKey.org on your web browser to find your Card Reference ID as you cannot access this info on the SEPTA app. Also, it is **STRONGLY** recommended you copy and paste the Card Reference ID from SEPTA to Jawnt as passwords are case sensitive. An incorrect Card Reference ID entered in this stage will result in your card being flagged as Invalid.



You should now see **SEPTA Key Advantage** under the "Enrolled Benefits" section. You will receive an email from Jawnt at the end of the month confirming that your monthly SEPTA Key Advantage pass has been loaded to your Key Card.

If there are any errors with your card, you will be notified within 1-2 business days by email with instructions on how to resolve these issues.

4. When is enrollment open for City employees and is there a deadline to enroll?

We will notify employees once enrollment is open and the steps they need to take to enroll. To guarantee your pass is loaded with the free transit benefit by September 1st, you must complete your enrollment by 11:59pm on August 25th. Employees who miss this deadline will have until 11:59pm on September 3rd to enroll for the September benefit month. However, the free transit benefit will not be active until Wednesday, September 6th.

On Time Enrollment

Enroll by Fri, Aug 25 at 11:59pm → Pass active on Fri, Sept 1

Enroll by the 25th of the current month to guarantee your pass is loaded on the 1st of the upcoming month.

Late Enrollment

Enroll by Sun, Sept 3 at 11:59pm → Pass active on Wed, Sept 6

Enroll by the 3rd of upcoming the month to guarantee your pass is loaded by the 6th of the same month.

Anyone who registers and enrolls their Key Card after the 3rd of the month will need to wait until the following benefit month to participate in the program. For example, if you enroll after Sun, Sept 3 at 11:59pm → Pass won't be active and available for use until Sun, Oct 1

5. How does enrollment work after the September 1st launch date?

Standard Enrollment – If you were hired between the 3rd and 25th day of the month

Enroll before the 25th day at 11:59pm of the month you were hired → Pass is active 1st day of next month

Transition Week Enrollment – Hired between the 26th and 2nd day of the month – this is known as the “transition week”

For example, if you are hired October 29th, if you Enroll before the 3rd day of November at 11:59pm → Pass is active on the 6th day of November. ***Anyone who registers and enrolls their Key Card **after** the 3rd of the month will need to wait until the following benefit month to participate in the program.***

Employees hired by the 25th of the month are eligible to receive the benefit starting that next benefit month.

Enrollment must be completed no later than the 3rd of the next benefit month to receive the benefit for that month. So, for example, if you are hired on September 15th, you are eligible to receive the benefit for the October benefit month.

However, you must enroll no later than October 3rd. If you enroll by September 31st, the benefit will be active on October 1st. If you enroll by October 3rd, the benefit will not be active until October 6th. If you enroll on October 4th, the benefit will not be active until November 1st.

TROUBLE SHOOTING

A. What if my Key Card is flagged as invalid?

Invalid Key Cards are a result of an incorrect Card Reference ID submitted to Jawnt. Because Card Reference IDs are case sensitive; it is HIGHLY recommended employees copy and paste them from your SEPTA Key to your Jawnt accounts. Card Reference IDs cannot be obtained through the app. You must log into your SEPTAKey.org account using a web browser.

B. What if my Key Card currently has a conflicting product (i.e., active weekly or monthly pass)?

Key Cards cannot be loaded with more than one pass at a time. If you have a weekly or monthly pass loaded onto your Card that is about to expire before the start of the next month, you can register that Key Card to participate in the SEPTA Key Advantage program. While you will need to disable the autoloading for the pass option in future months, you can still autoloading money to your SEPTA Travel Wallet.

C. What if my Key Card has a Travel Wallet with a negative balance below zero?

Travel Wallets must be maintained at a \$0 balance or above. No transit passes will be loaded to any Key Cards with negative balances. You must reconcile your negative Travel Wallet balance before any future pass will be loaded.

D. What if my Key Card has expired or is about to expire?

Like any debit card, SEPTA Key Cards have an expiration date that can be found on the front of each card (MM/YY). We cannot load the Key Advantage pass to a Key Card that is expired or will expire in the next month, so you must enroll with a new Key Card. Once you have obtained your new Key Card, register and enroll it following directions one and two above. You will then need to update your **NEW** Card Reference ID number in your Jawnt account to update your enrollment.

E. What do I do if my Key Card is lost, stolen, damaged or expired?

1. Log into your SEPTA Key Card account and select 'Card Options'. Then select '**Report Lost/Stolen (Hotlist)**', choose the reason for hotlisting your Card and click Proceed. *Note: Once a Key Card is hotlisted, you will not be able to use the same Card or re-register it, BUT your current pass can be transferred onto a new Card.*
2. At this stage, you can choose if you'd like to register a new Key Card now or complete the transfer later. If you do not have a new Key Card in hand and your current Card is in the hotlist status, you can choose to '**Transfer products later**' under 'My Profile'. To obtain a new Card, contact your HR team or purchase one at a sales location.
3. Log back into your Key Card account and select the 'My Profile' tab, scroll down to the hotlisted Key Card and select '**Transfer Products to Another Key Card**'. Once this transfer is done, you can use the Key Advantage pass on your new Key Card for the rest of that month.

*****IMPORTANT! You MUST update your Jawnt account with your new Card Reference ID to ensure that the SEPTA Key Advantage pass is loaded onto your NEW Card next month*****