

YRT VOLUME INCENTIVE PASS (VIP) PROGRAM FREQUENTLY ASKED QUESTIONS AND ANSWERS

1. What is the VIP Program?

- The VIP Program is a volume incentive pass program in which YRT adult monthly passes are sold to organizations at a discounted rate based on commitment to both: a 12 month term of purchase and a minimum volume of purchase of 15 passes per month. The organization is responsible for administering and promoting the VIP program.

2. What is the VIP Pilot Program?

- Participants to include:
 - approximately 10 private and public sector organizations
 - all interested post-secondary institutions
- Pilot duration September 2004 – December 2005.
- Last sign-up date is November 15, 2004 for December passes.
- Sign-ups on a first-come/first-served basis until “quota” is filled.

3. Who can sign-up for the VIP Program?

- Federally or provincially incorporated organizations or limited liability partnerships.
- Institutions including post-secondary schools, hospitals, government departments, agencies (Federal, Provincial and Municipal) and unions.

4. Why should my organization sign up for the VIP Program?

- Discounted YRT monthly passes.
- Price guaranteed for 12 months.
- Unlimited travel.
- Convenient.
- Environmentally friendly.
- Reduce parking demand.
- Service to employees.
- Flexibility to match employee demand.

5. What are the cost savings with the VIP Program?

- The VIP Program offers passes at a 15% discount compared to the purchase of an adult monthly pass from a YRT Ticket Agent.

6. Can the price of passes change during the initial 12-month term?

- No, the price is fixed for the initial 12-month term.

7. What YRT service is the VIP Program valid on?

- Unlimited access on YRT and TTC services north of Steeles and Brampton Transit services in York Region. Please note, a \$0.10 supplement is required on YRT Express services.

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8. How does my organization sign up for the program?

- Any eligible organization can sign on to the program provided they agree with the terms and conditions outlined in the VIP Program Agreement.

9. How long does my organization have to sign up for?

- 12-month term.
- All agreements for the pilot program end December 31, 2005.

10. How many passes is my organization required to purchase?

- The volume of passes can vary but must be a minimum of 15 passes in each month.

11. Who is the Program Co-ordinator and what is their role?

- The organization appoints a Program Co-ordinator who is responsible for:
 - implementation of the program
 - internal promotion of the program
 - distribution of the passes
 - maintaining a database of participants and submitting required monthly reports to YRT
 - addressing any and all concerns of its employees, students and/or members

12. Who can the passes be sold to?

- Employees, students and/or members of your organization.
- You cannot sell the passes to friends and relatives of your employees, students and/or members.

13. At what price can the passes be sold to employees/students?

- VIP passes can be sold at the same or lower price but **not** a higher price than that paid to YRT.

14. Can the pass be used by more than one person?

- No. The pass can only be used by the person it is issued to.

15. Do employees/student/members require photo identification in order to use their passes?

- No. However, the passes are to be used by employees/students of the registered business/institution only.

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16. When does my organization pay for the passes?

- Payment for passes is due by cheque on delivery or within 15 days of invoicing.

17. Can my organization pay for the passes in cash?

- Cash will not be accepted. All passes must be paid for by cheque made out to York Region Transit.

18. Who signs the agreement with YRT?

- The appropriate person(s) who is (are) authorized to bind the organization in a legal agreement.

19. What financial security must my organization provide?

- Either a security deposit or a letter of credit is required.

20. What happens to unsold passes? Is there a return policy?

- Unsold passes can be returned only during the month in which they are valid.
- You can return unsold passes as long as your minimum monthly volume of 15 passes is maintained.
- If the volume returned is greater than 10% of the total monthly volume ordered, a return fee would be applied to the volume above the 10%.
- Returns will be processed as a credit note against your account.

21. Who will deliver the passes?

- YRT will deliver the passes to the organization a maximum of 2 times per month at no cost. A charge of \$15.00 will apply for additional deliveries.

22. Will the passes be delivered to multiple locations?

- The passes will be delivered to one location only.

23. Can my organization increase its order quantity within a month?

- Yes, you can increase your initial order quantity. However, if you move to a higher category, the discount will not be adjusted.

24. Can my organization increase its order quantity from month to month?

- Yes, you can increase your monthly order quantity by 25% of the previous month's actual sales. If you wish to increase the order by more than 25% from the previous month, prior written consent of YRT is required.

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25. Can my organization decrease its order quantity within a month?

- Yes, you can decrease your initial order quantity. However, if you move to a lower category, the discount will be adjusted (decreased). You must maintain a minimum quantity of 15 passes per month.

26. Can my organization decrease its order quantity from month to month?

- Yes, you can decrease your initial order quantity. However, you must maintain a minimum quantity of 15 passes per month.

27. Can the agreement be terminated?

- Yes, both parties have the ability to terminate the agreement without cause provided that written notice is given within 60 days.
- If the organization terminates the agreement, the organization will repay to YRT all discounts received from the start of the agreement to the termination date (that is the difference between the cost of a YRT monthly pass sold at YRT Ticket Agents and the VIP monthly pass).

28. Who does my organization contact at the YRT if it has further questions?

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