

# The Swipe and Ride Program Operational Policies

**SWIPE AND RIDE**  
· SMART COMMUTE ·



Updated: March 11, 2019

Thank you for participating in the Swipe and Ride Program. In order to better serve you, the Smart Commute Team has developed the following procedures and policies. As always, please reach out to us with any questions or concerns.

## Application Submission

Whenever possible, please complete all applications electronically, using the fillable PDF. If an employee does not have access to a computer, the application may be handwritten instead. If this is the case, please ensure that all information is written dark and legibly. We prefer the use of the electronic applications in order to reduce data inaccuracy.

Before submitting an application, please ensure that all fields are complete, and signatures from both the employee and a Human Resources Representative have been obtained. Submission of incomplete applications will lead to processing and card production delays.

When submitting Swipe and Ride applications, please submit one application at a time to [Swipe.N.Ride@tn.gov](mailto:Swipe.N.Ride@tn.gov). Please also put "Last Name, First Name Application" in the email's subject line.

Once an application has been processed, you will receive an email confirmation for each individual application. If you have not received a confirmation email from [Swipe.N.Ride@tn.gov](mailto:Swipe.N.Ride@tn.gov) within 3 business days of submitting an application, please feel free to request a status update for that particular application. We certainly welcome follow-up emails.

## Picking Up Swipe and Ride Cards

Under normal circumstances (holidays, absences from work, traveling for work, etc. may delay this), Pick-Up Notification Emails are sent every Monday morning. We will directly email only the Coordinators of Departments with new cards available. If you do not receive an email on Monday, but you believe a card for your Department should be available that week, please do not hesitate to reach out and ask.

Please pick up any new Swipe and Ride cards within 2 weeks of the Pick-Up Notification Email. After 2 weeks, we will send a Pick-Up Reminder Email.

If cards have not been picked up after 4 weeks, we will then notify the individual employees directly. An additional Pick-Up Reminder Email will be sent to the individual employees 2 weeks after the Pick-Up Notification Email.

If cards have not been picked up by either the Coordinator or the individual employee within 8 weeks of the original Pick-Up Notification Email to the Coordinator, the new Swipe and Ride cards will be deactivated and shredded.

If an employee has been issued a Temporary Card for any reason, please return the Temporary Card at the time of picking up the employee's new Swipe and Ride Card. Failure to return the Temporary Card at pick-up will lead to a delay in issuance of the new Swipe and Ride Card. We will only be able to release the new Swipe and Ride Card upon return of the Temporary Card.

## Operational Hours and Setting Appointments

The traditional Swipe and Ride Operational Hours are Monday-Friday from 1:30-3:30pm. If there is a conflict which prevents us from keeping to this schedule, we will notify all Coordinators by email as soon as possible.

If the traditional hours are inconvenient, we are happy to set up another time. Please call or email us to set an alternative time. Contacting us ahead of time will ensure that we are available and able to assist you in a timely manner upon arrival.

If your Department regularly uses a Carrier, we can set a standing appointment to reflect their times. Please contact us, and we will make note of your Carrier's typical day and time frame.

## Mailing Swipe and Ride Cards

Because items sent by mail are touched by many hands, it is easy for some items to be delivered improperly or overlooked. In order to minimize this risk, we ask that you abide by the following guidelines:

Before sending anything related to the Swipe and Ride Program by mail, please email [Swipe.N.Ride@tn.gov](mailto:Swipe.N.Ride@tn.gov) to let us know what we need to keep an eye out for.

When mailing cards back:

- Please include a written explanation indicating why each card is being sent back, as well as the Department Name.
- If many cards are being mailed back, they may be grouped by reason. For example, All Separated Employees' Cards may be rubber banded together, with a note saying "Separated Employees". Then, from the same Department, another stack saying "Cards Not Working" may all be stacked together. Please keep different explanations in separate stacks.

## Returning Swipe and Ride Cards

It is important that Swipe and Ride Cards are returned. This enables WeGo Public Transit to reuse card numbers of deactivated cards in the future. However, not all cards need to be returned. Please refer to the guidelines below:

Please Return These Cards:

- Cards That Have Stopped Scanning
- Cards of Employees Transferring to Another Department
- Cards of Separating or Retiring Employees
- Duplicate Cards for Current Employees
- Temporary Cards

Please Simply Shred These Cards:

- Expired Cards, per the date at the bottom of the back of each Swipe and Ride Card