



SEPTA KEY ADVANTAGE PROGRAM– FREQUENTLY ASKED QUESTIONS

1. Who is eligible to participate?

Full-time and part-time benefits-eligible employees are eligible to participate, with one exception: Employees aged 65 and over who are residents of Pennsylvania are not included in this pilot program because they are eligible for SEPTA's free Senior Fare Card, which has all the same benefits as SEPTA Key Advantage (see question #18 for more information).

2. How much will this cost me?

Nothing. During the pilot, the SEPTA Key Advantage pass is being fully covered by Drexel University.

3. How do I participate in the SEPTA Key Advantage Program?

Please consult the SEPTA Key Advantage User Guide for details on how to complete the three steps needed to participate in this program:

- I. Obtain a SEPTA Key Card; employees can use an existing card or obtain a new one (see #4 below).
- II. Register your Key Card and obtain your Card Reference ID (see #5 below).
- III. Enter your Card Reference ID in the My Drexel Benefits portal (See #6 below).

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

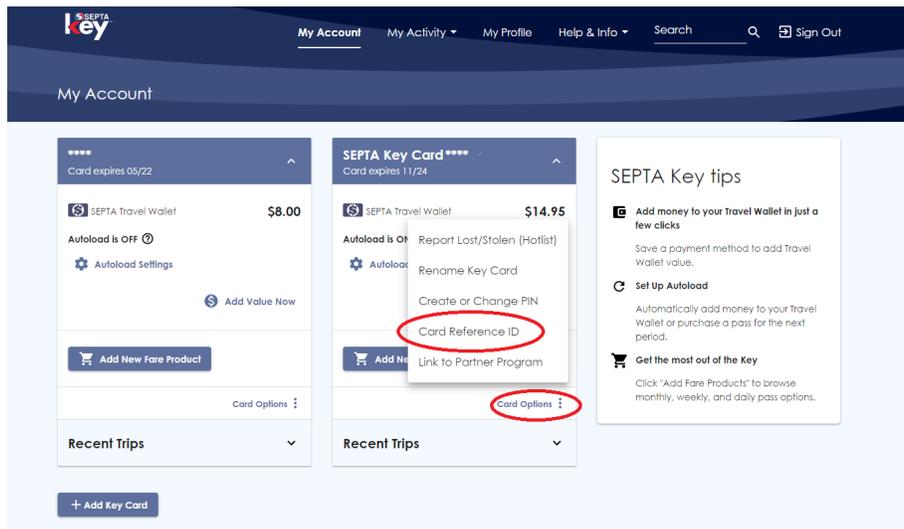
Below are some options for obtaining a Key Card.

- I. **Human Resources Office:** You may pick up a SEPTA Key Card at the Human Resources office in University City (3201 Arch Street, Suite 430) during regular office hours, which are Monday through Friday, 8 a.m. to 5 p.m. Computers are available for you to register your card on the SEPTA website and confirm your Card Reference ID in the My Drexel Benefits portal, if you wish to do so there. ***Be sure to bring your Drexel ID to gain access to the building and suite.***
- II. **SEPTA Key Card Location:** You may also purchase a card at any [Key Card Buy/Load Location](#), at a cost of \$4.95. If you register your card within 30 days of purchase, the \$4.95 fee will automatically be applied to the Card Travel Wallet for future use.

5. I have my SEPTA Key Card – how do I register it and find my Card Reference ID?

Once you've obtained a SEPTA Key Card, you will need to register it and set up an account following the steps below. If you already have a registered SEPTA Key Card, you can skip this step.

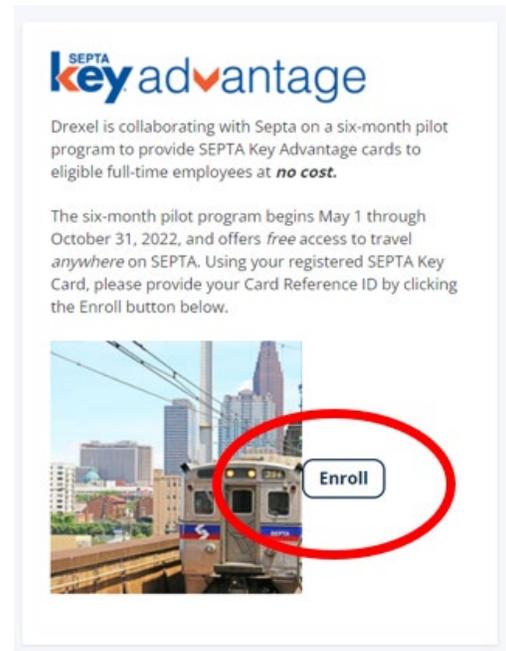
- I. Visit septakey.org. From there, select the option to **Register My New Card**. Additional step-by-step details on how to register can be found in the [How-to User Guide](#).
- II. If you've registered your Key Card and set up your account, navigate to the **My Account** page of the website. Your Key Card information will be shown here.
- III. Next, click **Card Options** and select **Card Reference ID**. The Card Reference ID is needed to link your SEPTA Key Card to the SEPTA Key Advantage Program. Note: The Card Reference ID contains both numbers and characters and is case sensitive, so it is best to copy this ID through your browser and paste it to the final location in My Drexel Benefits portal. Be careful not to include a blank space before or after.



6. I already have a Key Card and am ready to participate. What do I do next?

You will need to link your Key Card Account in the My Drexel Benefits portal following the steps below. Detailed instructions are also found in the [How-to User Guide](#).

- Visit [DrexelOne](#).
- Select **Employee** tab.
- Click on **My Drexel Benefits**.
- Once in the portal, click on **Septa Key Advantage** tile at the top right.
- Where prompted, enter your **Card Reference ID** (it may be helpful to copy and paste the Card Reference ID from your SEPTA account to ensure there are no data entry issues. The Card Reference ID is alpha, numeric and case sensitive, and it must match exactly to what is displayed in your SEPTA account. Incorrect entries will cause delay in funding your card).
- Click **Save and Continue** at the bottom of the page.
- On the next page, be sure to click **Select** and then click **Save and Continue** at the bottom of the page, which will take you to your confirmation statement.
- Please review your Card Reference ID on the confirmation statement. If there is an error with the number, please click the **Edit** button to correct, and then be sure to hit **Save and Continue** again before closing out.



7. What is the deadline to participate in Septa Key Advantage Program?

To participate, you must complete the enrollment steps noted above by the 20th of the month prior to when you want to start using your pass. For example, you need to enroll your card in the My Drexel Benefits portal by October 20 to have your card loaded for use beginning November 1. If you miss enrollment the first month you are eligible, you can still enroll at any time during the pilot period.

8. Do I need to confirm my participation in the program each month?

No. Once you enroll, your participation in the program will continue, and your card will be automatically loaded each month through the pilot program. You only will need to update your Card Reference ID should you lose and replace the one registered.

9. I have a balance in my travel wallet; what happens to that money when I participate in the SEPTA Key Advantage Program?

Any available balances will remain in your Key card's travel wallet. Since the SEPTA Key Card Advantage Program works like the monthly Anywhere pass, trips are always set to draw first from the monthly product, not the travel wallet. Trips are only drawn from the travel wallet purse when there isn't a monthly pass loaded on the card.

10. I have been using the SEPTA weekly pass; how does it work with the monthly SEPTA Key Advantage Program?

The SEPTA Key Advantage Program would replace weekly and monthly passes at no cost to you. If you are a new participant in the program, be sure that you do NOT load a weekly pass for the final week of the month prior. You will want to load money onto the SEPTA Key Travel Wallet to pay for rides until the monthly pass through the program is loaded.

11. Is this program taxable?

No, this is not considered a taxable item.

12. What if I use both PATCO and SEPTA for my commute?

If you currently use a Freedom Card to commute on both PATCO and SEPTA, you will need to obtain, register and enroll a SEPTA Key Card for travel on SEPTA during the pilot period (per the steps outlined in this FAQ and the User Guide) and use the Freedom Card only for travel on PATCO during that time.

13. I currently participate in the Commuter Program through Drexel. How will this work with my existing election for SEPTA travel?

The SEPTA Key Advantage Pilot Program should replace your existing commuter benefits during the pilot period which is now extended through June 30, 2023. If you have a pre-tax contribution for Transit currently being used for your SEPTA costs you should stop your contributions for the duration of the pilot program (see instructions in #14). If you are contributing to the Parking account you can continue making those contributions for parking, if needed.

14. I am enrolled in the pre-tax Transit Account; how do I cancel while I take part in the SEPTA Key Advantage Program?

- Visit DrexelOne
- Select **Employee** Tab
- Click on **My Drexel Benefits**
- In the **Commuter Benefits** widget, click **Change**.

If you have difficulty with this process, please call the Benefits Service Center at 844.690.3992.

15. I am enrolled in parking; how do I cancel while I take part in the SEPTA Key Advantage Program?

- **Parking Off Campus**
 - Visit DrexelOne
 - Select **Employee** Tab
 - Click on **My Drexel Benefits**
 - In the **Commuter Benefits** widget, click **Change**.

If you have difficulty with this process, please call the Benefits Service Center at 844.690.3992.

- **Parking On Campus**

Employees wishing to cancel their Drexel payroll-deduction parking permit should log back into [ParkDrexel](#) using their [DrexelOne](#) credentials and select **Manage Permit**, and then **Request Expiration**.

Be sure to **cancel** your Drexel permit by **the 15th** (*monthly paid employees*), or the **Wednesday before** your paycheck (*weekly and biweekly paid employees*) to avoid needing a refund in the next paycheck. For more information or questions, contact parking@drexel.edu.

16. Are there restrictions on when and where I can use my SEPTA Key Card?

Under the SEPTA Key Advantage program, your SEPTA Key Card is valid for transit use on all SEPTA services, including all Regional Rail service, buses, subways, trolleys, and the Norristown High Speed Line. Like all SEPTA Monthly Passes, there is a 240-ride limit per month.

17. What happens after the pilot period is up?

The initial pilot was intended to run for a six-month period between May 1 and October 31, 2022. The pilot was approved to extend through June 30, 2023. During the next 8 months, Drexel will continue to work with SEPTA and evaluate the utilization and effectiveness of the program in order to determine whether it is in the University's best interests to continue with the new program.

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

All residents of the Commonwealth of Pennsylvania aged 65 and older can ride FREE at all times on all SEPTA transit modes and on SEPTA Regional Rail with a valid Senior Fare Card, which provides the same benefits as the SEPTA Key Advantage program. [SEPTA's website](#) has information on how to apply for a Senior Fare Card. Employees aged 65 and older who reside in New Jersey or Delaware and use the mass transit system to travel to work will be able to participate in the SEPTA Key Advantage Program.

19. Can I share my SEPTA Key Card with a friend or family member?

No, the SEPTA Key Advantage Program is intended to be used **only** by the eligible employee.

20. What if I have a Reduced Fare Card or CCT Fare Card?

- The Reduced Fare Card allows for half-price travel and cannot be loaded with the SEPTA Key Advantage fare product. As the Key Advantage program provides FREE travel, a standard Key Card would need to be obtained to receive the Key Advantage pass.
- The CCT Fare Card acts like a SEPTA Key Card, and its Card Reference ID will load like a Key Card, so you can use your existing CCT Fare Card and still get unlimited access to SEPTA through the Key Advantage program.

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

- Obtain a new Key card 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 Wallet funds on registered Key Cards never expire.
- Transfer SEPTA Key Advantage onto your new card by logging in to your Key Card account and selecting **Card Options**. Then select **Report Lost/Stolen (Hotlist)** and follow the prompts to transfer the product onto your new card.
- Update your new Card Reference ID immediately in the My Drexel Benefits portal to ensure no disruption in service.