And the Winner is ... 

Congratulations to Sabina Turso of the Saladino Group, Inc., the winner of our customer survey drawing!

Whether it’s through a survey, email or by telephone, we urge all of our customers to continue letting us know how we can improve our service to you. Let us know what you think by emailing us at tcnews@transitcenter.com.

Message from the President

In the last issue of TransitCenter News, we included a survey to learn more about our customers and to improve on the products and services we provide to you and for the general public. I am pleased to say that we received an overwhelming response. Thanks to all of you who took the time to respond.

The purpose of the survey was to determine your level of awareness of our organization, the services we provide, and of the information that is available through our website. We also wanted to find out what additional services we could offer to assist you and your employees in using transit.

From the results of our survey, we learned that many of you were not aware of the transit resources available on our website, www.transitcenter.com. In addition to information about our TransitChek program, the site also offers transit resources such as guides to major hubs and a comprehensive collection of links to all major transit operators throughout the Tri-State area. (We are currently redesigning our website and making changes that will provide other types of information that you indicated in the survey.)

We were surprised to learn that half of those who responded were not aware that we are an independent, nonprofit corporation. As a nonprofit, our mission is to encourage transit ridership as a way to decrease traffic congestion which in turn helps the environment and the economy. We fulfill this mission through programs like our TransitChek® and Premium TransitChek® programs which lower the expense of commuting for employees and encourages drivers to consider transit as a more economical means of getting to work.

We also learned that more than half of those who responded still think that we are part of the Metropolitan Transportation Authority. We did begin in 1986 as an organization hosted by the Port Authority of New York and New Jersey in partnership with the MTA and other organizations. However, in 2001 TransitCenter became an independent, nonprofit corporation. We still have a strong presence in the New York Metro area, but now provide our services nationally.

The information you’ve provided will serve as a valuable guide in our plans to improve our service to you. Look to our newly designed website later in the year, where you can expect to see more information about transit, updates on travel services, industry news, and our TransitChek programs. And that’s just one example of how our survey will guide us in improving our service to you.
TransitCenter processes thousands of TransitChek® MetroCards® and Vouchers, Premium TransitChek® MetroCards, QuickPay® Cards, Central Crediting payments for commuter railroads, Cash-Back™ payments, Access-A-Ride coupons, vouchers from other cities, and other transportation or parking benefits each day. Thanks to the dedicated people who make up our Operations staff, we do our best to ensure that all of our customers receive their benefits in a secure and timely manner and that all returns are taken care of promptly.

“Our goal is to make sure that each customer gets the benefit products they order as rapidly as possible,” says Mark Carter, Vice President of Business Operations. “We have a highly streamlined, intensive process from the time a company and its employees request a product to the time they receive it. And we’re always making improvements, integrating new technologies, and trying to find ways to further improve our customer service.”

On October 25, 2005, the Staten Island Ferry celebrated the beginning of its one-hundredth year of service as one of New York City’s most celebrated forms of mass transit. TransitCenter was a participating sponsor of the three day celebration to mark the event. Volunteers from our staff stationed themselves in the newly renovated Whitehall Ferry Terminal in lower Manhattan, providing free information to help remind the public about the positive impact that commuting by transit has on the environment and the economy, whether by subway, bus or ferry. And though the ferry ride is free, many of the commuters who connect to subway and bus lines to complete their commute are still saving money as TransitChek customers.

Poster boards provide quick facts about the Ferry and the positive impact of commuting by public transportation. Answers to questions about the Staten Island Ferry and TransitCenter’s mission to encourage transit ridership, were readily available.

Ferry Facts

- A typical weekday schedule for the Staten Island Ferry involves five boats to transport 65,000 passengers daily making 104 trips per day.
- It’s a 5.2 mile ferry ride between the St. George Terminal in Staten Island and the Whitehall Ferry Terminal in Lower Manhattan.
- Trip time: approximately 25 minutes
- 11 boats comprise the Staten Island Ferry fleet.
Based on findings by the Transportation Research Board’s report, *Analyzing the Effectiveness of Commuter Benefits Programs*, the following numbers show an increase in the use of transit for commuting among employees with the introduction of a commuter benefit program. The results include the percentage increase in the number of transit riders at participating worksites (Ridership Increase), percentage of transit benefit recipients who switched to transit from other modes of transportation (New Riders) and the percentage of transit benefits recipients who switched to transit from driving alone to work (Switched from Driving Alone). The data comes from the seven metropolitan areas where surveys were most recently conducted.
TransitChek® MetroCards® or TransitChek® Vouchers? Which Should Your Employees Use?

In 1987, when TransitCenter introduced the TransitChek® Voucher, the nation’s first commuter benefit product, commuters quickly embraced this new way of purchasing transit fare. Not only did they save money on the cost of their commute, they also found it as easy to use as cash.

These days, with more transit agencies instituting electronic fare collection systems, New York City commuters are switching from vouchers to TransitChek® MetroCard® products as a way to enhance convenience.

The TransitChek MetroCards are easier to carry than Vouchers. They are delivered directly to the employee’s work or home which eliminates the need to wait on lines at station booths to purchase a MetroCard of their own. And as part of the MTA’s continuing program to close station booths, companies can help their employees avoid problems by offering TransitChek MetroCards now, as a more convenient alternative to Vouchers.

We want to make it as easy as possible for employees to make the most of their tax-free dollars toward their commute, which is why we highly recommend our TransitChek MetroCards to all of our New York metro customers.

For a FREE TransitChek MetroCard Fact Sheet to pass on to your employees, email us at tcnews@transitcenter.com.

Order Anytime

Just because you missed sending in your order for January doesn’t mean you missed the bus. TransitChek orders are processed daily. You can send in orders along with your payments at any time and your order will be delivered to you within 7 to 10 business days of receiving your payment.

You can also order on whatever cycle is convenient for you, quarterly, semi-annually or annually. TransitChek is flexible enough to let you order products at any time and for any need – as a commuter benefit, a bonus, or as a recognition award.

If you didn’t receive your reorder notice, or if you want to order early before going away on a vacation, you can find a Return Customer Form at the bottom of our homepage at www.transitcenter.com.

Did you know that you can also add other employees after you’ve ordered for three months? Simply send in another Return Customer Form.

Finally, don’t be caught short. By ordering extra TransitChek Vouchers and TransitChek MetroCards you’ll be ready for new hires or if an employee has expired Vouchers or MetroCards. Since our Vouchers and MetroCards are valid for one year, you’ll have plenty of time to use them.

For more information about ordering your TransitChek products, email us at tcnews@transitcenter.com.