

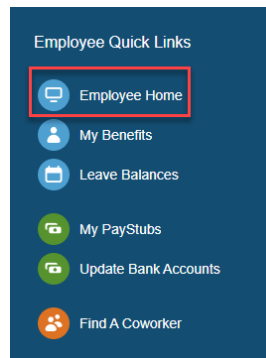
Metro Rail Frequently Asked Questions

Who's Eligible?

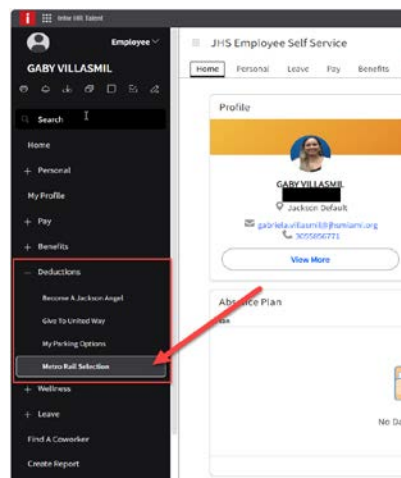
- Full time employees and House Staff Residents
- Part time employees with benefits status
- On Call/Pool employee eligible per the affordable care act regulations
- Temporary Relief employees after 6 months of continuous service

How Can I Sign Up, Replace Card or Cancel?

1. Login to Infor CloudSuite account; click on 'Employee Home'



2. On the left hand side, select 'Deductions', then select 'Metro Rail Selection'. A window will appear with all the different Metro Rail options and their costs per month along with the option to replace or cancel if need be.



3. Select the Metro Rail transport option that best fits your needs. Cost details included:
Option One: Metro Rail transport with parking Cost \$ 106.90
Option Two: Metro Rail transport without parking Cost \$ 95.65
Option Three: Regional Metro Rail Bus Tri Rail with parking permit Cost \$ 151.25
Option Four: Regional Metro Rail Bus Tri Rail without parking permit Cost \$ 140.00

4. Click 'Submit'

When should I expect my card?

You will receive an **email to pick up your active card** at Jackson Medical Towers on the first floor, suite 106. Open Monday – Friday 8am to 4pm excluding holidays. Use the card within the 19 days of activation to avoid errors or deactivation.

How Metro Rail Payments Work

The Miami Dade Transit pass conducts monthly payments a month in advance. For example, in the month of January, there are two paydays 01/12/2024 and 01/26/2024; the full deduction amount selected will only show on 01/12/2024 paycheck. Card will be usable in February.

Deduction Details

Your paycheck deduction is on the first paycheck of every month, **coded as METR**.

What do I need to do if I signed up for parking?

You must register your car license plate at the Metrorail parking at the online Transit Store. Visit <https://transitstore.miamidade.gov/> to register and get more information.

Metro Rail Card Replacement

In the event that you've lost your Metro Rail card, you can replace the card to continue to use of the Metro Rail transport discount:

- Go to the cashier's office at Jackson Memorial Hospital or call the cashier office at 305-585-6736 to pay by phone the \$20 replacement card fee.
- Take the receipt to the HR Service Center located in the Jackson Medical Towers, 1st floor, Suite 106. Open Monday – Friday 8am to 4pm excluding holidays.
- They will provide you with a new card which will be activated within 24hrs and inform the benefits team to cancel the previous one.

If the new Metro Rail card is not working once the 24hrs have passed, please contact your benefits team at 786-466-2970 or HR-Benefits@jhs-miami.org.

Metro Rail Card Cancellation

Log into Infor CloudSuite and follow the steps used during enrollment, select "Option Six: Cancel My Existing Metrorail Option". Follow the instructions for the cancellation and at the end you will receive a confirmation.

Please note you may still use the card until the end of the month. Next month deductions will no longer be taken out of your paycheck. If a deduction occurred after the cancellation, please reach out to your benefits team at 786-466-2970 or HR-Benefits@jhs-miami.org.