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## Resources

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## Need e-Help?

Call the Help Desk  
at 2-4357

[Contact myMetro.net](#)

**Badges Made Easy:** HR specialist Lisa Alexander poses for photo session with specialist Esmeralda Ledezma to demonstrate ease of photo requirement for new dependent badge.

## Deadline looms for new dependent/retiree badges to replace TAP-empowered chip about to expire end of June

**How it Works:** Go directly to the Human Resources' Employment Office, located on the Patsaouras Plaza at Metro Headquarters, to get same-time processing of a new dependent/retiree badge and photo. No appointment is necessary; badges are processed on a first-come, first-served basis.

- **Now through July 9:** Monday through Friday, from 8 a.m. to noon and from 1 p.m. to 4 p.m.
- **Saturday, May 15,** from 8 a.m. to 4 p.m.
- **Saturday, June 12,** from 8 a.m. to 4 p.m.

(April 29, 2010) Holders of red-bordered dependent badges about to expire are at risk of losing fare privileges in July.

Metro dependent and retiree badges containing the TAP chip were issued in the first months of 2007. Branded with the Metro logo and Transit Access Pass TAP insignia, the TAP badges provide transit fare on Metro.

The Employment Office is in the process of issuing new cards designed with gray borders that contain chips valid until December 2015.

All dependent children with red-bordered dependent badges are required to come in for an updated photo in order to receive a new badge.

During the renewal period, all retirees and domestic partners or spouses with red-bordered badges have the option to either keep the existing photo or come in to update their photo at no charge.

Retirees, domestic partners and/or spouses who do not wish to update their photos may contact Janet Chu-Hooker at 213.922.3688 to make arrangements for a new badge.

Those applying for badges for the first time are required to submit appropriate proof of Metro status.

Spouses need to provide a marriage certificate. Domestic partners need to provide proof of domestic partnership.

Parents of dependent children must provide a birth certificate (and a marriage certificate if the dependent is a stepchild.) If the dependent is between the ages of 19 to 23, proof of full-time student status must be provided.

Those needing a new badge can go directly to the Human Resources' Employment Office, located on the Patsaouras Plaza at Metro Headquarters, Monday through Friday from 8 a.m. to noon and from 1 p.m. to 4 p.m. through July 9.

Information: Janet Chu-Hooker 213.922.3688.