

Transit Benefits



TRANSERVE



TRANServe's Mission



To support and promote the use of mass transportation programs nationwide to reduce traffic congestion and improve air quality. DOT encourages employees to commute to work by other than single-occupancy vehicles.



TRANServe Administrative Services



- **Delivers a full service transit benefit program to your agency in accordance with specifically designed program needs with strong emphasis on customer service excellence.**



TRANServe Administrative Services



- Co-ordinate start up activities
- Presentations to employees,
 - Process applications
- Provide monthly invoicing
 - Provide detailed reports
 - Maintain database
- Maintain sufficient records



What DOT does for you



- **Assist with audit requirements**
 - **Provide required technical consulting expertise**
- **Customer service support to Program Coordinators**
- **Develop business relationships with all regional transit providers**
- **Provide paper and electronic fare media specific to each region.**



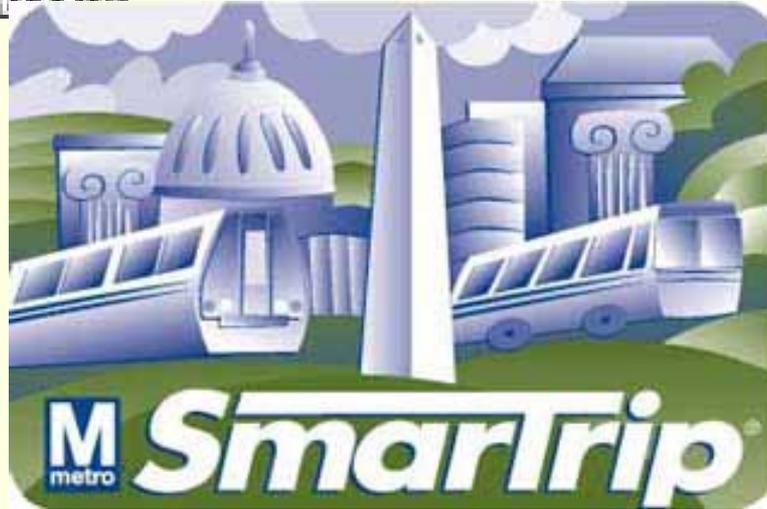
What you do for DOT



- Interagency agreement
 - Approve applications
- Provide Points of Contact
- Facilitate on site distribution
 - Communicate approved changes and updates



Smart Benefits



TRANSERVE



What is **Smart *Benefits*** ?

Smart *Benefits* is an automated method for claiming your benefits through your **SmarTrip** card



Smart *Benefits*

Advantages

Security of a **SmarTrip** card

Convenience of the **SmarTrip** card

No more lost, damaged, or
demagnetized paper farecards



Smart *Benefits*

**No more
distribution lines!!**



Smart *Benefits*

Who can use the Program?

Federal employees who use all of their transit benefits for
Metrorail, Metrobus, DC Circulator, Ride On, Fairfax Connector, Cue, Dash, ART and authorized Van Pools



How does **Smart Benefits** work?

You must claim your transit benefits between the first and last day of each month

Metrorail and Metrobus riders: Each month, your transit benefits will be reserved to be claimed at any Metrorail station from the **SmarTrip** passes/farecard machines

Vanpool Riders will make an initial one time authorization on WMATA.com that will go directly to your van pool each month



Enrolling in **Smart *Benefits***

“How do I Enroll?”

Enrollment periods coincide with your agency's distribution period

Purchase and register a **SmarTrip** card from METRO, or any Commuter Direct Store

Complete an application for **Smart *Benefits*** from your transit coordinator

Return your application on or before the 15th of the month prior to your agency's start date



Rules of Participation

Smart *Benefits* are available on a **MONTHLY** basis

You must be an employee who uses **all** of your transit benefits on authorized modes of transportation

You must have your **SmarTrip** card **REGISTERED** with METRO

To register your card, go online to smartrip.com



Rules of Participation

Participants may not claim a previous or future month's benefit

Employees must authorize DOT to verify and modify required certification information associated with your **SmarTrip** card



Rules of Participation

Once the funds have been transferred to your **SmarTrip** card, they may not be removed. However, you are responsible for returning any unused benefit to your agency if you leave service or change agencies



SmarTrip Card Online Registration Form

SmarTrip Card Registration Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://www.smartrip.com/streg/streg.entryfm>

If you want to register your SmarTrip card, please fill out the following form. If your SmarTrip card has been registered and need to make any change to it, please contact the SmarTrip Regional Customer Service Center at 1-888/762-7674.

First Name:

Middle Initial:

Last Name:

Address:

City:

State:

Zip: - (e.g. 20001-0001)

Daytime Phone: (e.g. 555-555-1212)

E-mail Address:

Password: (4 to 6 letters or numbers)



- * Each passenger must have a card.
- * Use the same card for both entry and/or exit.
- * Low farecard value may be increased at designated fare vendors in Metrorail Rail stations and onboard Metrobus.
- * This card can be returned and replaced with a regular farecard, but cannot be exchanged for cash.
- * This card must remain in the possession of the passenger and be produced on demand by WMATA Employee or Police.

If found, please return to:
WMATA
600 Fifth Street, N.W.
Washington D.C. 20001



Serial Number:

If your card is lost or stolen, you will need to provide WMATA with this password and the serial number printed on the back of your card. Write them both down and keep them in a safe place.

Done

Start SmarTrip Card Regist...

Internet

4:26 PM



Important Tips

Follow the procedures for claiming your benefits from the **SmarTrip** passes/farecard machine

When you have a lost card. . .

1. Call the **SmarTrip** helpline
2. As soon as you get a new card you must call your transit coordinator and give them the new #.

If you have a problem with your card, call the METRO **SmarTrip** helpline ASAP at:

1-(888) 762-7874



Frequently Asked Questions

“Can **Smart Benefits** be used for parking?”

No, your benefit is not authorized for parking, but your **SmarTrip** card can be used at Metrorail station lots with your own funds added for parking expenses

“Can I transfer Metrochek and Metrorail fares to my **SmartTrip** card?”

Yes, Metrocheks and Metrorail farecards can be added to your **SmartTrip** card.



Frequently Asked Questions

“Can my personal money be taken from my **SmarTrip** card account?”

No, your personal money or claimed benefit cannot be taken from your **SmarTrip** card account

“Will Metro track where I go on Metrorail?”

No, Metrorail does not use its system to track their customer's usage



Claiming your **Smart Benefits**

How to claim your benefits from the **SmarTrip** passes/farecard machine

Locate the **SmarTrip** passes/farecard machine within all Metrorail stations





Claiming your **Smart Benefits**

Once you've located the **SmarTrip** passes/farecard machine, touch your SmarTrip card to the target and follow the on-screen prompts





Claiming your **Smart Benefits**

On-Screen Prompts

SMARTTRIP VALUE \$???.??

(Existing value on your **SmarTrip** card)

A - SMARTBENEFITS

B - ADD VALUE

C

Press the A-SmartBenefits button



Claiming your **Smart *Benefits***

On-Screen Prompts

- A - WOULD YOU LIKE A RECIEPT?
- B - YES
- C - NO



Claiming your **Smart *Benefits***

On-Screen Prompts

SMARTTRIP VALUE \$???.??

(Existing value on your **SmarTrip** card)

A - SMARTBENEFITS VALUE \$110.00

B - ADD VALUE

C

Press the B-Add Value button



Claiming your **Smart *Benefits***

On-Screen Prompts

TOTAL COST IS: \$115.00

- A** - TOTAL SMARTRIP VALUE \$115.00
- B** - PRESS +\$, -\$, +¢, -¢, TO CHANGE VALUE
- C** - PRESS WHEN DONE

To claim part of your benefit, press the \$ and ¢ keys to change value and press C when done



Claiming your **Smart Benefits**

On-Screen Prompts

TOTAL COST IS: \$115.00

- A** - RETOUCH SMARTRIP OR INSERT MONEY OR TRADE-FARECARD OR
- B** - PRESS B TO PAY WITH CREDIT CARD
- C** - PRESS C TO PAY WITH DEBIT CARD

When finished retouch your **SmarTrip** card



Claiming your **Smart *Benefits***

If you need additional assistance with the download process, please see the on site Metro station Manager

“Don’t forget”

Please remember that
your transaction
begins and ends with
the touch of your
smart card



Van Pool Riders

After your application is processed and your benefit is authorized for your specific van, the benefit is automatically processed each month

You will not have to download your benefit to your **SmarTrip** card

Smart



Smart+

Benefits