

Frequently Asked Questions and Answers for Smart Benefits Program

Q1: What are the requirements to be a participant?

A1: Employees must presently own or purchase a registered SmarTrip Card.

Employees must complete the Smart Benefits application (check with your Transit Coordinator or your agency website)

Employees must be Federal employees enrolled in the USDA Commuter Transit Subsidy Benefits Program and use METRO rail, METRO bus, and/or a METRO-registered or authorized vanpool in order to participate. For a listing of METRO-registered vanpools, please visit:

<http://www.wmata.com/regional/vanpools.cfm>

Q2: When are Smart Benefits effective?

A2: If the application is received by the 10th of the month, Smart Benefits start at the beginning of the following month. Applications received after the 10th will be effective the beginning of the 2nd month after receipt. Metrocheks may be authorized for the months before Smart Benefits becomes activated.

Q3: How do I register my Smartrip Card?

A3: Employees must visit METRO's web site at www.wmata.com/riding/smartrip.cfm to register their card. Registration takes effect within 48 hours.

Q4: Why must the SmarTrip Card be registered?

A4: Without a registered SmarTrip Card, the Agency cannot apply transit benefits to the card. Furthermore, registration protects and reinstates the value on the card if lost or stolen.

Q5: How can I obtain Smart Benefits?

A5: Once the application is processed, Smart Benefits participants can download their benefits on a monthly basis any time during a given month at METRO farecard machines. Existing balances remain on the card. Unclaimed benefits do not carry over. Employees may not claim retroactive benefits or future benefits.

Downloading instructions may be obtained from your Commuter Transit Benefits Program Coordinator or by visiting METRO's web site at: www.wmata.com/bus2bus/SmartBenefits/pages/sbclaimbenefits.html

Q6: What happens if my card is lost or stolen?

A6: SmarTrip cards can be replaced by contacting the SmarTrip Hotline on 1 (888) 762-7874. METRO will transfer your balance minus the \$5 replacement fee to a new SmartTrip card and mail it to you. You may also go directly to METRO Center, other Metro sales offices and Commuter Stores (<http://www.wmata.com/riding/faresales.cfm#salesoffices>) and purchase a new card. In this case, you will need to contact the SmarTrip Hotline to ensure the monies are transferred from the old card.

For Smart Benefits to be downloaded onto the “replacement” card, employees must complete a new SmarTrip application electing “change” and mail it to their designated Commuter Transit Benefit Coordinator for processing.

Q7: Can my Smart Benefits be used for parking?

A7: No. Employees must add their own money to their SmarTrip Card to cover parking costs. Agency funds must only be used for commuting.

Q8: Can you use Metrochek cards to purchase a SmarTrip Card?

A8: No, however you may add both used and unused Metrocheks to a SmarTrip Card to increase the existing value of the card.

Q9: If I am a Senior Citizen or disabled METRO rider, what should I do to join Smart Benefits?

A9: You must first purchase a senior citizen or disabled SmarTrip Card with a valid METRO ID before enrolling into the Smart Benefits Program.

Q10: Will I receive the discounted fare onto my Senior Citizen or disabled SmarTrip Card for Smart Benefits?

A10: Yes. The SmarTrip card will be coded to automatically charge the discounted fare when used.

Q11: What if I leave the agency and I’ve already downloaded benefits for that month?

A11: You may continue to use the benefits currently on the card; however, you must complete another Smart Benefits Application electing “Withdrawal”, AND page 1 of the AD-1147, Public Transportation Benefit Program Application to cancel from the program. If applicable, employees will be billed for any overpayment of Smart Benefits for the month(s) AFTER the separation effective date.

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