

Consumer Financial Protection Bureau

TRANSIT SUBSIDY BENEFIT PROGRAM

Applicant Guide



Apply for the Transit Subsidy Benefit Program in four easy steps:

- 1) Complete Transit Benefit Integrity Awareness Training
- 2) Purchase and Register a SmarTrip® card (If commuting in the DC area)
Payroll and Benefits Assigned Employee ID Number needed for this step
- 3) Use your Consumer Financial Protection Bureau federal email address to create a Username at the TRANServe website
- 4) Submit the Transit Benefit worksheet and application

1.) Complete Transit Benefit Integrity Awareness Training

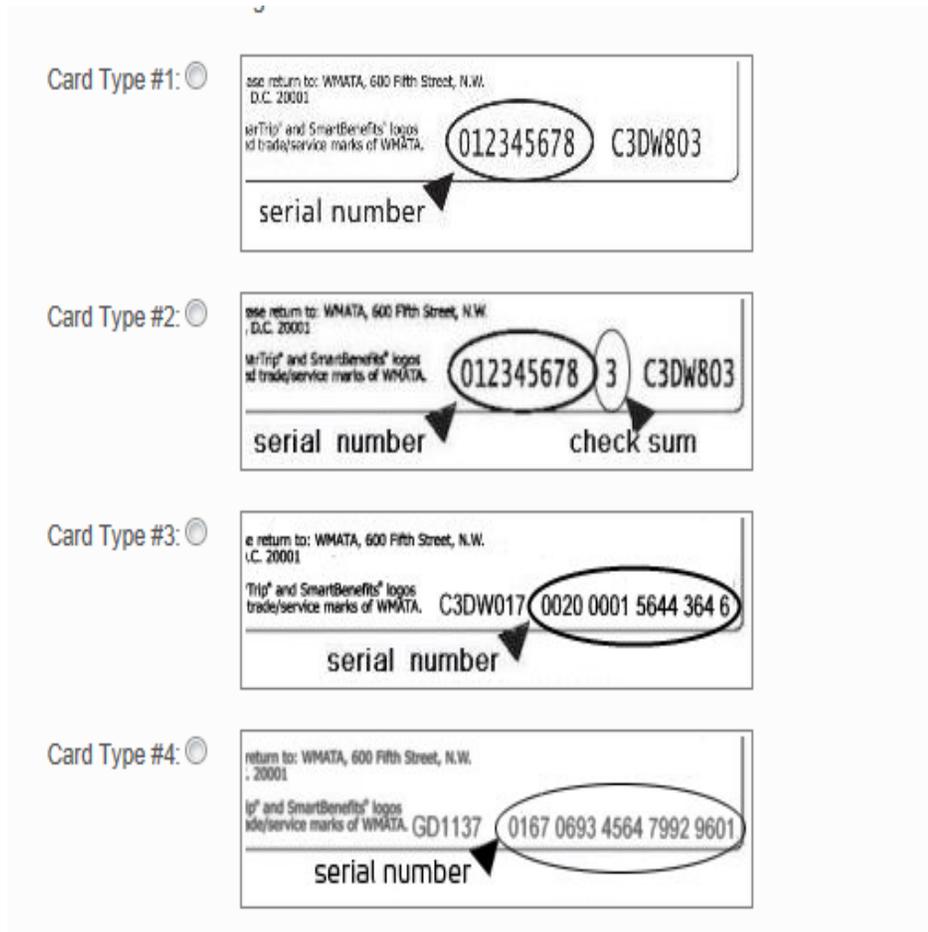
- ◆ Log on to <http://transerve.dot.gov/>
- ◆ Click on “Participants”
- ◆ Click on “CFPB”
- ◆ Click on:
 - ◆ “CFPB Transit Benefit Integrity Awareness Training”
- ◆ Complete the training
- ◆ Email your completion certificate to:

CFPB_TransitSubsidy@cfpb.gov

2.) Purchase and Register a SmarTrip® card

SmarTrip® card usage is mandatory for all participants in the National Capital Region who ride Metro Rail, Metro Bus, The Bus, ART - Arlington Transit, DASH, DC Circulator, CUE Fairfax, Quicks Bus, Loudon Commuter Bus, PRTC Omni, Montgomery County Ride On, REX

- A.) **Purchase a SmarTrip® Card** – This is a reloadable electronic fare card. Using a reloadable card supports the government’s initiatives to support and improve the environment.
1. You can do this at a Metro Sales Store, Station Kiosk (these are located in Stations where parking is available, a Commuter Store and many retail establishments.
 - i. Look here for more information on locations: <http://www.wmata.com/fares/purchase/where.cfm>
 2. You can also purchase a SmarTrip® Card on line: <http://www.wmata.com/fares/purchase/>
 - i. An online order will require you to provide a shipping address which must match the billing address on line with your credit card provider.
- B.) **Create a Personal Account to Register your SmarTrip® Card** – You must register your SmarTrip® card with WMATA in order to receive your transit benefit electronically. Registration may take up to 48 hours to be reflected in the WMATA system. An additional benefit of registering your card is to protect the funds on the card. If lost or stolen you may cancel the card. After you replace your SmarTrip® card, you can transfer the funds to the new card.
1. Register your SmarTrip® card here: <https://smartrip.wmata.com/Registration/Register.aspx> You must indicate the type of card by matching the serial number on the back with the pattern that is circled below:



TIP 1: If your SmarTrip® (or CharmCard) serial number is fewer than nine (9) digits, you need to add zeros to the front to make it nine (9) digits.

Still have Questions? To Contact WMATA Call: 202-637-7000, Email: smartrip@wmata.com
 Web Inquiry: http://www.wmata.com/about_metro/contact_us/ridercomment.cfm

Do you ride more than one transit system in your regular home to work to home commute? Allot some of your benefit to your SmarTrip® card and the rest to another transit system using Commuter Direct.

Here's how to get your six digit Employee ID Number:

- Log on to HR Connect
- Click on "My Information" (located on the top left-hand side)
- Look in the middle of the page for EMPLID

The screenshot shows the HR Connect website interface. At the top, there is a navigation bar with the HR Connect logo and the tagline "your online connection to human resources". Below the navigation bar, there are tabs for "Manager", "Employee", "Report Output", and "Menu". The main content area is divided into several sections:

- About Me**: This section contains a red circle around the "My Information" link, which is highlighted by a red arrow. Below it are links for "Self Service Guide" and "HR Connect Help".
- ePerformance**: This section contains a link for "ePerformance" and a small image of two people working together.
- Links to HR Tools**: This section contains several links for various HR tools, including "NFC Employee Personal Page", "Fed Tax Withholding Calculator", "Salary Tables", "Thrift Savings Plan (TSP)", "Soc. Sec. Benefit Planner", "Benefits, Life Events Planner", "USA Gov", and "Safety and Health Info Mgmt".
- Learning & Development**: This section contains a list of links for learning and development, including "LearnATF", "GAO Learning Center", "HUD/HVU", "Treasury TLMS (non-IRS)", and "Treasury ELMS (IRS)".
- My Career Info**: This section contains a link for "Job Search - USAJOBS" and a small image of a person's face.

At the bottom of the page, there is a yellow bar with the number "6" in the center.

NOTE: You will need your Employee ID Number for the Transit Benefit Application

3.) Use your CFBP email address to create Username at the TRANServe website

On the [TRANServe Transit Benefit Application Website](#)

| LOG IN | |
|---------------------------------------|---|
| *User Name: | <input type="text"/> |
| *Password: | <input type="password"/> |
| | Forgot Password? |
| <input type="button" value="Log In"/> | |
| NOT REGISTERED YET? | <input type="button" value="Register"/> ← |

- ◆ Log on to: <https://transitapp.ost.dot.gov>
- ◆ If this is your first time in this system - click the “Register” button

REMEMBER – YOU ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM

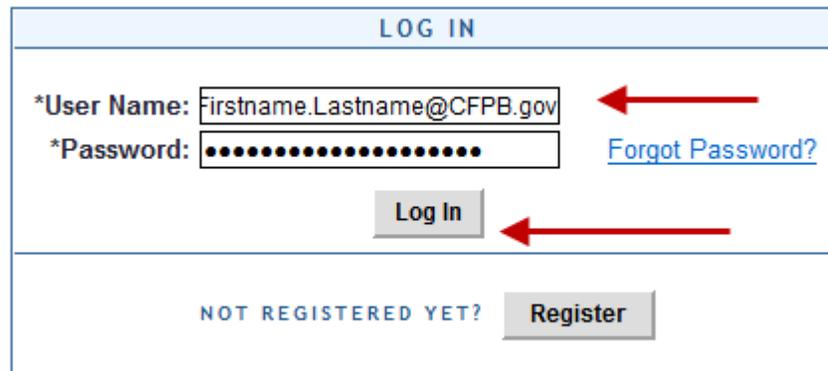
The screenshot shows a registration form titled "ACCOUNT INFORMATION". The form contains the following fields and controls:

- *User Name: (Red arrow points to this field)
- *First Name:
- Middle Name:
- *Last Name:
- *Agency/Mode: (Red arrow points to this field)
- Phone Number:

At the bottom of the form, there are three buttons: "Register", "Cancel", and "Reset". A red arrow points to the "Register" button.

- ◆ Complete the registration form
- ◆ Use your government email address as your User Name
- ◆ Select “CFPB” from the Agency/Mode drop-down box
- ◆ Click “Register”

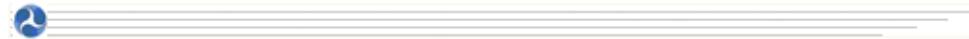
NOTE: A temporary password will be emailed to you. When you receive your temporary password, please follow these Instructions:



The image shows a login form titled "LOG IN". It contains two input fields: "*User Name:" with the text "Firstname.Lastname@CFPB.gov" and "*Password:" with a masked password of 12 dots. To the right of the password field is a blue link that says "Forgot Password?". Below the password field is a grey button labeled "Log In". At the bottom of the form, there is a blue link that says "NOT REGISTERED YET?" followed by a grey button labeled "Register". Two red arrows point to the "User Name" field and the "Log In" button.

- Type in your User Name and Password
- Click “**Log In**”

Welcome To Parking and Transit Benefit Public Website Version v 1.0



 [Transit Benefit Application](#)

 [Approval Section](#)

 [My Account](#)

 [Change Password](#)



 [Log out](#)



◆ Select “Change Password”

CHANGE PASSWORD

*Current Password: Show Hint

*Create New Password:

*Reenter New Password: ←

*Create a Hint:

A hint is a meaningful personal association to help you remember your password. This is optional, but highly recommended.

Submit

- ◆ Complete the Change Password form
- ◆ Click “Submit”
- ◆ “Password Changed!” will be displayed
- ◆ Click “Home” on the blue task bar to continue



Facilities Service Center - TRANServe

Transit Benefits Program

Home Transit Application Approval Section Utilities Admin Logout



Welcome To Parking and Transit Benefit Public Website Version v 1.0



To apply, withdraw, request information or change existing information select:



Facilities Service Center - TRANServe

Transit Benefits Program

- Home
- Transit Application
- Approval Section
- Utilities
- Admin
- Logout

Welcome To Parking and Transit Benefit Public Website Version v 1.0

-   [Transit Benefit Application](#)
-  [Approval Section](#)
-  [My Account](#)
-  [Change Password](#)
-  [Log out](#)

To Update account information (i.e. Name, Username, Phone number, Email address etc.)



Select:

To Complete the Transit Benefit Application Choose “Certify/Enroll”

| SELECT AN ACTION TO CONTINUE | |
|--|---|
| Employer: Consumer Financial Protection Bureau | |
| Please make a selection | |
| <input type="radio"/> | Request Information  |
| <input checked="" type="radio"/> | Certify/Enroll  |
|  | |

◆ Click “Continue”

◆ Read the terms and conditions of the Transit Benefit Program

Facilities Service Center - TRANServe

Transit Benefits Program

on Approval Section Utilities Logout

WARNING !

This certification concerns a matter within the jurisdiction of an agency of the United States. Making a false, fictitious, or fraudulent certification may constitute criminal violations punishable under Title 18, United States Code, Section 1001, by imprisonment up to five years and fines up to \$10,000 for each offense, and/or agency disciplinary actions up to and including dismissal.

- I certify that I am employed by the U.S. Federal Government.

- I certify that I am not named on a federally subsidized parking permit with any other federal agency.

- I certify that I am eligible for a public transportation fare benefit, will use it for my daily commute to and from work by public transit or vanpool, and will not give, sell, or transfer it to anyone else.

- I certify that in any given month, I will not use the Government-provided transit benefit in excess of the statutory limit. If my commuting costs per month on public transit exceed the month statutory limit, then I will supplement those additional costs with my own funds rather than use a Government-provided transit benefit designated for use in a future month.

- I certify that I will not claim the transit benefit in excess of my actual monthly commuting expense. If at anytime during a given month I am out of work due to sickness, vacation or any other reason, on official travel, or use a private vehicle for commuting, I will claim less and adjust the amount of my transit benefit the following month if appropriate.

- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.

I Agree

I Do Not Agree

- ◆ Click **“I Agree”** to proceed to the application

YOU MUST AGREE TO THE TERMS AND CONDITIONS OF THE TRANSIT BENEFIT PROGRAM TO PROCEED WITH THE APPLICATION.

Follow these Steps to Submit the Transit Benefit worksheet and application:

- 1) Read the Plain Language Reminder at the top of the Transit Benefit Application Worksheet.

| TRANSIT BENEFIT APPLICATION WORKSHEET |
|--|
| All Transit Benefit Program Applicants are required to certify the “Total Monthly Expense” of their <u>Home to Work Mass Transit Commute</u> . |
| Parking fees are not eligible for the transit benefit and must not be included in “Total Monthly Expense”. |
| Instructions: To calculate your “Total Monthly Expense” |
| <ol style="list-style-type: none">Select your transportation method(s)Enter the following information in the “To Work” and “From Work” row(s) of each transportation method:<ol style="list-style-type: none">Name of Company for your method of transportation (Metro, BART, Subway)Daily or Monthly ExpenseNumber of days you routinely work in a monthIf you purchase a Monthly pass, divide the price of the pass by 2, and enter the information in the Monthly Expense column.The Total Monthly Expense value automatically populates |

- 2) Specify Reason for Certification (i.e., Annual Certification, New Transit Benefit Participant etc.)
- 3) Select your transportation method(s) and enter: (a) Name of Company for your method of transportation, (b) daily or monthly expense, (c) number of days you routinely work in a month. Complete these steps for every transportation method (i.e., bus and rail). The Total Monthly Expense value automatically calculates.
- 4) Select “Civilian/Military” from drop-down menu
- 5) Select your work status from drop-down menu
- 6) Select your transportation method(s) and enter: (a) Name of Company for your method of transportation, (b) daily or monthly expense, (c) number of days you routinely work in a month. Complete these steps for every transportation method (i.e., bus and rail). The Total Monthly Expense value automatically calculates.

*Reason for Certification: Annual Certification/Recertification ▼

*Select your transportation methods:

Bus Rail Other Method Vanpool

*Civilian/Military: Civilian ▼ Work Status: Full Time ▼

If you work 8-hour days, enter 20 in the Days per Month column
 If you work 9-hour days, enter 18 in the Days per Month column
 If you work 10-hour days, enter 16 in the Days per Month column
 If you telecommute or work part time, enter the number of days you actually commute to/from work.

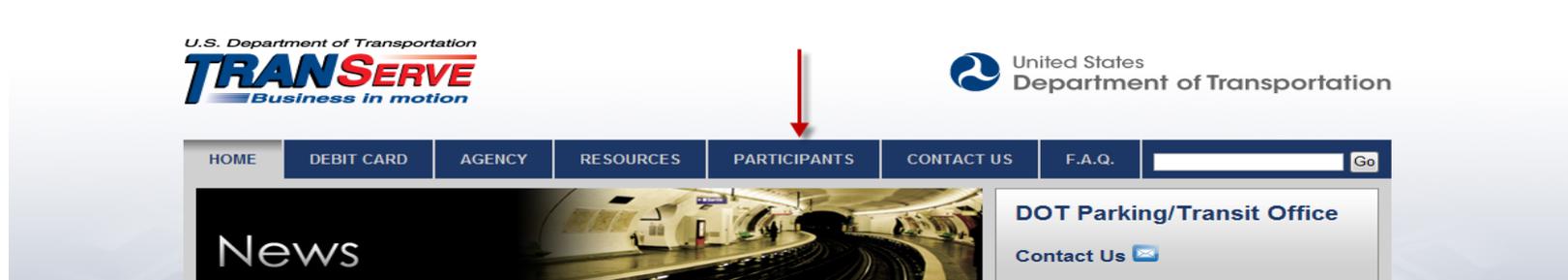
| Method of Transportation | | Daily Expense | Days per Month | Monthly Expense |
|--|---|--|----------------------|-------------------------|
| Bus to Work | Name of Company <input type="text"/> | \$ <input type="text"/> | <input type="text"/> | \$ <input type="text"/> |
| Bus from Work | Name of Company <input type="text"/> | \$ <input type="text"/> | <input type="text"/> | \$ <input type="text"/> |
| Other Bus to Work | Name of Company <input type="text"/> | \$ <input type="text"/> | <input type="text"/> | \$ <input type="text"/> |
| Other Bus from Work | Name of Company <input type="text"/> | \$ <input type="text"/> | <input type="text"/> | \$ <input type="text"/> |
| Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute. | | Total Monthly Expense: <input type="text" value="0.00"/> | | |

- a. Enter your Employee ID number in the “Identifier” box
- b. Enter the first initial of your first name and entire last name in the “Common Identifier” field.
- c. Enter your Agency/Mode and Admin
- d. Select your Region
- e. Select your Admin
- f. Enter work information
- g. Enter residence information
- h. Select Approving Official
- i. Select Manager/Fund Certifier
- j. Select Point of Contact
- k. Enter SmarTrip® card number. All Treasury employees within the NCR must have a SmarTrip® card
- l. Enter any comments or additional information for your POC in the “Comment Box”.
- m. Click “Submit Application”

TRANServe Electronic Transit Benefit System Access Frequently Asked Questions

Q. How do I enter the Electronic Application System the first time?

- 1) You must use your CFPB email address as your Username .
- 2) Go to: <http://transerve.dot.gov/>
- 3) Open the “Participants” Page



- 4) Click “CFPB”
- 5) Click “CFPB - Transit Benefit Program Enrollment/Change Application”

- 6) Enter your **Consumer Financial Protection Bureau** official email address, then click “Register”

a. i.e. First.Last@CFPB.gov

The screenshot shows a web form with a light blue header containing the text "LOG IN". Below the header, there are two input fields: the first is labeled "*User Name:" and contains the placeholder text "Enter Gov't Email address"; the second is labeled "*Password:". To the right of the password field is a blue hyperlink labeled "Forgot Password?". Below these fields is a grey button labeled "Log In". At the bottom of the form, there is the text "NOT REGISTERED YET?" followed by a grey button labeled "Register". Two red arrows are overlaid on the image: one points from the right to the "Enter Gov't Email address" input field, and the other points from the right to the "Register" button.

- 7) Enter your Name, as it appears on your Gov't ID
8) Select “CFPB” from the Agency/Mode drop down box
9) Enter your office phone number
10) Enter a Hint to help you remember your password

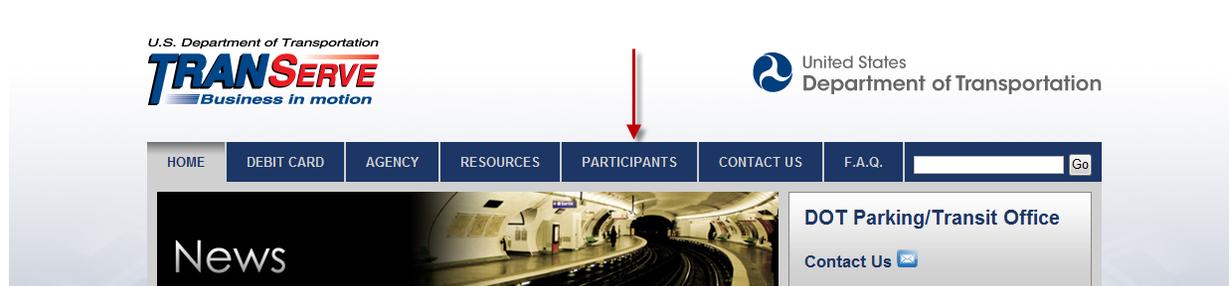
Remember – You ONLY REGISTER ONCE – The first time you use the system.

A temporary password will come via your CFPB email.

- 11) Repeat steps 1-4
- 12) Click “Log In”

1) Did you forget your password?

- 1) Go to: <http://transerve.dot.gov/>
- 2) Open the “Participants” Page

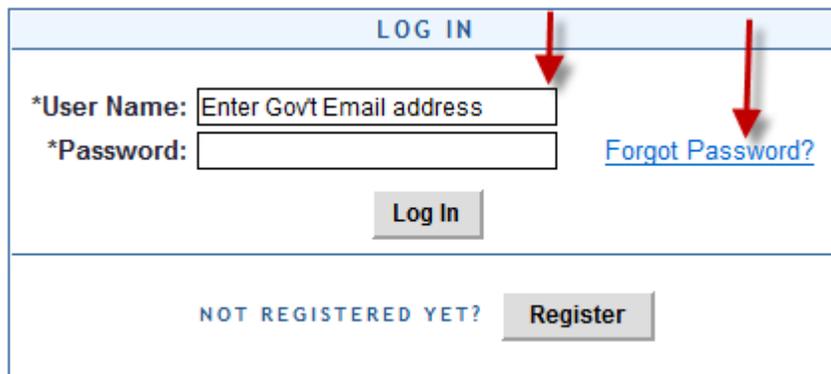


3) Click “CFPB” then

4) Click “[CFPB – Transit Benefit Program Enrollment/Change Application](#)”

5) Enter your Consumer Financial Protection Bureau email address

6) Click “Forgot Password



The image shows a login form with a light blue header containing the text "LOG IN". Below the header, there are two input fields: "*User Name:" with a placeholder "Enter Govt Email address" and "*Password:". To the right of the password field is a blue link labeled "Forgot Password?". Below the input fields is a grey button labeled "Log In". At the bottom of the form, there is the text "NOT REGISTERED YET?" followed by a grey button labeled "Register". Two red arrows point downwards from the top of the form: one points to the "LOG IN" header, and the other points to the "Forgot Password?" link.

7) Enter your Consumer Financial Protection Bureau email address and choose

“Try Again” or “Send it by Email”

TRY AGAIN? 

User Name:

SEND IT BY EMAIL 

User Name:

THE PASSWORD WILL BE SENT TO YOUR E-MAIL ACCOUNT.

 [Return to Login Page](#)

8) Click “Return to Login Page”

REMEMBER

The CFPB Transit Subsidy Benefits Team is always here to assist you.

**Please email questions to
CFPB_TransitSubsidy@cfpb.gov**

**Or visit us on the CFPBedia Intranet:
http://team.cfpb.local/wiki/index.php/Transit_Subsidy_FAQ**

