TRANSIT BENEFIT PROGRAM

Applicant Guide

Last Updated: 7.20.15

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

1) Complete: Transit Benefit Program Integrity Awareness Training

2) Purchase and Register a SmarTrip® card (DC area commuters) if the transit vendor uses SmarTrip® cards. If your vendor uses the TRANServe Debit Card it will be provided after your transit benefit application is approved.

3) Use your EEOC federal email address to create a Username on the TRANServe website

4) Submit the Transit Benefit Program expense worksheet and application

1. **Complete Transit Benefit Integrity Awareness Training**

    a. Log on to http://transerve.dot.gov/

    b. Click on “Participants”

    c. Click on “EEOC”

    d. Click on: “EEOC Transit Benefit Program Integrity Awareness Training”

    e. Complete the training

    f. Print or Save the Certificate and maintain for your files

        i. The certificate is the last page of the training document.

2. **Purchase and Register a Washington Metro Area Transit Authority (WMATA) SmarTrip® card**
    - **You may skip this step if you do not work in the National Capital Region (NCR).**

SmarTrip® card use is mandatory for all participants in the NCR who ride the following: 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

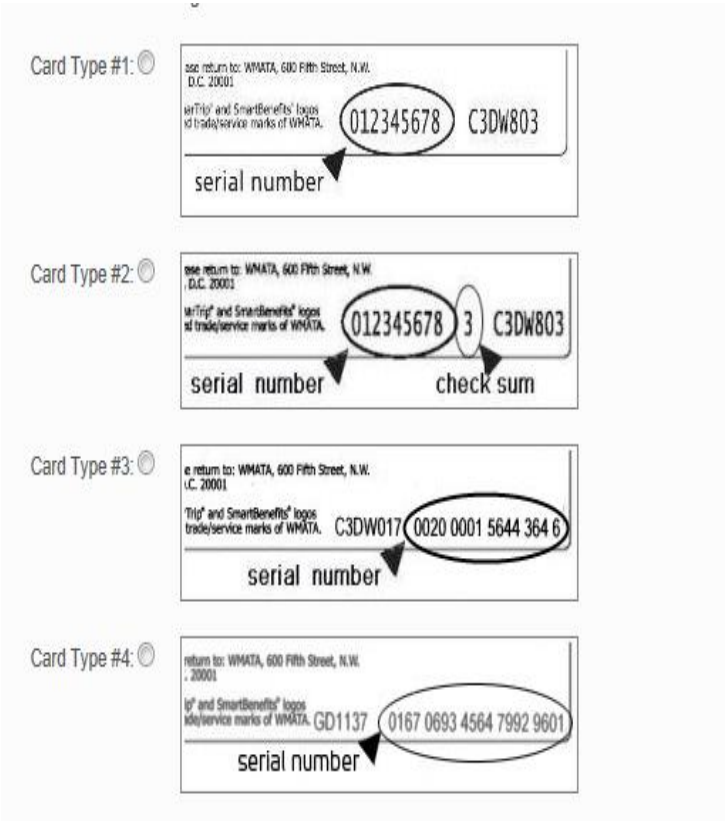
a. **Purchase a WMATA SmarTrip® Card** – This is a reloadable electronic fare card. Using a reloadable fare card supports government initiatives to support and improve the environment.
   1. You can make a purchase in person at a Metro Sales Store, Metro Station Kiosk, a Commuter Store and many retail establishments.
      i. For more information on purchase locations: http://www.wmata.com/fares/purchase/where.cfm
   2. You may also purchase a SmarTrip® Card on line: https://smartrip.wmata.com/storefront
      i. An online order requires you to provide a shipping address that matches the billing address on record with your credit card provider.
      ii. Use the name on your EEOC ID to ensure the benefit is accurately applied to your SmartBenefits account.

b. **Create a Personal Account** – You must register your SmarTrip® card with WMATA in order to receive your transit benefit electronically. It may take up to 48 hours for your registration to be reflected in the WMATA system. Replacing lost or

stolen funds is an additional benefit to registering your card with WMATA. This protection permits you to replace your SmarTrip® card, and request WMATA transfer the funds to the new card.

c. Register your SmarTrip® Card

1. https://smartrip.wmata.com/Registration/Register.aspx .
    i. You must indicate the type of card by matching the serial number on the back with the pattern circled in the following illustration below:



TIP: If your SmarTrip® or CharmCard® serial number has fewer than nine (9) digits, you need to add zeros to the front to create a nine (9) digits number.

For WMATA questions contact them directly at: 202-637-7000
or Email: smartrip@wmata.com To submit a 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? You can allot some of your benefit to your SmarTrip® card and the rest to another transit system using Commuter Direct.

EEOC will provide you with a TRANServe Card for the following transportation providers in the NCR who do not accept the SmarTrip® Card: VRE, MARC, MTA Busses such as: Dillon, Eyre, Keller, Quicks Bus, or Amtrak, Vanpools (including Moore Services RU, Commuter Express, TP Vans and others), MARTZ National Coach, WMATA's EZ-Pay Metro Access and VSPI.

The TRANServe Card will be mailed to your Local Transit Benefit Coordinator and provided to you AFTER your enrollment is approved and processed. Additional instructions are provided at that time.

3) Use your official EEOC email address to create a Username on the

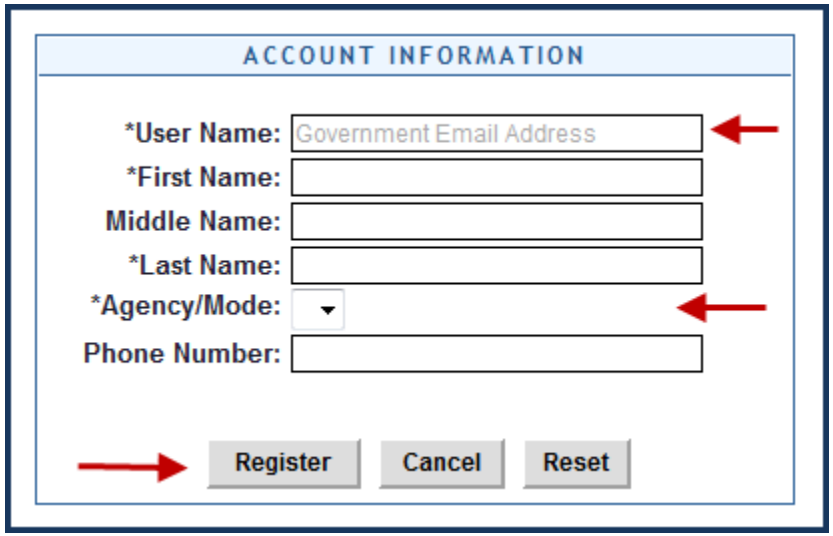
Transit Benefit Program Application System

(https://transitapp.ost.dot.gov)

a. Log on to: https://transitapp.ost.dot.gov/

b. Register: 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



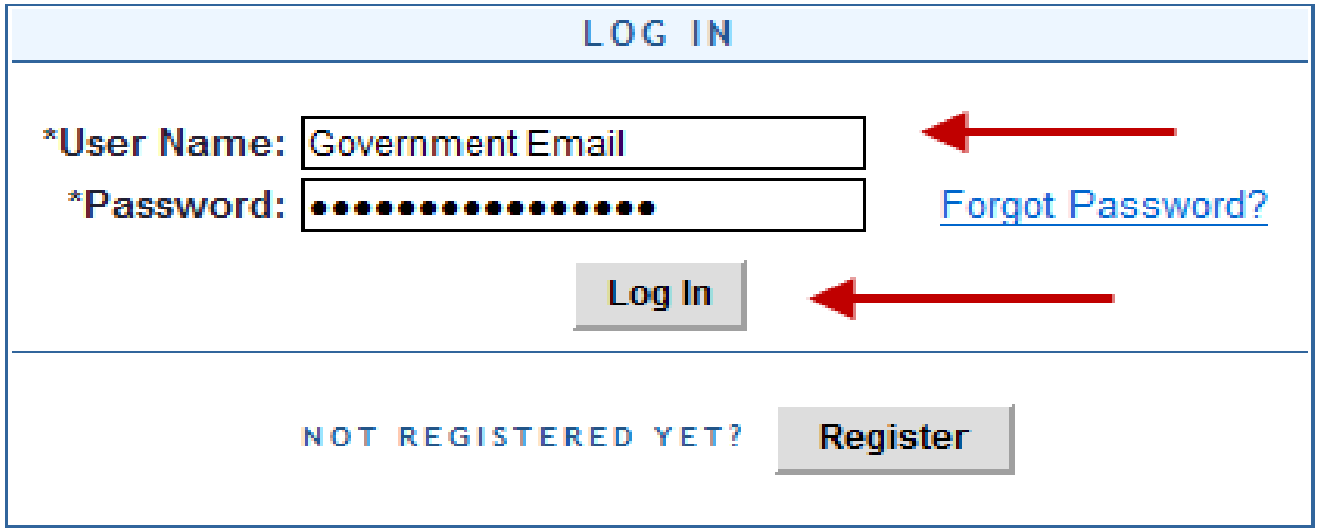
i. Complete the registration form
   1. Use your official government email address as your User Name
   2. Enter first and last name
   3. Tab to “Agency/Mode” to auto-fill “EEOC”
   4. Enter office phone number

ii. Click “Register”

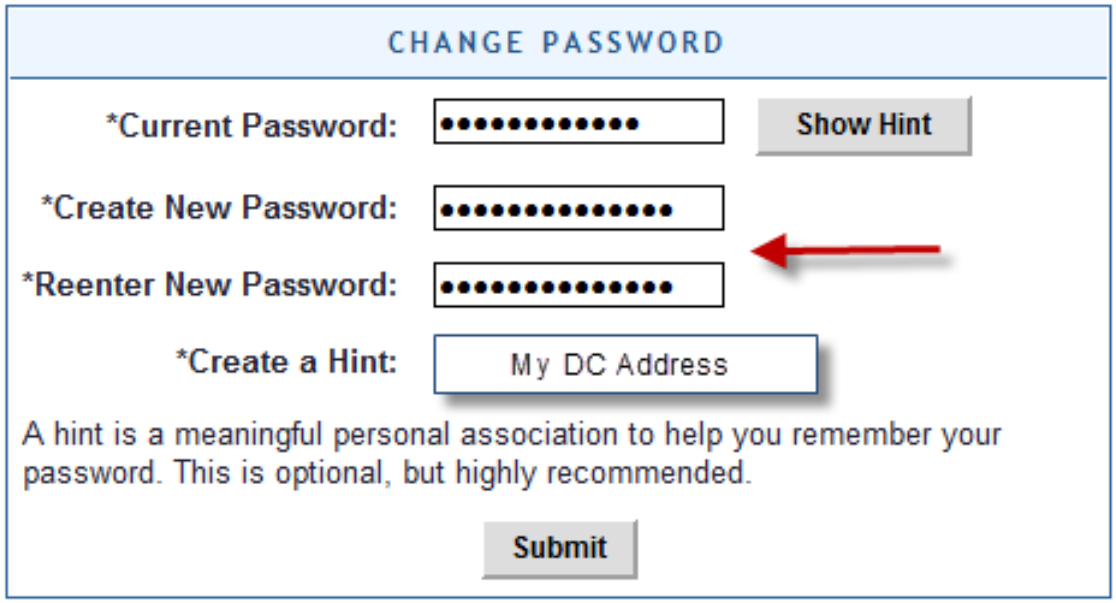
A temporary password will be emailed to you within a few minutes.

When you receive your temporary password, please follow these Instructions:

c. Change Your Password
   i. Return to the Login Screen
   ii. Enter User Name and Password
   iii. Click "Log In"



iv. Complete the Change Password form



1. Enter Current Password
2. Create New Password
3. Reenter New Password
4. Create a meaningful “Hint”
5. Click “Submit”

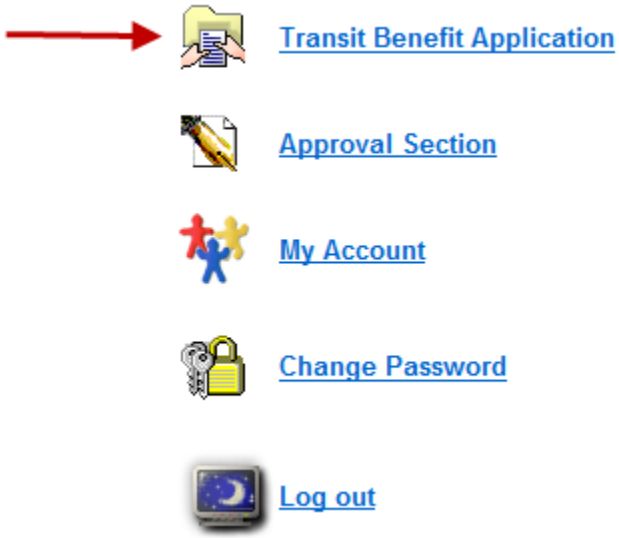
"Password Changed!" displays

Click "Home" on the blue task bar to continue

a. To update account information click on My Account

4) **To Apply, Withdraw, Request Information or Change existing information**

i. Select: Transit Benefit Application

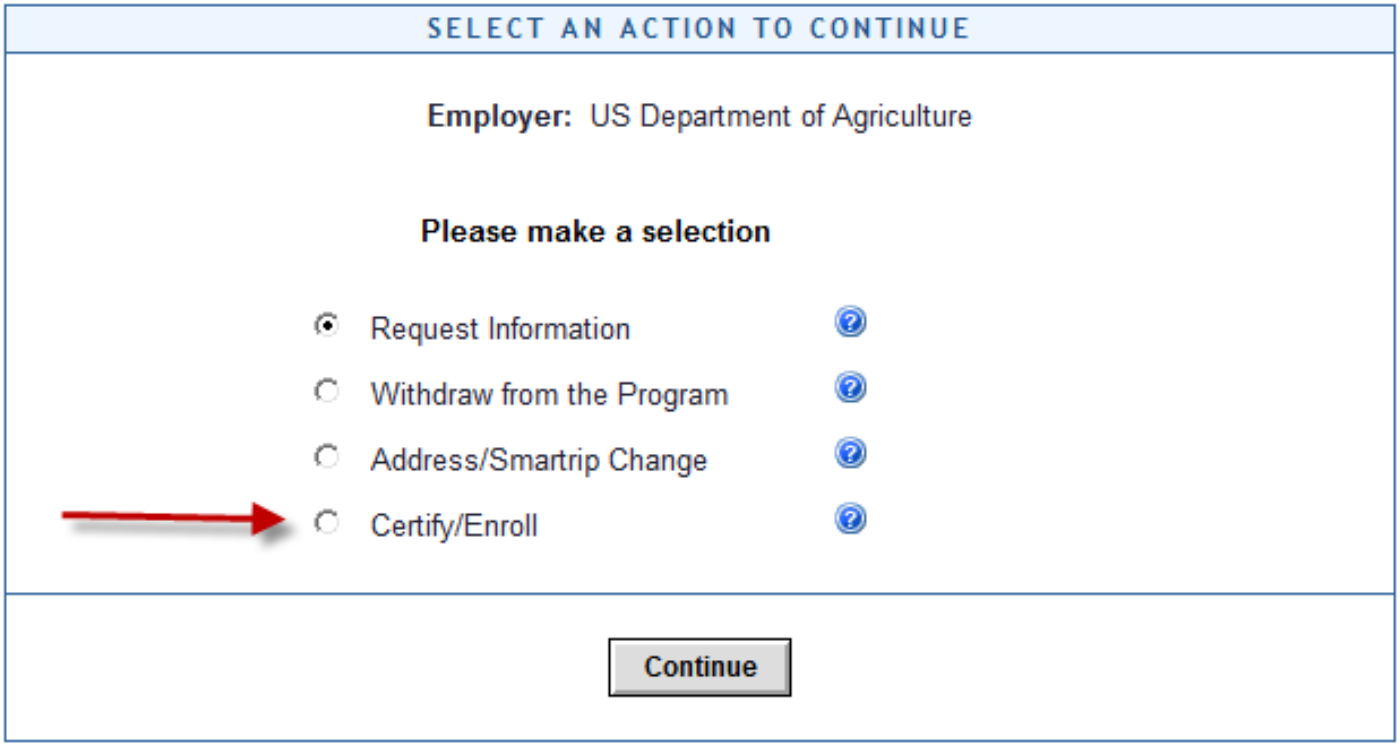


b. Verify Your Supervisor is Listed As an Approver

IMPORTANT CHECK POINT:

THE TRANSIT BENEFIT SYSTEM DOES NOT SAVE AN INCOMPLETE APPLICATION. YOUR SUPERVISOR MUST BE REGISTERED AS AN APPROVING OFFICIAL. IF YOUR SUPERVISOR IS NOT REGISTERED ASK THEM TO CONTACT THE TRANSIT BENEFIT PROGRAM MANGER, LINDA ASHE AT linda.ashe@EEOC.gov .

i. Select: "Certify/Enroll"



ii. **Click "Continue" to read the terms and conditions of the Transit Benefit Program**

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.

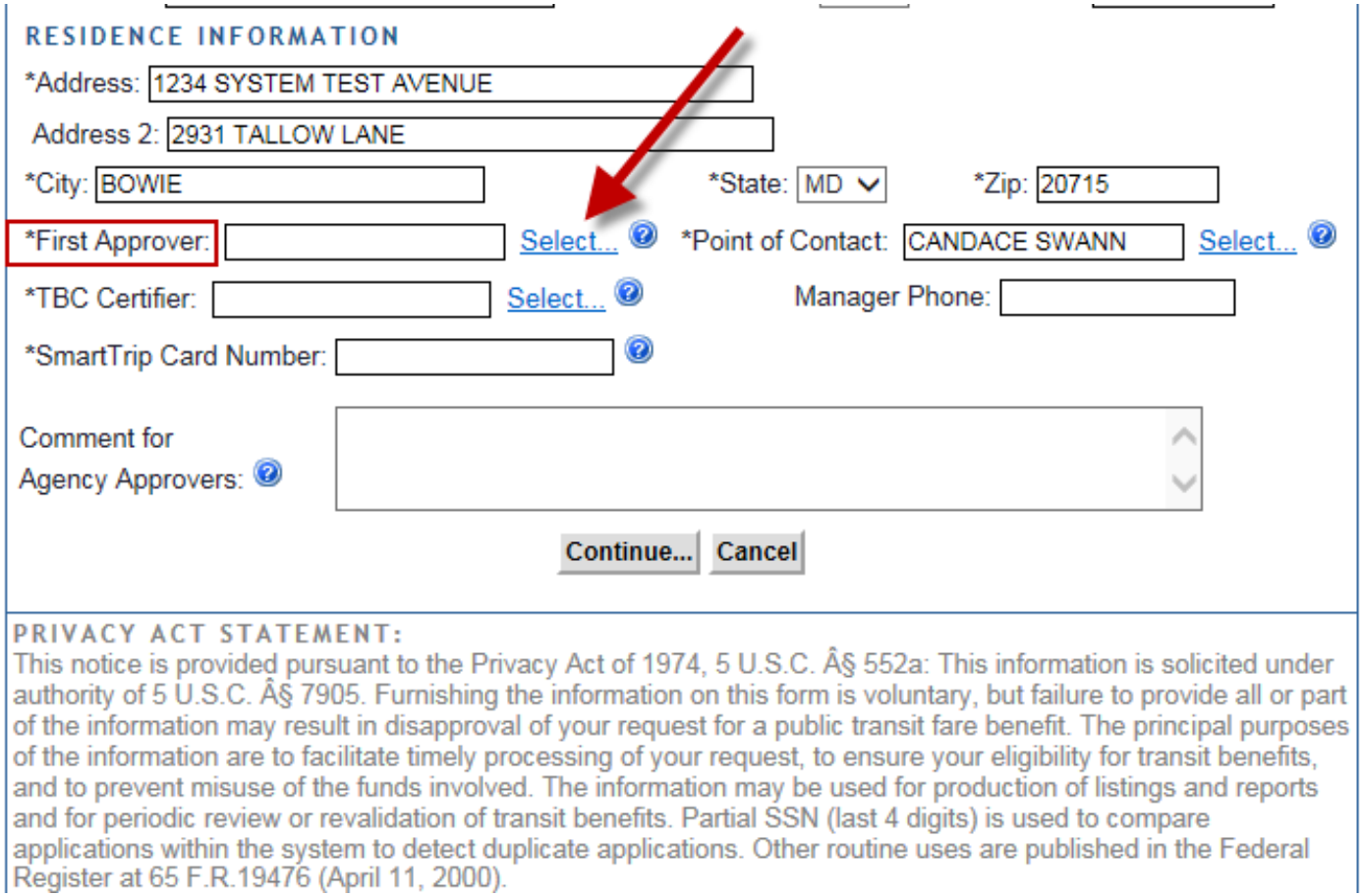
- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.

I Agree | I Do Not Agree

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

iii. Scroll to the bottom of the application

1. Locate “First Approver”.
2. Locate your Supervisor’s Name
3. Notify your supervisor if their name is not listed
   a. They must register before <u>you</u> can proceed



Once you confirm your Supervisor is in the "Select" List, repeat Step 4 (beginning on page 11) up to this point and then continue here:

Read the Plain Language Reminder and Calculation Instructions

TRANSIT BENEFIT APPLICATION WORKSHEET

All Transit Benefit Program Applicants are required to certify the **"Total Monthly Expense"** of their Home to Work Mass Transit Commute.

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"**

a. Select your transportation method(s)
b. Enter the following information in the "To Work" and "From Work" row(s) of each transportation method:
    i. Name of Company for your method of transportation (Metro, BART, Subway)
    ii. Daily or Monthly Expense
    iii. Number of days you routinely work in a month
c. If you purchase a Monthly pass, divide the price of the pass by 2, and enter the information in the Monthly Expense column.
d. The Total Monthly Expense value automatically populates

Follow these Steps to Submit the Transit Benefit Application Expense Worksheet

Complete the Expense Worksheet (See Screenshot on Page 17)

a. Specify the Reason for Certification using the drop down box
b. Use the check box to certify you already completed the training requirement
c. Select your usual methods of mass transportation
d. Select "Employment Type" from drop-down menu
    i. Interns – choose "Paid" or "Unpaid Intern"
    ii. All others – choose "Civilian"
e. Select your work status from drop-down menu
    i. Defaults to "Full Time"
f. Enter ONE Transit Company Name per line
    i. Do NOT enter Metro/VRE or any other combination
    ii. Use "other" if you have a second entry
g. Enter your daily and monthly commuting expenses
h. Enter the number of days you routinely *commute* in a month
    i. Consider compressed schedules
        1. AWS
        2. Telework

Repeat these steps for each method of mass transit you use.

Note: The Total Monthly Expense value automatically calculates and transfers into the Application.

*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	$		$
Bus from Work	Name of Company	$		$
Other Bus to Work	Name of Company	$		$
Other Bus from Work	Name of Company	$		$
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:		0.00

Follow these Steps to Submit the Transit Benefit Program Application

For Additional Information you may click throughout the Expense Worksheet and Application .

Complete these fields:

i. **Identifier:** Enter the Last 4 of your Social Security Number
j. **Work Phone:** Enter your Work Phone to assist the approval process
k. **Common Identifier**: EEOC/Office name spelled out (example: EEOC/Cincinnati)
l. **Agency/Mode:** Auto-fills to EEOC
m. **Region**: Enter the region closest to where you work most days
n. **Agency/Office:** Select EEOC
o. **Work Information:** The full address to which you commute via mass transit
p. **Residence Information:** The full address from which you commute via mass transit
q. "**Select" First Approver** – This is your Supervisor
r. **"Select" Point of Contact –** This is the TBC who receives shipment of your TRANServe Card
s. **Manager Phone**: Enter the best number with which to reach your Supervisor
t. **SmarTrip® card number**
   - **i.** Refer to the icon to identify the correct nine digit sequence required by Metro. (example p.5)
   - **ii.** All EEOC employees within the NCR who use SmarTrip® card enabled modes of mass transit must use a SmarTrip® card
   - **iii.** Outside of the NCR – Enter "NA" in this field.
u. **Comment for Agency Approvers:** Enter information that may assist in the approval process
v. **Click "Continue"** to submit your application
   - i. Enter missing information, if prompted.
   - ii. **Click "Continue"** again to submit your application
     1. **Display: Thank you for enrolling in the Transit Benefit Program**

Note: You will receive email notification each time your application is forwarded to the next Approver.

TRANServe Electronic Transit Benefit System Access
Most Frequently Asked Questions

For a full list of FAQs consult Transerve.dot.gov

Q1. How do I enter the Electronic Application System the first time?
A1. You must Register to create a Username and Profile

1) You must use your EEOC email address as your Username (First.Last@EEOC.gov)
2) Go to: http://transerve.dot.gov/
3) Open the "Participants" Page
4) Click to "EEOC"
5) Click "EEOC-Transit Benefit Program Application System"
6) Click "Register"
    a. Complete the Account Information Page
    b. Enter your Name, as it appears on your Gov't ID
    c. Select "EEOC" from the Agency/Mode drop down box
    d. Enter your office phone number
    e. Retrieve temporary Password from EEOC email
7) Login using Username and temporary password.
8) Complete Change Password form

Remember: Only Register The First Time You Use The System.

Q2. What if I forget my Password?

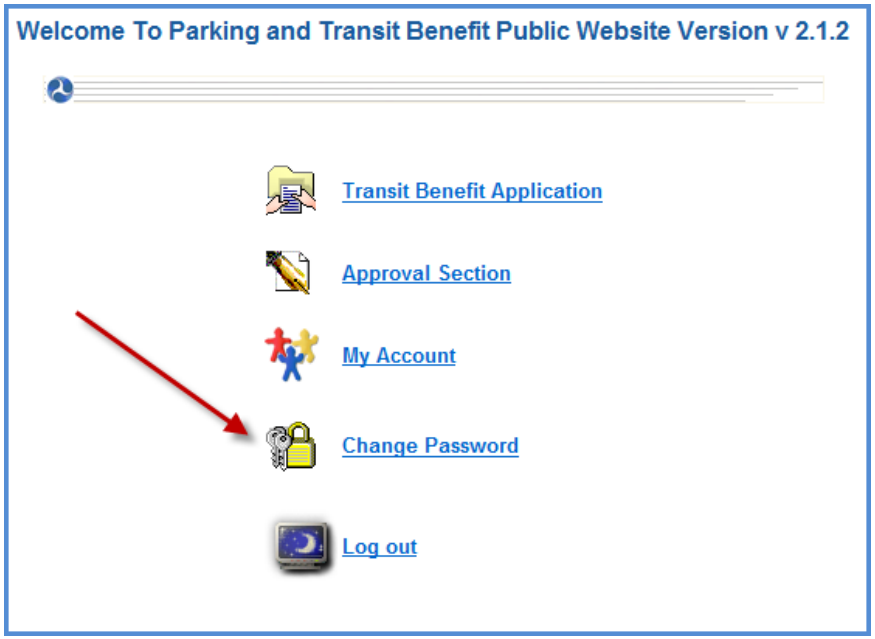
A2. You may reset your password anytime:

1) Go to: http://transerve.dot.gov/
2) Open the "Participants" Page
3) Click "EEOC" then
4) Click "Transit Benefit Program Application System "
5) Click "Forgot Password
6) Enter your EEOC email address
7) Choose "Try Again" or "Send it by Email"
    a. The eApp will quickly send you a new temporary password
8) Click "Return to Login Page"
9) Enter temp Password
    a. Change to a new FISMA compliant password

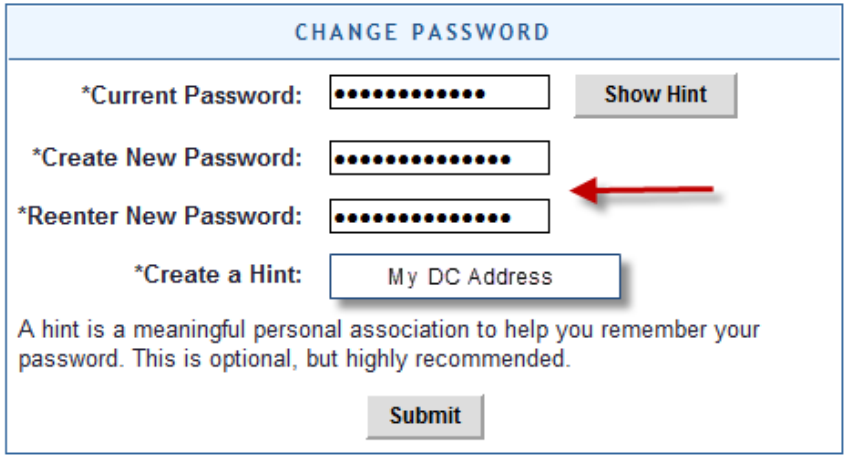
Q3. What if I want to change my Password?

A3. You may change your password anytime:

1) Go to: http://transerve.dot.gov/
2) Open the "Participants" Page
3) Click "EEOC" then
4) Click "Transit Benefit Program Application System "
5) Choose "Change Password"
    a. See screenshot on the next page



6) Complete the Change Password Form
   a. See Screenshot below



b. Enter Current Password
c. Create New Password
d. Reenter New Password
e. Create a meaningful “Hint”
f. Click “Submit”
    i. “Password Changed!” displays

REMEMBER:

The Transit Benefit Program Coordinators are available to assist you. Please email questions to:

“TRANSITBENEFITSREQUESTSe-FORMS@EEOC.gov