DOI-OSMRE FEDERAL EMPLOYEE TRANSIT Subsidy BENEFIT PROGRAM

Approving Official Guide for Supervisors and Transit Benefit Local Coordinators

Last Update 9.28.15

U.S. Department of Transportation
TRANSERVE
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NOTE: This Online Application System is for the Transit Subsidy Benefit Program ONLY. The Bicycle Subsidy Benefit Program does not utilize this online system.

Oversight Guidelines for Supervisors and Transit Benefit Local Coordinators (TBLC)

Background

The DOI-OSMRE's agencies/offices are responsible for verifying federal employees meet the requirements for participation in the transit benefit program as outlined in Executive Order 13150 *Federal Workforce Transportation*, April 21, 2000, and DR 4080-811-4. This includes determining that employees are using mass transit for the bulk of their commute to work.

The DOI-OSMRE Transit Benefit Program Policy and Guidance requires DOI-OSMRE agencies / offices to establish Transit Benefit Local Coordinators (TBLC) for the National Capital Region and field offices.

- Transit Benefit Local Coordinators (TBLC) are responsible to communicate, coordinate, audit, and manage their agency transit benefit programs participants..
- TRANServe provides guidance and serves as the point of contact for Transit Benefit Program Administration only. Questions unique to the program policy or DOI-OSMRE should be directed to your Bureau Transit Subsidy Program Coordinator, Mikee DeoGracias (Mdeogracias@osmre.gov).

Best Practices

To maintain integrity and program controls, Transit Benefit Local Coordinators and the Parking Office must conduct routine audits of transit benefit records.

Internal Controls include:

A. Review monthly transit benefit billing reports for accuracy. The review should verify:

1. Employees who have departed the agency are no longer receiving benefit. Cross check the transit benefit alphabetical listing with Human Resources records to ensure separated employees followed exit procedures and withdrew from the transit benefit program.
2. Employees on extended travel or leave have not picked up a monthly benefit for the period they were not at their primary duty station. Employees on extended leave or travel for more than 60 days must de-enroll from the program.
3. Employees who intermittently telework or drive should show a reduced amount of subsidy usage on the 6 month report. Note participants have 5 temporary parking days per month, but no more than 30 temporary parking days per year.
4. Benefits and commute must be adjusted due to a change of address.
5. Participants with a pickup record (monthly subsidy amount) over the monthly statutory limit are reported to the agencies/offices/program office.
6. Participants with a pickup record (subsidy usage) frequently less than their requested monthly subsidy need to adjust their requested benefit to match their commuting records.

B. Verify transit benefit applications disclose/provide all information required by the OMB Memorandum, M-07-15 such as:

- Expense Worksheet
- The Employee's Home Address (including the street name)
- The Employee's Work Address (including the street name)
- **An Employee must commute using public transit at least 4 days per month in order to participate in the program.**

C. Enforce the use of electronic fare media where available

Visit the TRANServe website at: http://transerve.dot.gov

Monitoring Guidelines

- Check the monthly usage report for needed adjustments
  - Participants are expected to adjust their application when they do not use mass transit
    - i.e. When on leave or travel for more than half of their listed commuting days. When the participant is driving, carpooling, instead of taking public transit.
    - Participants are allotted 5 temporary parking days per month, but no more than 30 temporary parking days per year.
    - Participants are not permitted to hold any type of issued parking permit while enrolled in the transit subsidy benefit program.

- When there are no adjustments:
  - Talk to the participant…what is his/her work schedule?
  - Check the method of transportation … i.e. if a monthly pass user commutes less than 50% of the commuting days listed on their application, they owe DOI-OSMRE the value of the days they did not commute.

- When you believe adjustments should be made:
  - Check the participant's leave history (Contact participant Supervisor)
  - Check the participant's travel schedule (Contact participant Supervisor)
  - Request the participant's pickup records (subsidy usage) from TRANServe
  - Request proof of no parking permit from the DOI-OSMRE Parking Log (On file in 1C100 for DOI-OSMRE headquarters).

Important Note:

DOI-OSMRE requires all Transit Benefit Program Participants recertify their transit benefit and complete Transit Benefit Integrity Awareness training annually utilizing the honor system. All Supervisors with Transit Subsidy Benefit Participants and program Local Coordinators must annually complete the Transit Benefit Integrity Awareness Training found in DOI Learn during the mandatory official program re-certification period.

All Transit Benefit Integrity Awareness training certificates should be submitted to the program Local Coordinator. The Local Coordinator will upload their participant and related supervisor training certificates to the official Transit Subsidy Program Sharepoint sight. Contact Mikee DeoGracias (mdeogracias@osmre.gov) for the Sharepoint sight direct link.

Visit the TRANServe website at: http://transerve.dot.gov

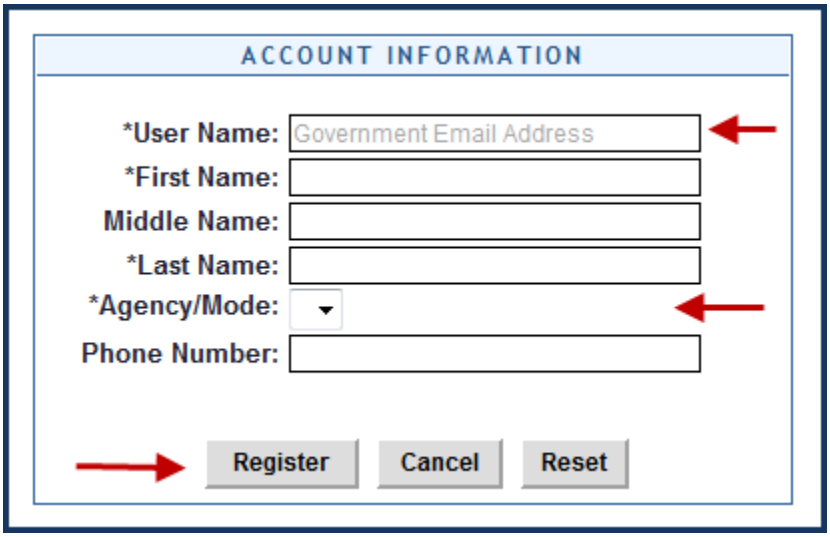
Register to Create a User Profile and Access the System:

Start at the TRANServe.dot.gov

- Choose Participants :

- Click: Transit Benefit Program Application System
  - Or type https://transitapp.ost.dot.gov into your browser
- Log-in with your User Name and Password
  - Your government email address is your User Name
  - FIRST TIME IN THE SYSTEM – Click "Register" to create an account"

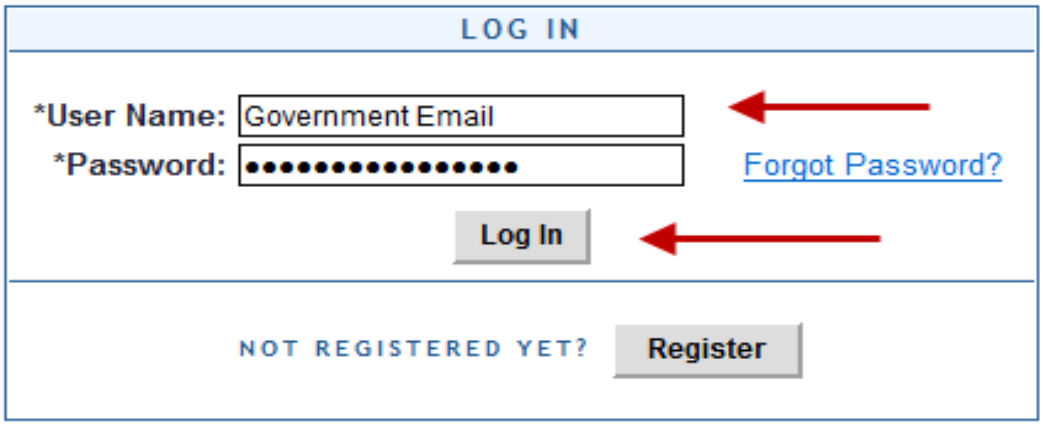
- Complete the Account Information form (see screenshot below)
  - Use Your government email address as your User Name
  - Then tab to "Agency/Mode" to auto-fill "DOI-OSMRE"



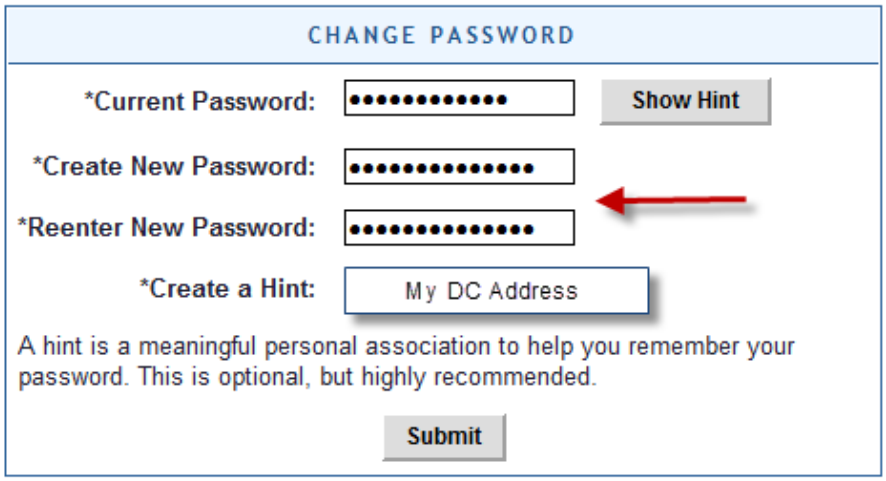
After registration, all Supervisors and Local Coordinators must email *Mikee DeoGracias* at mdeogracias@osmre.gov to request elevation to the Supervisor or Local Transit Benefit Coordinator Approver level.

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

  - Log In to Change Your Password
    - Return to the Login Screen
      - https://transitapp.ost.dot.gov
      - Enter User Name and Temporary Password



  - Click "Log in"
    - The "Change Password" screen displays
  - Complete the Change Password form



    - Enter Current Password
    - Create New Password
    - Re-enter New Password
    - Create a meaningful hint

- Click “Submit” to save changes
  - “Password Changed!” displays

To Review An Application:

Application Types:

1) CERTIFY/ENROLL **[ALL PARTICIPANTS AND NEW APPLICANTS RE-CERTIFYING/ENROLLING DURING THE RE-CERTIFICATION PERIOD (NOV. 1-NOV.25, 2015) MUST SELECT THIS OPTION]**
   a. **Recertification** is for existing participants
   b. Enroll is for New Enrollees

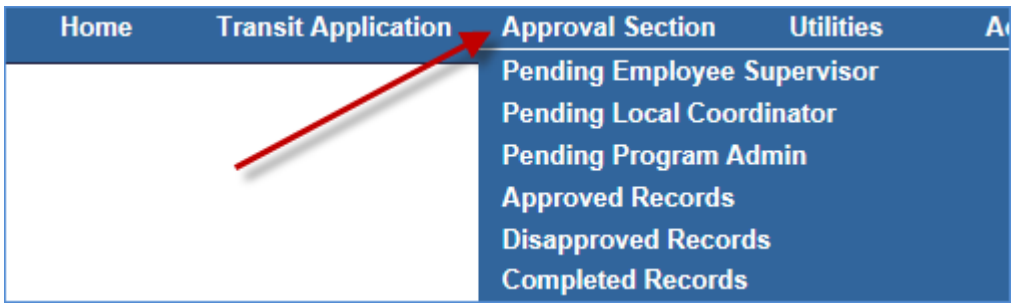
2) CHANGE
   a. Information Change
      i. address, rate, method of transportation

3) WITHDRAWAL
   a. Withdraw from the program

Approver Roles (Supervisor and Program Local Coordinator)

Application Review Process:

1) Hover over “Approval Section”



2) Select the correct queue:

a. **1st Approver** – Select “Pending Employee Supervisor
b. **2nd Approver** – Select “Pending Local Coordinator”

3) Click a name to review an item in your queue
   a. On a long list, use “Ctrl. + F” to find a name more quickly
      i. This screenshot is a sample of a queue:

   b. The application and expense worksheet are displayed.

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Facilities Service Center - TRANServe

Transit Benefits Program

U.S Department of Transportation

Home | Transit Application | Approval Section | Utilities | Admin | Logout | Welcome CHERI JOHNSON

Approve | Disapprove | Cancel

Reason for Disapproval:

[History]

TRANSIT BENEFITS WORKSHEET

Reason for Certification:
New Transit Benefit Participant

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

Method of Transportation		Daily Expense	Days per Month	Total 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	$		$
Rail to Work	Name of Company METRO	$ 2.25	18.00	$ 40.50
Rail from Work	Name of Company METRO	$ 2.25	18.00	$ 40.50
Other Method to Work:	Name of Company	$		$
Other Method from Work:	Name of Company	$		$
Van Pool	Name of Company	$		$

Subtotal: $ 81.00

[redacted]

Employees are responsible for adjusting their monthly transit benefits each month in accordance with their actual work commute each month.

Total Monthly Costs $ 81.00

TRANSIT BENEFITS APPLICATION

STATUS: [RECERTIFY]

Smart Benefits Program: YES
Identifier: ****
Name: [redacted] (Last) [redacted] (First) [redacted] (Middle Name)
Email Address: [redacted] **Work Phone:** [redacted]
Common Identifier: [redacted] **Work Zip Code:** 20814
Mode: [redacted] **Region:** DC-PHILADELPHIA
Admin: [redacted]
I certify that my usual monthly commuting cost are: $81.00

WORK INFORMATION
Work Address: [redacted]
Work City: Bethesda **Work State:** MD **Work Zip:** 20814

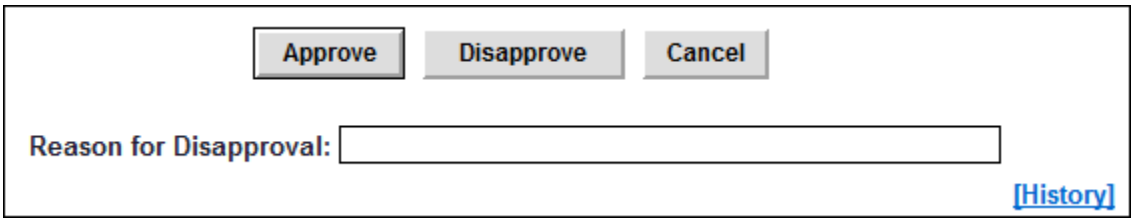
RESIDENCE INFORMATION
Address: [redacted]
City: Washington **State:** DC **Zip:** 20008

Approving Official: [redacted]
Point of Contact: [redacted]
Manager/Fund Certifier: [redacted] **Phone:**
SmartTrip Card Number: [redacted]
Comment for Agency Approvers:

4. Review the Application for accuracy

a. The Application must:
   i. Specify name of Transportation Provider
   ii. Indicate Daily (both to and from work commuting expenses), Weekly, Subtotal, Total Monthly Expense
   iii. Check accounting information

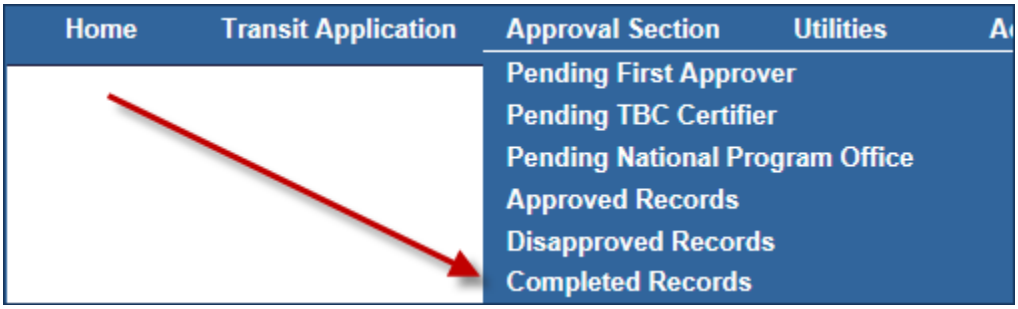
b. The Approver must:
   i. Verify the employee works for your Agency
      1. Check with your HR department, if required
      2. Check the global directory, if required
   ii. Check SmarTrip® user entered card number correctly (DC Metro Area Only)
      1. Regional Field Offices outside of the DC Metro Area always enter "NA"
   iii. Approve or Disapprove the Application
      1. Scroll to the top
         a. Click "Approve" or "Disapprove"



   iv. If disapproved, enter Instructions to Participant in "Reason for Disapproval"
   Note: Potential reasons for disapproval:
   - No training certificates submitted to Local Coordinator for applicant and applicant supervisor. This is required and an application should not be approved until the training has been completed and the Local Coordinator holds a copy of the training certificates.
   - You are not their Supervisor or Local Coordinator
   - Must list a "To" and "From" work commuting expense. No from work commuting expense? Ask why. If there is a legitimate reason (check with headquarters for exceptions), reject the application and have the participant list their explanation in Comment for Agency Approvers Box.
   - Didn't list the official name of their commuting company on the expense worksheet
   - Commute with public transit less than 4 days per month

Note: Click "[History]" to review past actions

5. To View Past Applications
   a. Select "Completed Records"



b. Enter the Participant's Name
c. Click "Search"
    i. Click a Participant Name to choose a record
        1. Review past application (if applicable)
        2. Click "Back" to look at another past application
        3. Use this Navigation Bar to take another action

Appendix A

Using The Proxy Feature

Special Instructions for Supervisors who delegate a Proxy that is NOT technically a Supervisor

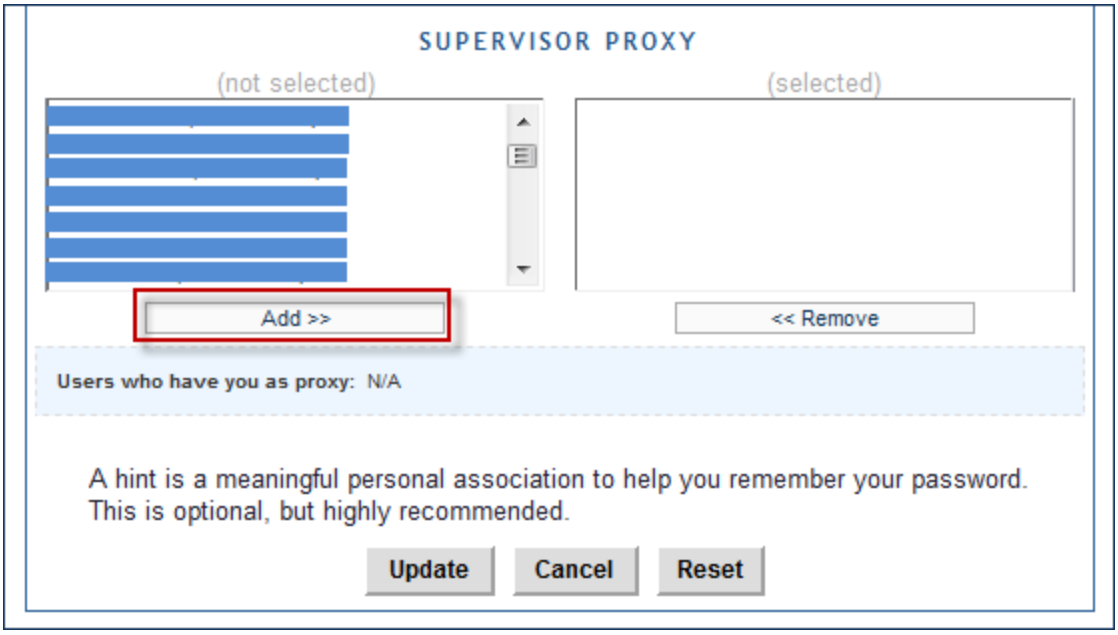
1) To delegate approval authority to someone who technically is not a supervisor (not listed in Bison Connect Directory as a Supervisor) the Supervisor must submit a delegation of authority memorandum via email to Mikee DeoGracias (Mdeogracias@osmre.gov) for the record. (See example Appendix B).

2) Once the Program Office confirms the internal control it is authorized to elevate the delegated role to the person assigned on the memo. Then the actual Supervisor can assign their delegate as Proxy in the Electronic Transit Benefit Application System.

3) When the applicants select their Supervisor, they will select the authorized DOI-NIGC Supervisor and the Proxy will receive notification to approve the application on the supervisor's behalf. **The actual Supervisor is still the responsible party.** The proxy can perform the approval functions in the System.

How to add a Proxy:

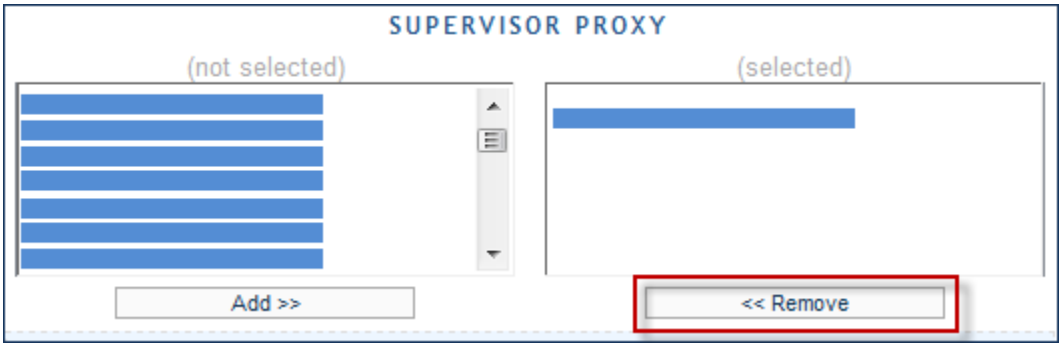
1) From the Home screen, click "My Account"
2) Click on your role
3) "Supervisor Proxy" or "Manager Proxy"



1. Select your designated Proxy from (not selected) list on the left
2. Click “Add” to move name to (selected) box.
3. Click “Update” to save the change

Reverse to remove a Proxy:

1. Chose the name
2. Click “Remove” to return name to the (not selected) box.
3. Click “Update” to save the change
4. Note: The Proxy must register (create a username and password) into the system first in order for their name to appear.



Appendix B –

Sample: Delegation of Authority Memorandum for the Record

Employee completes the Memo for the Record (MFR) on their own letterhead, signs it, and submits it to Mikee DeoGracias at Mdeogracias@osmre.gov as an official record in the case of an audit.

United States Department of Agriculture | Forest Service | Washington Office | 1400 Independence Avenue, SW Washington, DC 20250

File Code:
Date:

TO: Transit Subsidy Benefit Program Office

FROM: John Smith
Director
Animal and Plant Health Inspection Service

SUBJECT: Delegation of Non-Supervisory Government Employee to Supervisory Approval Level in Transit eApp

Request the non-supervisory employee listed below be elevated to the "Supervisory" approval level in the Transit Benefit Electronic Application (eApp) system in order to later be identified as my Proxy.

- Jane Doe (Registration Email: Jane.Doe@aphis.usda.gov)

If you have any questions, please feel free to contact me at (202) 720-0000 or via email at John.Smith@aphis.usda.gov.

Sincerely,

Most Frequently Asked Questions

Please note, there are special instructions for Employees without a DOI-OSMRE E-mail Address

Q. 1
How does an Employee with no DOI-OSMRE email address register in the Electronic Transit Benefit Application System?

A.1
An Employee without a DOI-OSMRE email address must complete a hard copy version of the Transit Application Forms and the required DOI Learn training certificate and submit the documents to their TBLC. The TBLC then submits a spreadsheet to DOT/TRANServe in order to enroll the participant

Q.2
Why am I not getting emails to approve transit benefit applications?

A.2
Check your Junk/Spam Folders. Your email account may be identifying notifications as SPAM. Check your Junk/Spam folders for an email from "PTB Public Website Administrator". The subject will be something like: "1 Transit Benefit Application(s) is awaiting approval".....Keep checking your email or your Approval Queues or correct the Junk/Spam Folder rule.

To correct the" Junk/Spam E-mail" folder:

1) Right click on the emails from "PTB Public Website Administrator"
2) Select "Not Spam"

Q.3
Why can't I find a name with an apostrophe? Example "Nathan O'Donnell?"

A.3
Any name normally containing an apostrophe must be spelled out without it. For example: Nathan **ODonnel**l.

Q. 4 Why can't I complete Registration? I am getting an error to enter "Agency/Mode." This field is not auto-filling.

A. 4 Check the Username entry. You must enter your DOI-OSMRE email address in the Username field. Once you enter your DOI-OSMRE email address and tab to the next field, the Agency/Mode field will automatically populate with the correct data for your agency.

For more F.A.Q.s check http://transerve.dot.gov/faq.html

You may also visit the DOI-OSMRE section of the TRANServe website at: http://transerve.dot.gov

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