



Transportation Subsidy Training Workshops, Washington, NCR

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Transportation Subsidy Training Workshop

Q:What are the responsibilities of the Transit Benefit Coordinator:

A:

- * The Transit Benefit Coordinator has overall responsibility for communication, coordination, auditing, and management of the agency's respective organizations.
- * The Transit Benefit Coordinator receives, reviews, and forwards all transit applications for processing.
- * The Transit Benefit Coordinator provides guidance and serves as the point of contact on national transit benefit program questions or issues.

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Q: When I am trying to enroll in the transit subsidy program what forms should I fill out .

A:

- * Transit Subsidy Benefit Application
- * Expense Workheet
- * Smartbenefits Application (where applicable)
- * Transit Subsidy Training Certificate

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Q: Once I have these forms, what information needs to be put in.

A:

- * Home Address (including the street name)
- * Home Phone Number
- * Work Address
- * Work Phone Number
- * Payroll Cost Structure Account Number
- * A supervisor or person of authority signature verifying costs were reviewed for reasonableness.



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Q: I am a new employee who has applied for transportation subsidy and will like to get the **TRANServe Debit Card**. When should I turn in my paperwork and how long does it take to receive it.

A:

- * New employees who enrolling in the program that will need to receive the **TRANServe Debit Card**, must turn in there paperwork by the 5th of the month.
- * The card will be delivered to the transportation subsidy coordinator. The employee will then be e-mailed or called to pick-up their debit card.

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Q: I have received my TranServe Debit Card and it has been activated. When will me benefits be added to the card for use.

A:

- * The **TRANServe Debit Card** is loaded with transit benefits the 10th of every month.
- * Benefits will remain on the card from the 10th until the 9th of the following month.



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Q: I am currently using my benefits with the **TRANServe Debit Card**, but I would like to change the amount in which I get every month. What do I have to do?

A: When revising your benefit for the **TRANServe Debit Card** you must again fill out a revised Transportation Subsidy Application, and Expense Worksheet. The forms must also be signed by a supervisor or person of authority.



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Q: I am a new employee who has applied for transportation subsidy and will be using my WMATA SmarTrip® Card. When should I turn in my paperwork and how long does it take to receive it.

A: As all paper work should be turned in by the 5th of the month. Due to **SmartBenefits® AnyTime** you will receive your benefits between 3 to 5 business days.



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Q: I am a employee who was currently in the transit program and have recently re-enrolled. I have not yet received my benefits to my WMATA SmarTrip®Card. What needs to be done to receive them.

A: If you had been in the program and have recently re-enrolled, then you will have to wait 30 days before you receive your benefits. **SmartBenefits® AnyTime** only applies to brand new applicants.



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Q: I have lost my WMATA SmarTrip® card, what do I need to do to have them put on my new card.

A: If your WMATA SmarTrip® Card has been lost, damaged, or stolen you must contact your transit benefit coordinator with the new card information, so it can be sent to DOT to update your information. This process usually takes between 3 to 5 business days.

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Q: I am in the transit program, and I would like to revise my benefits so I can split them between my **WMATA SmarTrip® Card** and the **TRANServe Debit Card**. How do I do that.

A: If you would like to split your benefits between the **WMATA SmarTrip® Card** and the **TRANServe Debit Card**, again you must fill out a revised application and expense worksheet. Once this is sent over to DOT and it is processed you will not receive the benefits on the **WMATA SmarTrip® Card** until the following month. You will receive the debit card within 30 days.



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Q: I would like to de-enroll from the program what do I need to do.

A: For employee de-enrollment, you can either e-mail, fill out the transit de-enrollment form, or both. This will depend on what your transit coordinator would like you to do.