

SmartBenefits[®]

Commuter Benefits Program

Welcome Back Orientation

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wmata.com/smartbenefits



Welcome Back Agenda



- What Participants May Experience When They Commute Again
 - Employee FAQ's
- What's new at Metro – Silver Line and Potomac Yards 2022
- SmartBenefits Marketing efforts



Common “Return to Metro” Questions



Safety

1. Are masks mandatory - are they given to those that don't have them?
2. What steps are being taken to keep trains and buses clean for passengers?
3. With the new variants, what additional safety measures are being put in place?
4. What measures are being put in place for physical safety?

Service

5. What is the status of the 7000-series cars?
6. I waited 20-40 minutes for my train- will it be like this in January when I return to work?
7. The mobile app with the bus system is still not correctly working- what can I do?

What's New

8. Any new updates to the system I should know about since last March 2020?
9. Any news on Marketing efforts? Coming in 2022 Silver Line, Potomac Yards station. SmartBenefits marketing efforts.



Fare Equipment Changes

Combined Balance Display

- Faregates, Fare Vendors and Bus Fareboxes: total of all transit benefits + personal stored value
- Parking Gates: total of all parking benefits + stored value

New Metrorail Faregates

- Do not accept First-Generation SmarTrip Cards
- Installed in 33% of Metrorail stations as of Jan 7, 2022



New Gates Do Not Accept First-Generation SmarTrip Cards
(Cards issued before 2012 must be replaced by)



**Replace
pre-2012
cards by
March 1**



XXXXXX **0167** 0000 0000 0000

WORKS. NO FURTHER ACTION NEEDED

Also, No Action Needed for Virtual Cards

- Apple: Prefix 0176
- Android: Prefix 0177

Look for the numerals 0167 in the position shown above. All other card types shown below must be replaced.

00000000 XXXXXXXX

NEEDS REPLACEMENT

00000000 X XXXXXXXX

NEEDS REPLACEMENT

XXXXXXXX 0020 0000 0000 000 0

NEEDS REPLACEMENT

If you only use your SmartBenefits for transportation on vanpools, MetroAccess, MARC, VRE, or MTA Commuter Bus, then you do not need to replace your card.



We are here to help

Online

- [Customer Support & FAQ](#)
- [SmartBenefits Web App Training Videos](#)

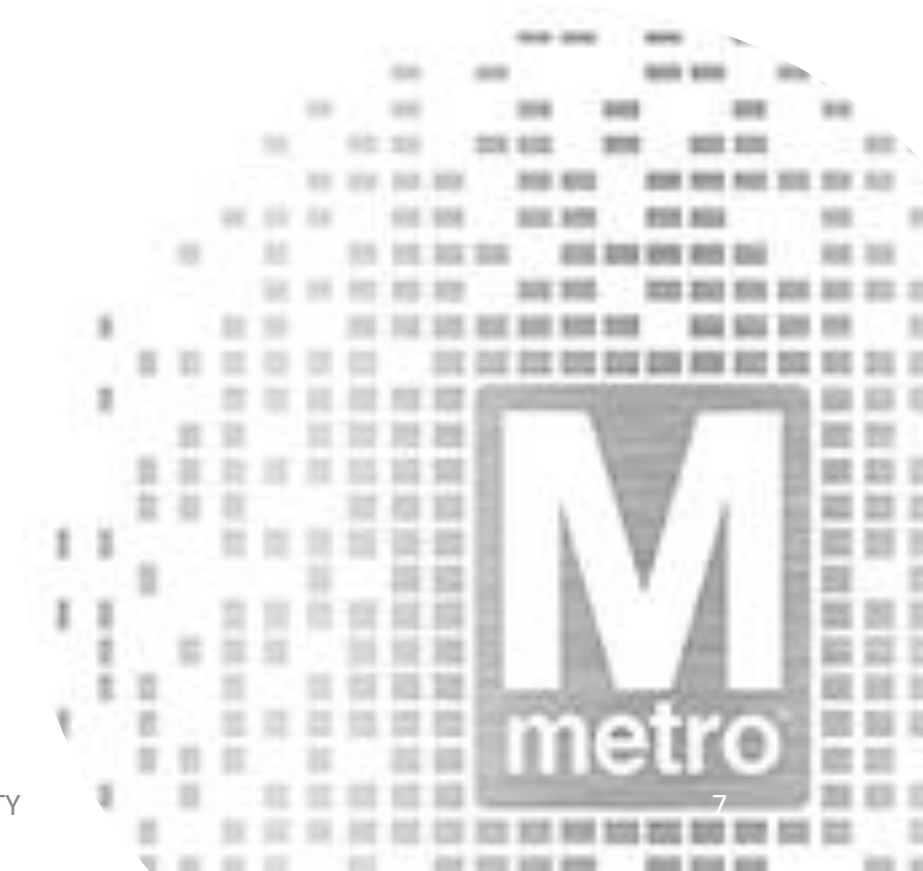
SmarTrip Customer Support

- Employers: 202-962-1326 (have your SB account # ready)
- Employees: 1-888-SMARTRIP (have your ST card # ready)
- email: smartrip@wmata.com
- Hours: 7 AM - 8 PM ET Monday – Friday
- SmarTrip account online <https://www.wmata.com/fares/smartrip/>



More Information:

- Answer: 1 <https://www.wmata.com/service/covid19/masks-required.cfm>
- Answer: 2 <https://www.wmata.com/service/covid19/covid19-cleaning.cfm>
- Answer: 3 <https://www.wmata.com/service/covid19/doing-our-part/index.cfm>
- Answer: 4 [Subscribe to Alerts | WMATA](#)
- Answer: 5 <https://www.wmata.com/service/status/details/Metrorail-Service-and-Derailment-Investigation-Update.cfm>
- Answer: 6 <https://www.wmata.com/service/status/details/Metrorail-Service-and-Derailment-Investigation-Update.cfm>
- Answer: 7 [SmarTrip® in Google Pay FAQs | WMATA](#)
- Answer: 8 [Metro Announces Potomac Yard Metrorail Station Opening Delay | WMATA](#) ; [Go Card Replacement | WMATA](#) ; [Fare System Modernization | WMATA](#)



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Smart for Employers.
Smart for Employees.
Smart for You.



Thank You

