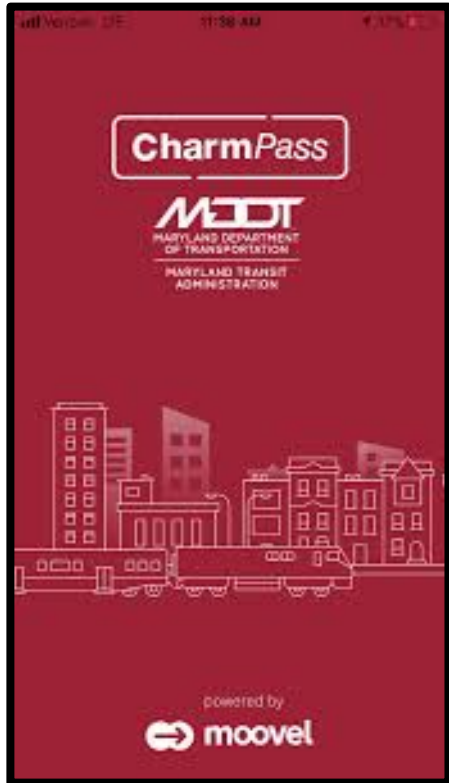


Using SmartBenefits on MDOT MTA CharmPass Mobile Ticketing App

Presented to
Metropolitan Washington Council of Governments
Commuter Connections Subcommittee
May 21, 2019



Overview



- CharmPass mobile ticketing app attributes
- Where to use CharmPass
- Adding SmartBenefits to CharmPass
- Benefits of CharmPass mobile app
- Valuable tips



CharmPass Mobile Ticketing

- Official MDOT MTA mobile ticketing app
- Purchase and pay from smartphone:
 - BaltimoreLink Local Services (Bus, Light Rail, & Metro)
 - Light RailLink
 - MARC Train
 - Commuter Bus
- Tickets stored on smartphone for immediate use

• **FREE DOWNLOAD!**



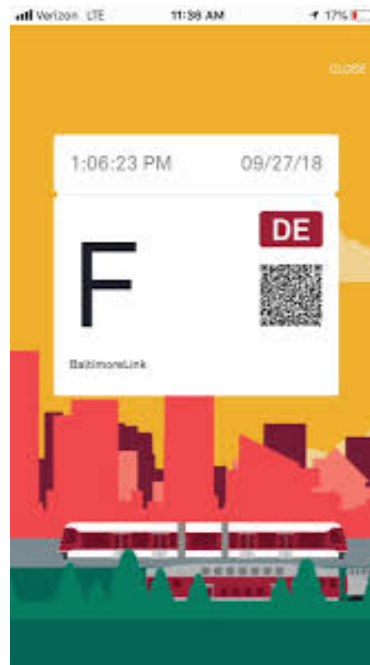
Available Fares

- BaltimoreLink Core Services

- One-Way
- 1-Day Pass
- 7-Day Pass
- 31-Day Pass
- Express 31-Day Pass
- Express BusLink 10-pack

- Commuter Bus

- One-Way
- 31-Day



- MARC Train

Penn, Camden and Brunswick Lines

- One-Way
- 5-Day
- 7-Day
- 31-Day

Reduced Fares

- Eligible seniors and persons with disabilities must complete MDOT MTA certification process before use on app

Adding SmartBenefits to CharmPass App

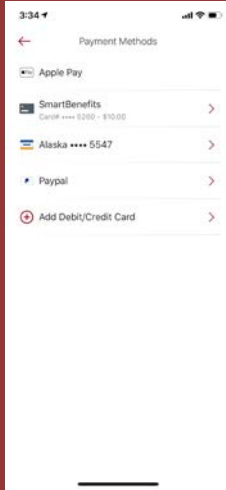


- Assign SmartBenefits to MDOT MTA Mobile Ticketing in WMATA's Allocation system
- Delete current ticket provider and select MDOT MTA Mobile Ticketing before providers cutoff date (CommuterDirect is the 16th)
- Follow instructions to: Make Payment, select MDOT MTA Mobile Ticketing and Transit Provider Number, enter payment amount, percentage and review confirmation screen



Using SmartBenefits

- First day of the month, login to CharmPass app
- Select the ticket(s) you want to buy
- Click “Add SmartBenefits”
- Enter card serial number
- Check Balance of SmartBenefits
- Select SmartBenefits as payment method
- Press OK to complete purchase



Ready to Ride with CharmPass

- Open the CharmPass app
- Select and activate ticket prior to boarding
- Show smartphone screen to the conductor or operator

ENJOY YOUR RIDE!

CharmPass



CharmPass Mobile Ticketing Benefits



- Tickets always available on your smartphone
- No paper tickets
- 24/7 convenience to purchase tickets
- Split payments: SmartBenefits, credit card and PayPal
- More secure than paper tickets
- Flexibility in ticket usage
- Easy to use!

Valuable CharmPass Tips

- 90-minute FREE transfer window
- Tickets valid for 12 months from purchase date
- SmartBenefits balance is available in app
- SmartBenefits number remains stored in account after setup
- New monthly SmartBenefits amount automatically updates in app on first day of each month
- Unused monthly SmartBenefits are forfeited if not used
- Customer Service: MTAMobileTicketing@mta.Maryland.gov or by calling 1-833-CHARM-22 (1-833-242-7622)



Tap into Convenience with CharmPass



Thank You

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