

# *SmartBenefits*<sup>®</sup>

## Commuter Benefits Program

Welcome Back

July 2021  
[wmata.com/smartbenefits](http://wmata.com/smartbenefits)



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# Welcome Back Agenda



Doing Our Part (5 mins)

Platform Improvement Project Status (5 mins)

New Faregates & First-Generation SmarTrip Card Elimination (10 mins)

What Participants May Experience When They Commute Again (25 mins)

Reminders and Q&A (10 mins)

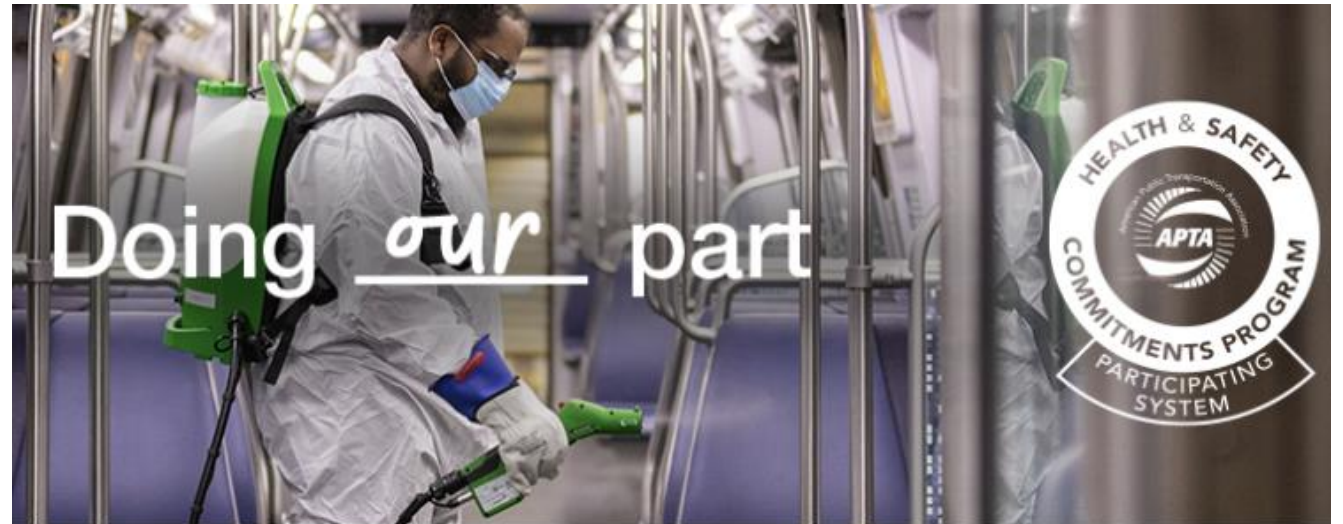


# Doing Our Part

Face Masks Required; Hand Sanitizing Stations; Deep Cleaning

## Real Time Crowding Info

- Real-time for bus
- Predicted for rail using historical data
- Available on NextBus and 3<sup>rd</sup> party apps



# Platform Improvement Projects

## Summer 2021 on the Green & Yellow Lines

## Sign up for project updates

### GR YL Free Shuttle Bus Service

Effective: May 29–September 6, 2021

#### LIMITED-STOP SERVICE

##### Greenbelt-Fort Totten

Between **Greenbelt**, **College Park-U of Md** & **Fort Totten**

##### Prince George's Plaza-Fort Totten

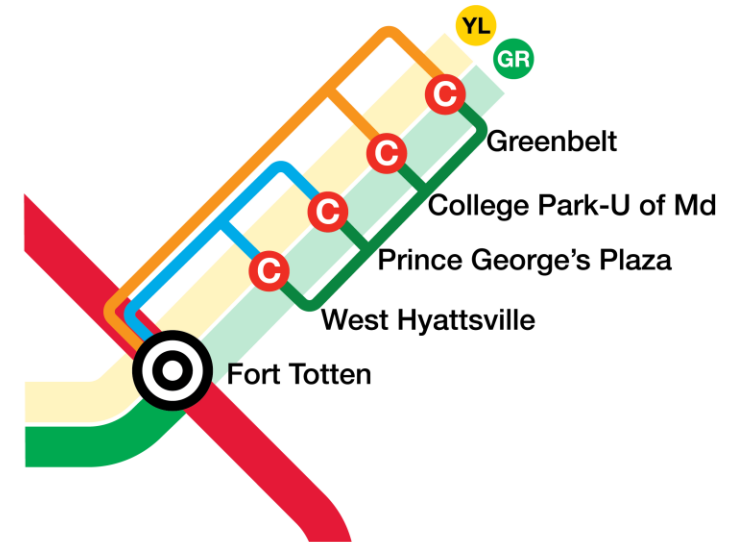
Between **Prince George's Plaza**, **West Hyattsville** & **Fort Totten**





#### LOCAL SERVICE

##### Greenbelt-West Hyattsville

Between **Greenbelt**, **College Park-U of Md**, **Prince George's Plaza** & **West Hyattsville**

*Does not serve Fort Totten*



 No GR service north of Fort Totten |  No YL service north of Mt Vernon Sq |  Transfer station |  Static



# New Faregates

- ✓ Faster Opening Gates
- ✓ Larger, Easier to Read Display
- ✓ Larger, Brighter Entry/Exit Lights
- ✓ Installation
  - Notice via in-station signage 30-days before change
  - Starts ~July 2021
  - Ends ~June 2022
  - Pilot stations:
    - Clarendon, Dunn Loring, Gallery Place, Glenmont, Waterfront and West Falls Church stations



**New Gates Do Not Accept First-Generation SmarTrip Cards**



# First-Generation SmarTrip Card Replacement (part 1)

XXXXXX **0167** 0000 0000 0000

**WORKS.** NO FURTHER ACTION NEEDED

No Action Needed for Virtual Cards

- Apple: Prefix 0176
- Android: Prefix 0177

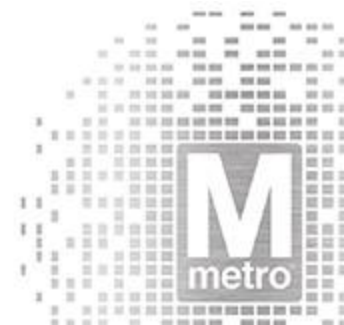
Look for the numerals 0167 in the position shown above. All other card types shown below must be replaced.

00000000 XXXXXXXX  
NEEDS REPLACEMENT

00000000 X XXXXXXXX  
NEEDS REPLACEMENT

XXXXXXXX 0020 0000 0000 000 0  
NEEDS REPLACEMENT

**About 45,000 SmartBenefits Participants Must Replace their SmarTrip Cards**



# First-Generation SmartTrip Card Replacement (part 2)

## Card Replacement for SmartBenefits Participants

- SmartBenefits online, self-service card replacement started
- Replacements will be limited to cards tapped within 7-days of the replacement request (due to system restrictions - will adjust as ridership increases)
- **No mail-in replacement option for SmartBenefits > Online Only**



## Participant Actions

- Obtain and register a replacement card *ahead of time*  
(Buy plastic cards in stations, [online](#) and at [some retailers](#) – buy [virtual cards](#) using your iPhone)
- Replacement Process: Start [here](#) and follow the prompts and email notifications



## SmartBenefits Admin Actions

- Educate your participants about online, self-service card replacement
  - Employer must reassign Transit Pass
  - **Self-service replacement is easier, faster, and transfers both stored value & benefits**
  - **For best results, avoid performing “reassigns” for first-generation card replacement**



## ‘Catch-up’ Rollover Benefits

- Issued to rollover participants who did not tap their card in one or more calendar months after March 2020 while their benefit status was “enrolled”
- Balance adjusted for retrieve transactions
- Sending emails encouraging these participants to tap their cards to load their catch-up

## Expired “Remove” & “Retrieve” Processing

- Remove and retrieve autoloads expire after 30-days
- Expired Remove: Automatically re-issued when card benefit balance drops below backend balance
- Expired Retrieve: Will reissue and adjust card balances as participants start riding again

## Mobile Pay

- [SmarTrip on iPhone and Apple Watch](#) (cards start with 0176)
- SmarTrip on Android (cards start with 0177)
- Find your phone’s sweet spot for tapping (learn phone antenna location and adjust distance from target)





## Combined Balance Display (started Oct 2020)

- Faregates & Fare Vendors: total of all transit benefits + personal stored value
- Parking Gates: total of all parking benefits + stored value
- Example 1: Faregate Entry
  - Card has \$5 grace period credit, \$200 transit benefit, \$50 parking benefit, \$10 stored value
  - Old Way: \$5 grace period credit displayed (led to “missing SmartBenefits” customer service calls)
  - New Way: \$215 displayed (\$5 + \$200 + \$10)
- Example 2: Parking Exit
  - Old Way: \$45 displayed (\$50 parking benefit - \$5 rider parking fee)
  - New Way: \$55 displayed (\$50 parking benefit + \$10 SV - \$5 rider parking fee)



# Service & Fare Improvements

- **Metrorail Improvements**

- Rush hour Trains: Every 5 mins on the Red Line; every 10 mins all other lines.
- Train service until midnight 7 days a week.



- **Metrobus Improvements**

- Frequency: Every 12 minutes on 20 key routes.
- Resumed late night bus service to 2 am



- **Metro Parking (Improvements)**

- New Pay Station Project
  - 70 pay stations will replace 2500 short term parking meters
  - Deploying now through the fall



# Service & Fare Improvements

- **Metrorail Improvements (coming in September)**

- Rush hour Trains: Trains will run more frequently all day
- Train service until midnight 5 days a week
- Train service until 1am Fridays and Saturdays
- Train service on Sundays begin at 7am
- \$2 flat fee for weekend riders
- October “21” Only Metro rail/bus monthly Transit Pass discount:
  - Example, the \$6.00 monthly unlimited currently priced at 36 trips will be priced at 22 trips – an \$84 savings



- **Metrobus Improvements (coming in September)**

- 16 more routes will increase service key routes
- 46 other routes will improve or restore service
- Continued late night bus service to 2 am
- Lower or free rail/bus transfer
- 7-day bus pass fare may drop from \$15 to \$13

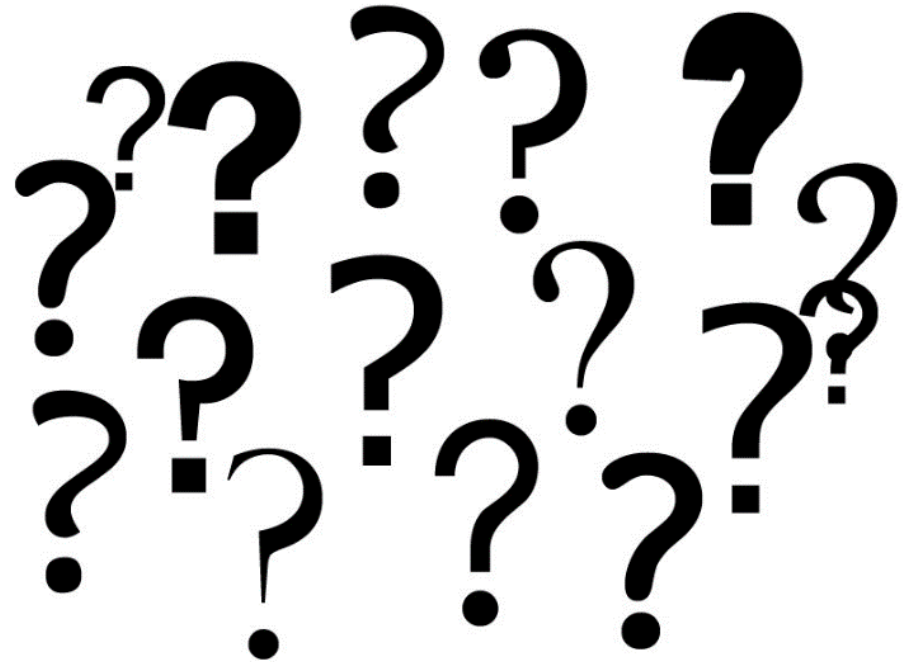


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# Reminders and Q&A

## Reminders

- Pay attention to your order deadlines  
(private sector changed to 21<sup>st</sup> during Covid)
- Participant benefit status and benefit category changes permitted between 1st and order deadline
- If you're a new administrator, update your contact info under Account Admin / Modify Account



# 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](mailto:smartrip@wmata.com)
- Hours: 7 AM - 8 PM ET Monday – Friday

## SmartBenefits Account Executives



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Thank you for your time

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Smart for Employees.  
Smart for You.



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