

SmartBenefits[®]

Commuter Benefits Program

Welcome Back

June 2021
wmata.com/smartbenefits



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)

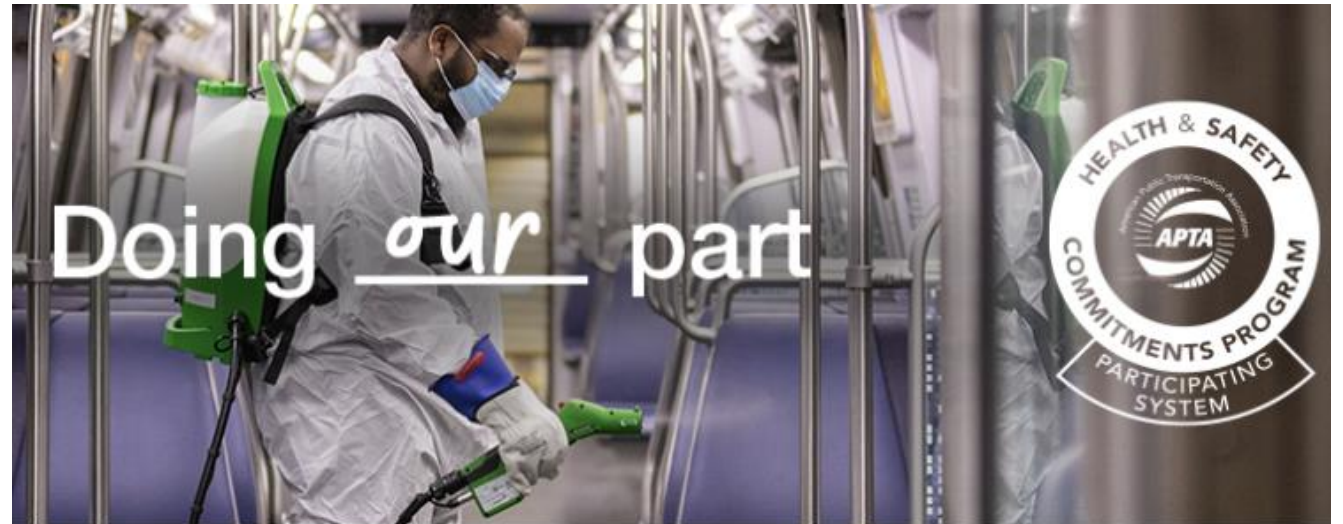


Doing Our Part

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 3rd 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

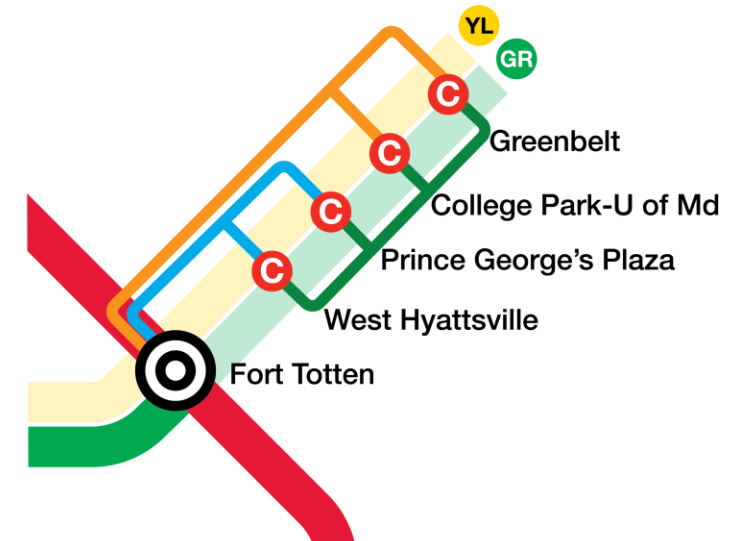
Between **Prince George's Plaza**, **West Hyattsville** & **Fort Totten**





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



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

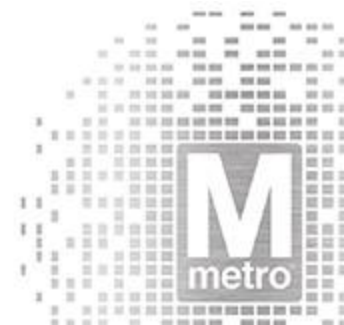
Look for the numerals 0167 in the position shown above. All other card types shown below must be replaced.

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 SmarTrip Card Replacement (part 2)

Card Replacement Timing for SmartBenefits Participants

- SmartBenefits online, self-service card replacement will start 30-days before the 1st station is converted (may start third week of June)
- Once open to SmartBenefits, 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

- Update [SmarTrip account](#) email address *now* to receive notifications
- 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
 - **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 started June 8th](#) (cards start with 0177)
- Find your phone’s sweet spot for tapping (learn phone antenna location and adjust distance from target)



What participants may experience when they commute again (part 2)

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)

Proposed Service & Fare Improvements (pending WMATA Board vote)

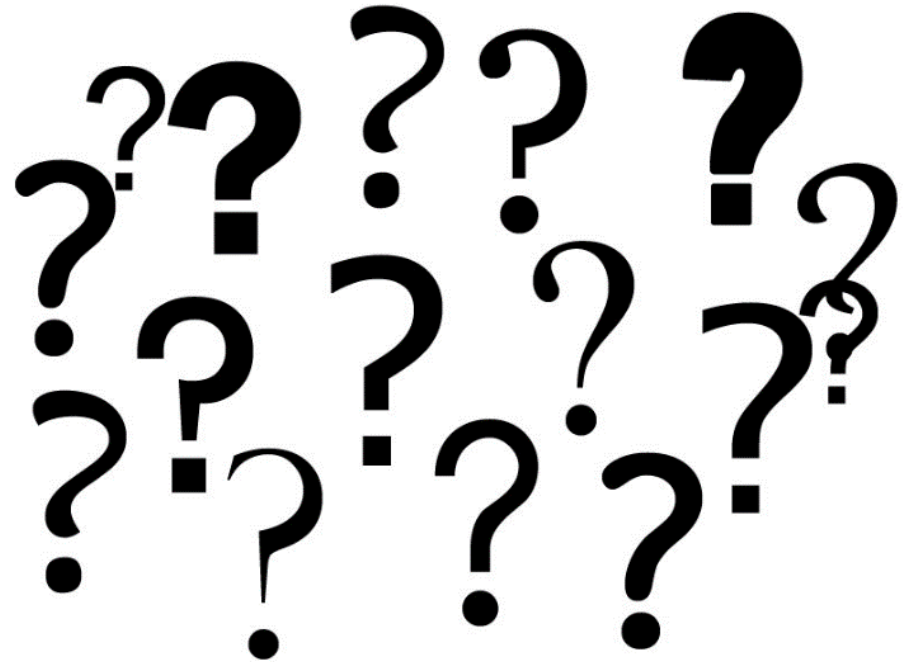
- Rush hour Trains: Every 5 mins on the Red Line; every 10 mins all other lines.
- Bus Frequency: Every 12 minutes on 20 key routes.
- Lower bus/rail transfer fee
- 7-day bus pass fare may drop from \$15 to \$13



Reminders and Q&A

Reminders

- Pay attention to your order deadlines
(private sector changed to 21st 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
- Hours: 7 AM - 8 PM ET Monday – Friday

SmartBenefits Account Executives



Thank you for your time

SmartBenefits[®]

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



wmata.com/smartbenefits

smartbenefits@wmata.com

