

SmartBenefits “24” and updates

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SmartBenefits

Safety

[Our Safety Initiatives | WMATA](#)

- Bus Courtesy Stops 9pm-5am
- New Faregates
- Metro Transit Police Department 202-962-2121 or text Mympd (696873)
- Monitoring and Communication
- Rail Maintenance/Station/System Maintenance no lighting/slip resistant tiles ect
- Emergency Preparedness

What is SmartBenefits

- SmartBenefits is a FREE web-based program that lets employers conveniently autoloading the dollar value of an employee's transit and/or Metro station parking benefits directly onto an employee's SmarTrip® card.
- The purpose of the transit benefit program is to offer employees an incentive to use mass transportation to limit fuel use and reduce air pollution and traffic congestion and to encourage its employees to use means other than single-occupancy motor vehicles to commute to and/or from work.
- Currently there are 200,000 participants in the program not including employees not enrolled but are still accessing SmartBenefits funds previously issued.
- Updating website for better navigation October 2024.

Qualified Transportation Fringe

Internal Revenue Code Section 132(f)

Employer provided benefit

Tax-free / Direct - employer paid

Pre-tax - employee paid

Combination - employer and employee share the cost

\$315.00 a month in Transit and up to \$315.00 a month in Parking

Save up to \$1800 per year!

Eligible expenses

bus and rail

vanpool (Commuter Highway Vehicle)

commuter parking –Separate from Transportation Fringe Benefits

SmartBenefits Regional Partners

Presentation Title

- **SmartBenefits Autoload participating systems – Draw Down (Pay per trip) or Transit Passes.**
 - *Metrorail and Metrobus*
 - *ART*
 - *CUE*
 - *DASH*
 - *DC Circulator*
 - *Fairfax Connector*
 - *Loudoun County Transit*
 - *Ride ON*
 - *The Bus*



SmartBenefits Passenger Allocation Transit Services

- Employee allocates benefits to service provider from SmarTrip account online
 - *MetroAccess*
 - *Vanpools*
 - *OmniRide*
 - *Arlington County stores (*Pick Up)*
 - *Commuter Direct (*tickets by mail)*
 - * MARC
 - * VRE
 - * MTA Commuter bus
 - *VRE Mobile/MTA Mobile Charm Pass*
 - *Independent bus systems*



Need a SmarTrip?

SmarTrip®

Buy a SmarTrip Card \$2.00

Senior SmarTrip® Free

- *Instantly Using Mobile Pay*
- *Online Mail Order*
- *In Person*
 - At Any Metrorail Station Fare Vending Machine
 - At Participating Retailers
- *Only cards purchased since 2012 are accepted*
(Plastic cards starting with 0167 and all virtual cards are OK 0177, 0176)

Report Card damaged, lost, or stolen

- SmarTrip Online
- 888/762/7874



Fare Changes

- **Fares**

- ***June 30, 2024***

- *One Way Max Peak Fare: \$6.75*
 - *One Way Weekends: \$2.25 - \$2.50*
 - *MetroBus: \$2.25*
 - *Express bus \$4.80*
 - *MetroAccess \$4.50*
 - *Save with Passes – 16 day commute*

- **Parking:** No change to parking fees

- **Bike locker fees** (*date TBD*): Equipping lockers with an hourly rental feature (\$0.05 per hour up to \$1 day)

Metro fare gates

• New Metrorail Faregates

- Faster opening gates
- Larger status displays
- Larger and brighter entry status lights

New combined Balance Display

- Faregates, fare vendors and bus farebox: Display total of all transit benefits + personal stored value
- Parking gates: Display total of all parking benefits + personal stored value



Getting Started with SmartBenefits

✓Prepare

- • Identify your employees' transit and Metrorail parking needs
- • Consider how you'll treat unused benefits: Rollover vs. Non-Rollover •
- Consider your order payment method: ACH or Credit Card
- • **Open a SmartBenefits Account at wmata.com/smartbenefits**
- • Use your SmartBenefits account to create your benefit categories
- • Collect your employees' registered SmarTrip® card numbers, name & benefit amount and assign each card to a benefit category by your order deadline OR save time and use SmartBenefits Self-Service

✓Timing

- • Order placed automatically at 11:59 pm ET on your deadline (either 15th or 21st)
- • Payment due the first business day after your order deadline
- • Benefits are available on the 1st of the upcoming month

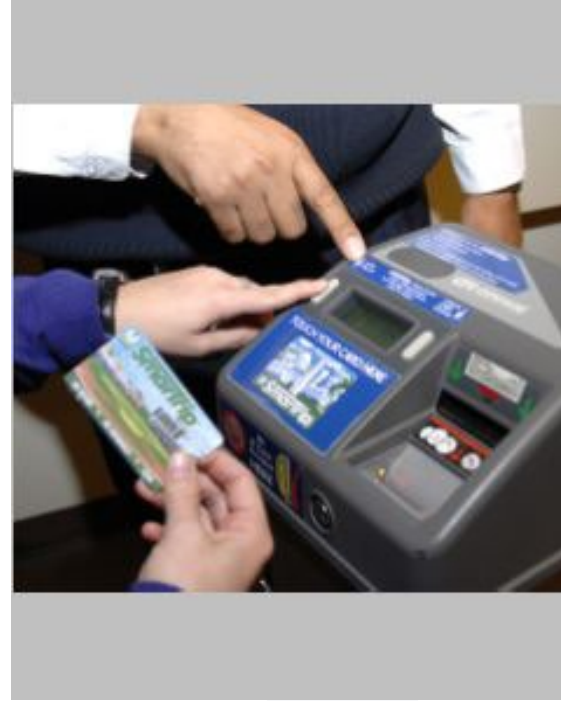
Enroll, Tap, and Ride

Purchase SmarTrip card

Employer Enroll
benefits to a plastic
or virtual card

Tap card/phone

RIDE



1. First day of benefit month, benefits will be available to use **Just tap to SmarTrip® target rail faregate or bus farebox**
2. Tapping the card to a SmarTrip® target must be done whenever the card is replaced or there is a change to benefit amount or type
3. Report lost or replacement card immediately via:
 - Online SmarTrip® account for Stored Value Purse transfer
 - SmarTrip® Customer Service for Stored Value Purse transfer
 - Employer for Transit and/or Parking benefits reassignment to new card

Employee Support

- SmarTrip® Customer Service
 - Report SmarTrip® cards lost or stolen
 - Transfer personal stored value
 - Balance and usage inquires
 - SmarTrip® account online-Reassign benefits
 - Employer or Employee Password resets
- *Phone: 1 888-762-7874*
- *Email: smartrip@wmata.com*
- Subscribe:
 - *MetroAlerts*
 - *Metro Press Releases*
 - *Download apps*
- <https://www.wmata.com/rider-guide/subscribe/>

Regional Support

- **Guaranteed Ride Home - 4 free rides a year**
 - must sign up every year
 - www.commuterconnections.org/commuters/guaranteed-ride-home
- **Flextime Rewards - 4 free rides a year**
 - Be flexible about when you arrive and depart from work
 - \$8.00 payment per trip
- **incenTrip – mobile app offering best travel options**
Receive points trade for gifts, WMATA SmarTrip credit.

Presentation Title

Updates

Wayfinding

- Improved platform signage, modified pylons, updated neighborhood maps, and more.
- Wayfinding refers to your ability to determine your location and then to plan/follow a route using the placement of signs, words, and icons/symbols.
- Our goal is to make it as easy as possible for you to orient yourself within our Metro system.
- Accordingly, we have developed new signage showing an updated set of directional characteristics along with easy-to-understand icons.
- [Wayfinding Improvements | WMATA](#)



Fare System Modernization

- New fareboxes and separate SmarTrip card readers:
- Process coins and bills faster
- Have larger, brighter, and full color display for better visibility
- Are more reliable due to technology upgrades and separate equipment
- Green, "Tap here!" signs will signal customers to new location of the SmarTrip reader-keep an eye out for the new symbol.
- The fareboxes are also receiving a software upgrade on a rolling basis to make sure the system runs



Better Bus



To keep up with our evolving region and the people that live here



To better connect people to where they need to go



To promote equity, inclusiveness, and access to opportunity

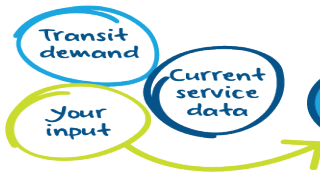


To create an easy-to-use network, no matter where you are

1

Fall 2022

First we gathered your input to help set goals and priorities for your new network.



2

Spring 2023

We shared a draft Visionary Network, and collected your feedback.



3

Spring 2024

We used your input to create a new network we can use right away.



4

Summer 2025

We will begin to roll out your new network!

About the Project | WMATA

Construction began on a new mezzanine at Silver Spring Station to provide access between Metro and the future Purple Line, which will be owned and operated by the Maryland Transit Administration (MTA).

- This new mezzanine will connect the Metro station platform with the Paul S. Sarbanes Transit Center and the future Purple Line Station. It will also enhance connections for Metro, MARC Train, and bus customers.
- Work was done during the redline shutdown.
- Metro is taking advantage of the closure to complete other maintenance at the same time to lessen future customer impacts.



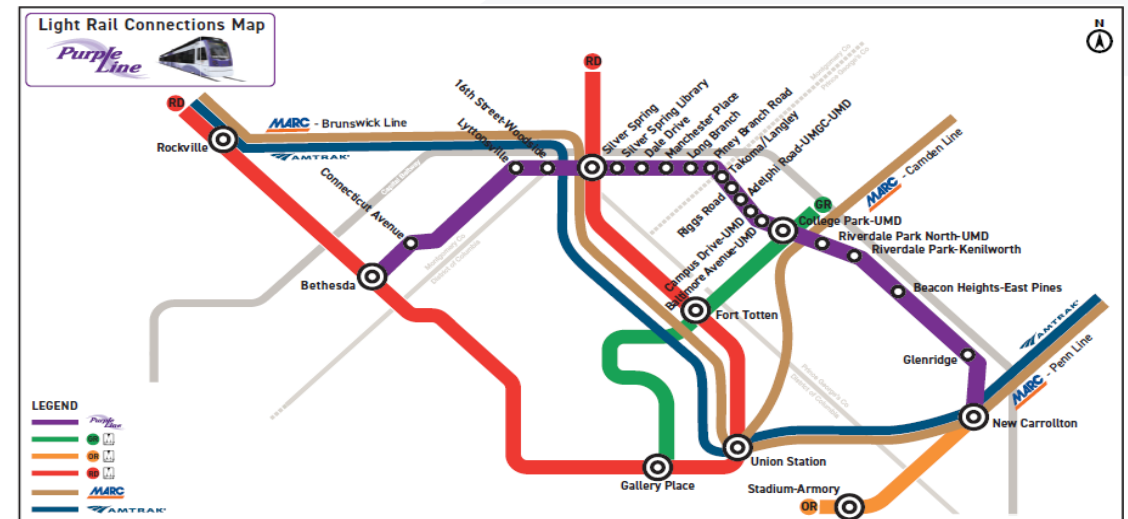
MDOT MTA Purple Line

The Purple Line is a 16-mile light rail line with 21 stops that will extend from Bethesda in Montgomery County to New Carrollton in Prince George's County.

- The Purple Line is owned and will be operated by the Maryland Department of Transportation, Maryland Transit Administration (MDOT MTA); estimated to begin service in 2027.
- It will provide a direct connection to the Metrorail Red, Green and Orange Lines; at Bethesda, Silver Spring, College Park, and New Carrollton, and connect to MARC, Amtrak, and local bus services.
- The Purple Line will be powered by overhead wires known as a catenary system. As a **transit system separate from Metro**, it will operate mainly in dedicated or exclusive lanes, allowing for fast, reliable transit operations. Most of the alignment will be at the roadway level, though short segments will be elevated or underground

For more specific information about the Purple Line,

visit www.purplelinemd.com.



Planned Work: Metro Maintenance

Essential maintenance, safety repairs, and upgrades will be completed to improve the customer experience:

- **Smoother rides:** Replacing rail and track, upgrading signals and switches, and performing track maintenance to deliver a smoother and more comfortable journey.
- **Easier access to information:** New, clearer digital screens will provide you with easy-to-read information about train arrivals and departures.
- **Reliable elevators and escalators:** Maintenance on elevators and escalators to ensure they run smoothly and reliably.
- **Station improvements:** Refreshing stations with new signage, doors, and sidewalk repairs to create a more pleasant experience
- **Advanced connectivity:** Installing new fiber-optic cables to enhance signal and communication systems, paving the way for future advancements.
- **Brighter lighting:** Installing new, brighter platform and tunnel lighting for improved visibility.

Thank you!

Washington Metropolitan
Area Transit Authority