



TRANSIT BENEFIT PROGRAM

Applicant Guide

Last Updated 2.24.16

Apply for the Transit Subsidy Benefit Program in four easy steps:

- 1) Complete Transit Benefit Integrity Awareness Training
- 2) Purchase and Register a SmarTrip® card (If commuting in the DC area)
- 3) Use your United States Department of Housing and Urban Development federal email address to create a Username at the TRANServe website
- 4) Submit the Transit Benefit Program expense worksheet and application

1.) Complete Transit Benefit Integrity Awareness Training

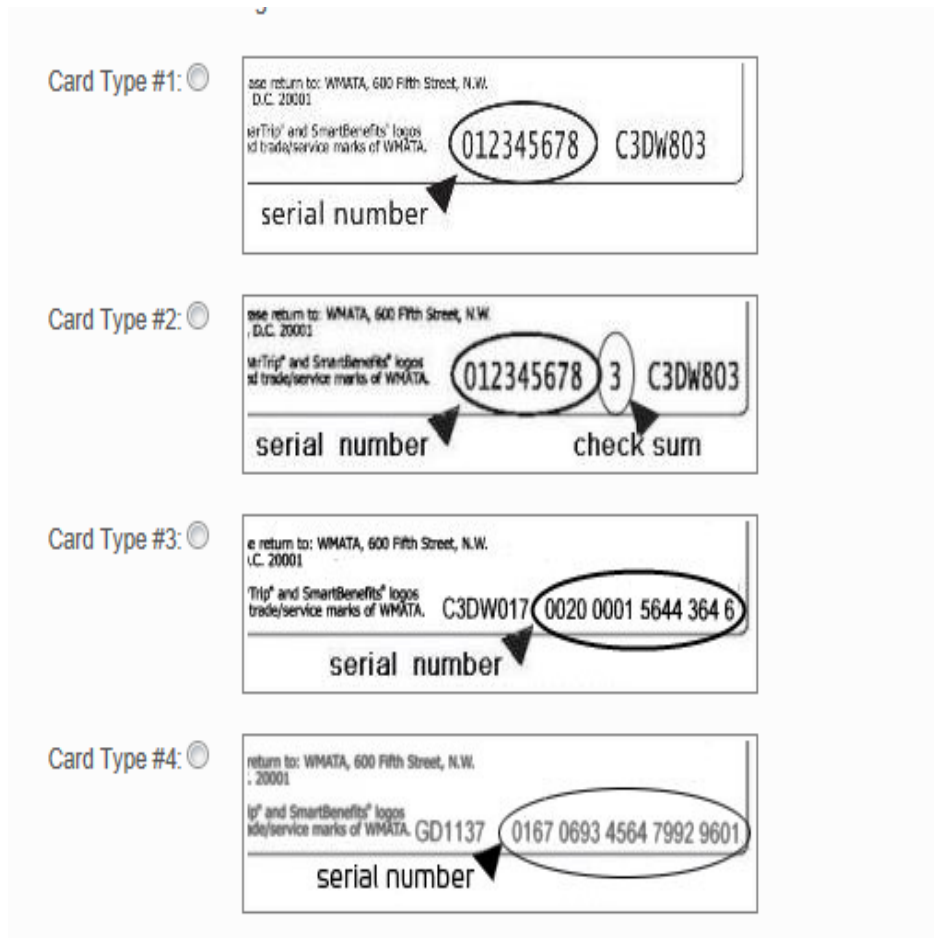
- ◆ Log on to <http://transerve.dot.gov/>
- ◆ Click on “Participants”
- ◆ Click on “**HUD - OIG**”
- ◆ **Click on: “HUD - OIG Transit Benefit Integrity Awareness Training”**
 - Complete the training
- ◆ Email your completion certificate to your Admin POC

Skip this page if you do not work in the Washington DC Commuting Area

2.) Purchase and Register a SmarTrip® card

SmarTrip® card use is mandatory for all participants in the National Capital Region who ride Metro Rail, Metro Bus, The Bus, ART - Arlington Transit, DASH, DC Circulator, CUE Fairfax, Quicks Bus, Loudon Commuter Bus, PRTC Omni, Montgomery County Ride On, REX

- A.) Purchase a SmarTrip® Card** – This is a reloadable electronic fare card. Using a reloadable fare card supports government initiatives to support and improve the environment.
1. You can make a purchase at a Metro Sales Store, Kiosk (located in Metro Stations with parking), a Commuter Store and many retail establishments.
 - i. For more information on purchase locations: <http://www.wmata.com/fares/purchase/where.cfm>
 2. You can also purchase a SmarTrip® Card on line: <http://www.wmata.com/fares/purchase/>
 - i. An online order requires you to provide a shipping address that matches the billing address on record with your credit card provider.
- B.) Create a Personal Account and Register your SmarTrip® Card** – You must [register your SmarTrip®](#) card with WMATA in order to receive your transit benefit electronically. Registration may take up to 48 hours to be reflected in the WMATA system. An additional benefit to registering your card is to protect the funds on the card. If lost or stolen you may cancel it. After you replace your SmarTrip® card, you can transfer the funds to the new card.
1. Register your SmarTrip® card here: <https://smartrip.wmata.com/Registration/Register.aspx> .
 - i. You must indicate the type of card by matching the serial number on the back with the pattern that is circled in the illustration on the next page.



TIP 1: If your SmartTrip® (or CharmCard) serial number has fewer than nine (9) digits, you need to add zeros to the front to make it nine (9) digits.

Still have Questions? To Contact WMATA directly. Call: 202-637-7000 or Email: smartrip@wmata.com
 To submit a Web Inquiry: http://www.wmata.com/about_metro/contact_us/ridercomment.cfm

Do you ride more than one transit system in your regular home to work to home commute? Allot some of your benefit to your SmarTrip® card and the rest to another transit system using Commuter Direct.

3.) Use your official HUD - OIG email address to create a Username on the [TRANServe Electronic Transit Benefit Application](#)

LOG IN

*User Name:

*Password: [Forgot Password?](#)

Log In

NOT REGISTERED YET? [Register](#)

- ◆ Log on to: <https://transitapp.ost.dot.gov>
- ◆ If this is your first time in this system - click the “Register” button

REMEMBER – YOU ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM

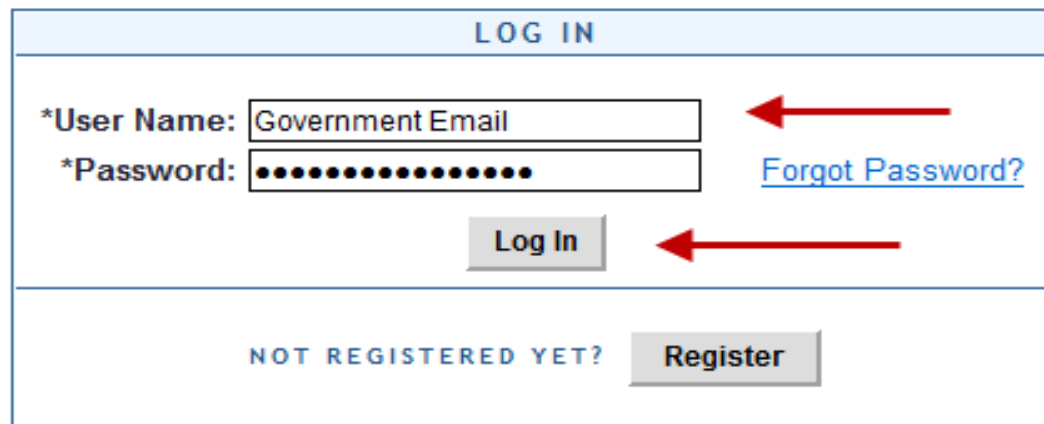
The image shows a registration form titled "ACCOUNT INFORMATION". It contains the following fields and controls:

- *User Name: (Red arrow points to the right)
- *First Name:
- Middle Name:
- *Last Name:
- *Agency/Mode: (Red arrow points to the right)
- Phone Number:

At the bottom, there are three buttons: Register, Cancel, and Reset. A red arrow points to the Register button from the left.

- ◆ Complete the registration form
- ◆ Always use your government email address as your User Name
- ◆ Select “HUD - OIG” from the Agency/Mode drop-down box
- ◆ Click “Register”

NOTE: A temporary password will be emailed to you. When you receive your temporary password, please follow these Instructions:



The image shows a login form titled "LOG IN". It contains two input fields: "*User Name:" with the text "Government Email" and "*Password:" with a masked password of 12 dots. To the right of the password field is a blue link labeled "Forgot Password?". Below the password field is a grey "Log In" button. At the bottom of the form, there is a blue link "NOT REGISTERED YET?" and a grey "Register" button. Two red arrows point to the "Log In" button and the "Forgot Password?" link.

- Type in your User Name and Password
- Click “**Log In**”

Welcome To Parking and Transit Benefit Public Website Version v 1.0



[Transit Benefit Application](#)



[Approval Section](#)



[My Account](#)



[Change Password](#)




[Log out](#)

◆ Select “Change Password”

CHANGE PASSWORD

*Current Password:

*Create New Password:

*Reenter New Password: 







*Create a Hint:

A hint is a meaningful personal association to help you remember your password. This is optional, but highly recommended.

- ◆ Complete the Change Password form
- ◆ Click “Submit”
 - “Password Changed!” will be displayed
- ◆ Click “Home” on the blue task bar to continue



To apply, withdraw, request information or change existing information select:

-   [Transit Benefit Application](#)
-  [Approval Section](#)
-  [My Account](#)
-  [Change Password](#)
-  [Log out](#)

To update account information (Name, Username, Phone number, Email Address etc.)



Select:

Complete the Transit Benefit Application

Select: “Certify/Enroll”

SELECT AN ACTION TO CONTINUE

Employer: Consumer Product Safety Commission

Please make a selection

Request Information [?](#)

Certify/Enroll [?](#)

◆ Click “Continue”

◆ **Read the terms and conditions of the Transit Benefit Program :**

WARNING !

This certification concerns a matter within the jurisdiction of an agency of the United States. Making a false, fictitious, or fraudulent certification may constitute criminal violations punishable under Title 18, United States Code, Section 1001, by imprisonment up to five years and fines up to \$10,000 for each offense, and/or agency disciplinary actions up to and including dismissal.

- I certify that I am employed by the U.S. Federal Government.
- I certify that I am not named on a federally subsidized parking permit with any other federal agency.
- I certify that I am eligible for a public transportation fare benefit, will use it for my daily commute to and from work by public transit or vanpool, and will not give, sell, or transfer it to anyone else.
- I certify that in any given month, I will not use the Government-provided transit benefit in excess of the statutory limit. If my commuting costs per month on public transit exceed the month statutory limit, then I will supplement those additional costs with my own funds rather than use a Government-provided transit benefit designated for use in a future month.
- I certify that I will not claim the transit benefit in excess of my actual monthly commuting expense. If at anytime during a given month I am out of work due to sickness, vacation or any other reason, on official travel, or use a private vehicle for commuting, I will claim less and adjust the amount of my transit benefit the following month if appropriate.
- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.

◆ **Click “I Agree” to proceed to the application**

YOU MUST AGREE TO THE TERMS AND CONDITIONS OF THE TRANSIT BENEFIT PROGRAM TO PROCEED WITH THE APPLICATION.

Follow these Steps to Submit the Transit Benefit worksheet and application:

- 1) Read the Plain Language Reminder and Calculation Instructions at the top of the Transit Benefit Application Worksheet.

TRANSIT BENEFIT APPLICATION WORKSHEET
All Transit Benefit Program Applicants are required to certify the "Total Monthly Expense" of their <u>Home to Work Mass Transit Commute</u> .
Parking fees are not eligible for the transit benefit and must not be included in "Total Monthly Expense".
Instructions: To calculate your "Total Monthly Expense"
<ol style="list-style-type: none">a. Select your transportation method(s)b. Enter the following information in the "To Work" and "From Work" row(s) of each transportation method:<ol style="list-style-type: none">i. Name of Company for your method of transportation (Metro, BART, Subway)ii. Daily or Monthly Expenseiii. Number of days you routinely work in a monthc. If you purchase a Monthly pass, divide the price of the pass by 2, and enter the information in the Monthly Expense column.d. The Total Monthly Expense value automatically populates

2) Complete the Expense Worksheet (See Example on Page 16)

- a. Specify the Reason for Certification using the drop down box
- b. Select your methods of mass transportation
- c. Select “Civilian/Military” from drop-down menu
- d. Select your work status from drop-down menu
- e. Enter ONE Transit Company Name per line
 - i. Do NOT enter Metro/VRE or any other combination
 - ii. Use “other” if you have a second entry
- f. Enter either your daily or monthly commuting expenses
 - i. Use monthly only if you purchase a monthly pass
 - ii. Enter the number of days you routinely work in a month
 1. Do you RDO or telework?

Note: Repeat these steps for each method of Mass Transit you use. The Total Monthly Expense value automatically calculates and transfers to the Application.

*Reason for Certification: Annual Certification/Recertification ▼

*Select your transportation methods:


Bus Rail Other Method Vanpool

*Civilian/Military: Civilian ▼ Work Status: Full Time ▼

If you work 8-hour days, enter 20 in the Days per Month column
 If you work 9-hour days, enter 18 in the Days per Month column
 If you work 10-hour days, enter 16 in the Days per Month column
 If you telecommute or work part time, enter the number of days you actually commute to/from work.

Method of Transportation		Daily Expense	Days per Month	Monthly Expense
Bus to Work	Name of Company <input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
Bus from Work	Name of Company <input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
Other Bus to Work	Name of Company <input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
Other Bus from Work	Name of Company <input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.		Total Monthly Expense: <input type="text" value="0.00"/>		

3) **Complete the Transit Benefit Program Application** (at any point, click  for additional information)

- a. **Identifier:** Enter your “H” ID number
- b. **Work Phone:** Enter your Work Phone
- c. **Common Identifier:** Enter your “H” ID number
- d. **Agency/Mode:** Auto-fills to Department of Housing and Urban Development
- e. **Office Locality:** Enter the region closest to where you work most days
- f. **Program Office:** Enter: Use the drop down to select your Program Office
- g. Enter work information
 - i. The full address to which you commute via mass transit
- h. Enter residence information
 - i. The full address from which you commute via mass transit
- i. Select Supervisor
- j. Select Point of Contact
- k. Select Office of Administration Approver
- l. Manager Phone: Enter the best number with which to reach your Supervisor
- m. SmarTrip® card number.
 - i. Refer to the  icon to identify the correct nine digit sequence required by Metro. (example p.18)
 - ii. All HUD - OIG employees within the NCR who use SmarTrip® card enabled mode of mass transit must use a SmarTrip® card
- n. Comment for Agency Approvers: Enter any additional information to assist in the approval process
- o. Click “Submit Application”

**You will be notified by email when your application is forwarded to the next step.
You can also check status any time by logging into the Electronic Transit Benefit Application System.**

HOW TO FIND SMARTRIP CARD NUMBER?

SmarTrip cards are limited to WMATA commuters in the NCR (Washington, DC-Virginia-Maryland)

If you do not commute on WMATA in these areas enter N/A.

Enter the SmarTrip Card number without dashes or spaces.
See the samples below to identify your card number series, then insert the numbers on the application in the same format that follow =

Type #1: 012345678 C3DW803 = 012345678

Type #2: 12345678 3 C3DW803 = 123456783

Type #3: C3DW017 0020 0001 5644 364 6 = 0020000156443646

Type #4: GD1137 0167 0693 4564 7992 9601 = 01670693456479929601

Close

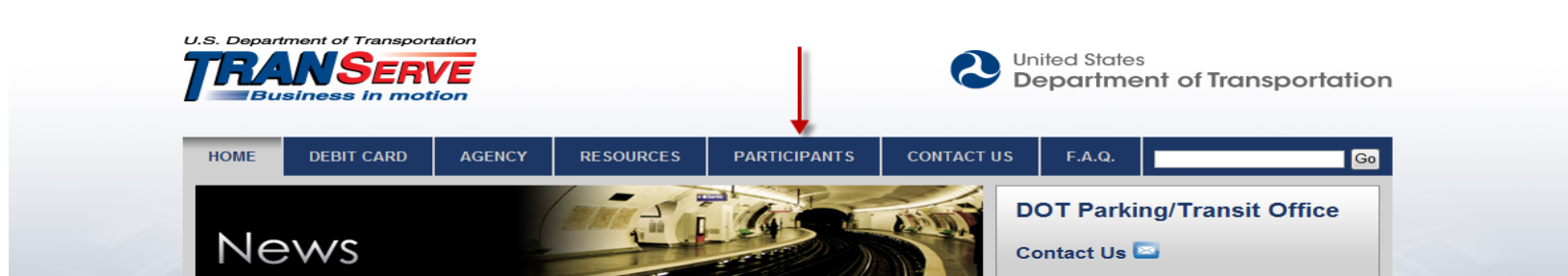
TRANServe Electronic Transit Benefit Application System Access

Frequently Asked Questions

Q. How do I enter the Electronic Application System the first time?

You must use your HUD - OIG email address as your Username

- 1) Go to: <http://transerve.dot.gov/>
- 2) Open the “Participants” Page



- 3) Scroll to “HUD - OIG”

- 4) Click “HUD - OIG” - Transit Benefit Program Application System”

- 5) Log In Page: Enter your Department of Housing and Urban Development official email address (i.e. First.Last@hudoig.gov)
 - a. Click “Register”

LOG IN

*User Name: ←

*Password: [Forgot Password?](#)

NOT REGISTERED YET? ←

6) Account Information Page

ACCOUNT INFORMATION

*User Name:

*First Name:

Middle Name:

*Last Name:

*Agency/Mode:

Phone Number:

- a. Enter your Name, as it appears on your Gov't ID
 - b. Select "HUD - OIG" from the Agency/Mode drop down box
 - c. Enter your office phone number
6. This assists an approver when a clarifying question might prevent disapproval of your application.

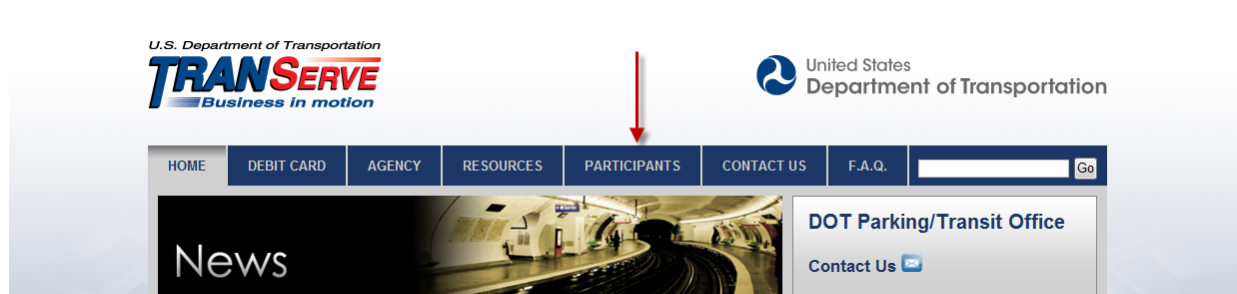
Remember to REGISTER ONLY ONCE!
The first time you use the system.

The temporary password is delivered to your HUD - OIG email.

- 7) Repeat steps 1-5
- 8) Enter your Password
- 9) Click “Log In”

Did you forget your password?

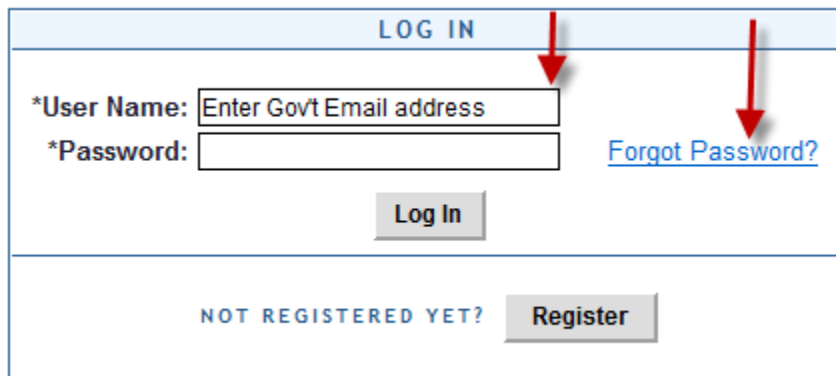
- 1) Go to: <http://transerve.dot.gov/>
- 2) Open the “Participants” Page



3) Click “HUD - OIG” then

4) Click “[HUD - OIG – Transit Benefit Application System](#)”

5) Click “Forgot Password




The screenshot shows a login interface with a light blue header containing the text "LOG IN". Below the header, there are two input fields: "*User Name:" with the placeholder text "Enter Gov't Email address" and "*Password:". To the right of the password field is a blue hyperlink labeled "Forgot Password?". Below these fields is a grey button labeled "Log In". At the bottom of the form, there is the text "NOT REGISTERED YET?" followed by a grey button labeled "Register". Two red arrows point downwards from the top of the form: one points to the "Forgot Password?" link, and the other points to the "Log In" button.

6) Enter your HUD - OIG email address


7) Choose

a. “Try Again” to see your “hint”

b. or “Send it by Email” to automatically reset your password

TRY AGAIN? 

User Name:

SEND IT BY EMAIL 

User Name:

THE PASSWORD WILL BE SENT TO YOUR E-MAIL ACCOUNT.

 [Return to Login Page](#)

8) Click “Return” to get back to the Login Page

**The HUD - OIG Transit Benefit Program
Coordinator is always here to assist you**

Please email questions to:

TransitSubsidy@hudoig.gov