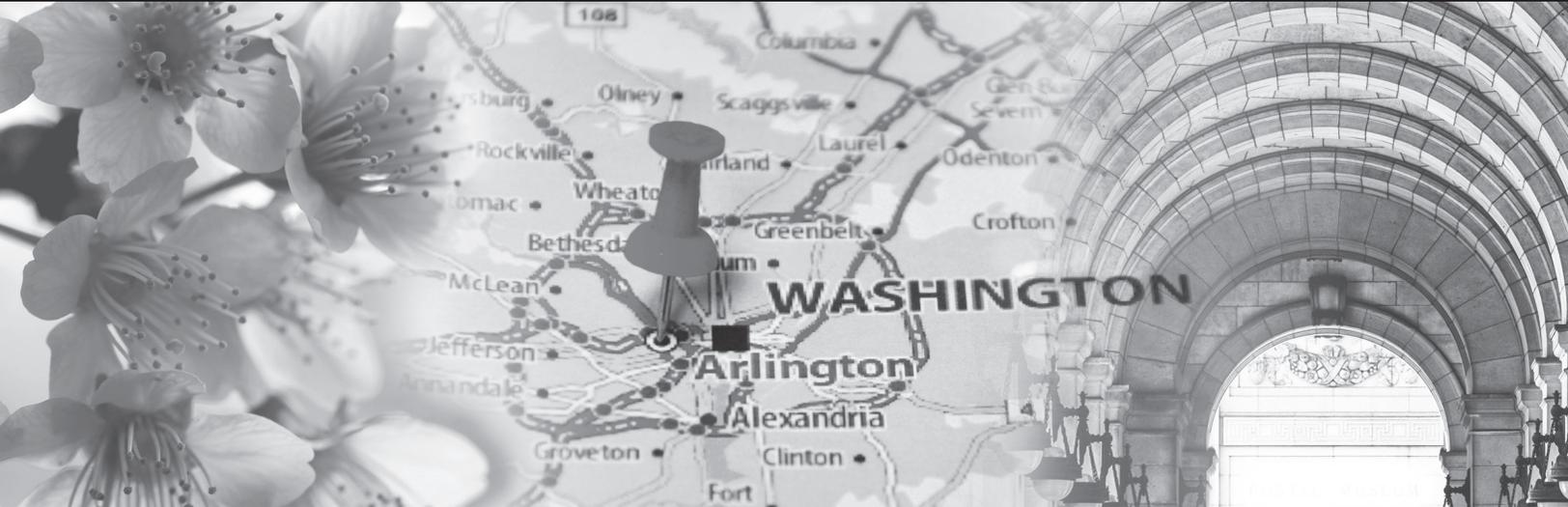


FEDERAL ETC UPDATES

TRANSERVE SERVES YOUR FEDERAL EMPLOYEES



The U.S. Department of Transportation (DOT) was one of the first government agencies to embrace the Transit Benefit Program. It began distributing transit benefits to employees in the early 1990s and the program has evolved over the years to offer transit benefit distribution services to over 250,000 federal participants nationwide.

TRANServe supports your employees with simplified access to transit authority information, electronic applications, how-to instructions and other resources that encourage them to use mass transportation as the primary means of commuting to and from work.

Under the program, government employees use a personalized Visa® debit card to purchase fare media from a ticket agent, online, or at a station kiosk. This saves the federal government approximately \$270,000 annually in eliminated shipping, travel, and on-site distribution costs.

Over the years, the program has improved, adapted to changing technologies, and embraced multiple alternative commuting options. In 2013, to both save money and make choosing mass transit easier for federal employees, TRANServe, moved away from paper fare media to deliver the transit benefit electronically.

In 2015, TRANServe created a \$20 Active Bicycling Commuting subsidy designed to encourage more bicycle trips. Federal employees can be provided with up to \$20 per month (\$240 a year) for bicycling expenses to be used towards the purchase of a bicycle, bicycle related clothing, helmet, gear, etc. The subsidy was created in June 2015 as a response to the provision "Implementing Instructions for Executive Order (E.O.) 13693, Planning for Federal Sustainability in the Next Decade," calling for the DOT to reconvene the Interagency Task Force on Bicycling and Active Transportation. This led to updating the document "Implementing a Successful Bicycle and Active Commuting Program in the Washington, DC Metropolitan Area," ensuring such updates included expansion to metropolitan areas with major federal offices and facilities. The document also evaluated ways to administer the commuter transit subsidy to encourage more bicycle trips and provide recommendations to the Council on Environmental Quality, and the Office of Management and Budget.

In 2017, TRANServe announced the launch of their newly redesigned website. The new design allows for streamlined menus, clearer navigation and provides a

user-friendly layout for all platforms. Additionally, a section contains training, instructions, and guides that can help federal employees navigate their way through the TRANServe process, as well as information on government provided fringe benefits, how to register SmarTrip cards, guidelines for program coordinators or ETCs, and transit benefit program requirements and expectations.

Also in 2017, TRANServe began offering a new TRANServe Card to bring a more secure and efficient solution to transit benefit delivery and use. New security features incorporate Pin & Chip technology to protect each participant's transaction activity. The 5-year card life improves efficiency by reducing card mailings, distributions, and replacements. The new TRANServe Card has also enabled more funding options during the benefit cycle and gives Program Offices the ability to temporarily suspend and quickly re-activate cards.

Implementing these improvements is helping TRANServe enhance customer service while maintaining proven processes that are important to you and your federal employees. For example, the funding and sweep cycles will remain on the 10th of each month, transit providers nationwide are still able to easily accept and process payments, and the same strong controls are in place to safeguard the card from misuse, ensuring the benefit is only used for commuting purposes.

Your employees can activate their TRANServe Card by dialing the Customer Service number located on the back of the card (800.341.6700). The Interactive Voice Response system will lead them through the automated process. When calling to activate the TRANServe Card, participants must answer security questions and set a Personal Identification Number (PIN).

Transit Benefit Program Participants are not required to provide any personal identifiable information when activating the TRANServe Card and will only need their



TRANServe Card number, the 3-digit CVV code (located on the back of the TRANServe Card) and must be prepared to set a 4-digit PIN.

TRANServe encourages employees to protect their transit benefit by following a few basic rules:

- Apply using their Agency's established application process
- Spend the transit benefit to make a direct purchase through their specific transit authority
- Ride mass transportation for the bulk of their commute
- Comply with their own Agency's Transit Benefit Program Policy

TRANServe is focused on delivering innovative, efficient program services that support federal employees who choose mass transportation.

The program is available throughout the U.S. with more than 500 transit providers accepting the TRANServe Card. Read more about the TRANServe Card at transportation.gov/transerve.