FREQUENTLY ASKED QUESTIONS

1. Do I have to turn in my parking permit?
Yes. Employees may not receive a federally subsidized parking pass and mass transit benefits.

2. What is a WMATA SmarTrip® Card?
A SmarTrip® card is a permanent, rechargeable fare-card. It is embedded with a special computer chip that tracks the value on the card.

3. Do I have to buy my own SmarTrip® card?
Yes. SmarTrip® cards are personal property and can hold your personal funds. Transit benefit funds and personal funds are separated on your card.

4. Do I have to buy a SmarTrip® card if my commute is not SmarTrip® enabled (Vanpool, VRE, MARC, Commuter Buses, etc…)?
Yes. The SmarTrip® card acts like an account to pay 3rd party transportation companies. Instructions are available at:
https://www.whs.mil/Mass-Transportation-Benefit-Program/Allocate-Your-MTBP-Benefits

5. I will be out of the office during a claim period. Can I submit an early claim?
Yes. You can submit a claim up to two months in advance if you know you will be away from a DoD CAC-enabled computer during an upcoming claim period.

6. I lost the SmarTrip® card holding my benefits; can the benefit be reassigned?
Yes. Purchase a new card, register the new card with WMATA (Metro) in your CAC name, and then link the card to your MTBP account. For detailed instructions, please visit:
https://www.whs.mil/Mass-Transportation-Benefit-Program

7. How long does it take to get enrolled?
Most applicants complete the review process in around a week, however it can take up to 30 days. Timing for the first benefit delivery depends on the monthly claim deadlines, discussed inside this brochure.

8. How much do I get?
Benefits are equal to your actual commuting costs up to the current federal maximum benefit, whichever is less. Actual commuting costs do not include parking.

More FAQ's Available at:
https://www.whs.mil/Mass-Transportation-Benefit-Program

IMPORTANT LINKS

Mass Transportation Benefit Program Website
https://www.whs.mil/MTBP/

Application Link
https://mtbp.whs.mil/

Claim Link
https://mtbp.whs.mil (Click "Submit a Claim" button)

Instructions for using transit benefits with 3rd-party vendors; vanpools, MARC, VRE, MTA Commuter Buses etc.
https://www.whs.mil/mass-transportation-benefit-program/allocate-your-mtbp-benefits

Washington Metropolitan Area Transit Authority
https://www.wmata.com/

Commuter Direct / Commuter Stores
https://www.commuterdirect.com

MTA Commuter Bus
https://mta.maryland.gov/commuter-bus

MARC Train
https://www.mta.maryland.gov/schedule

Virginia Railway Express - VRE
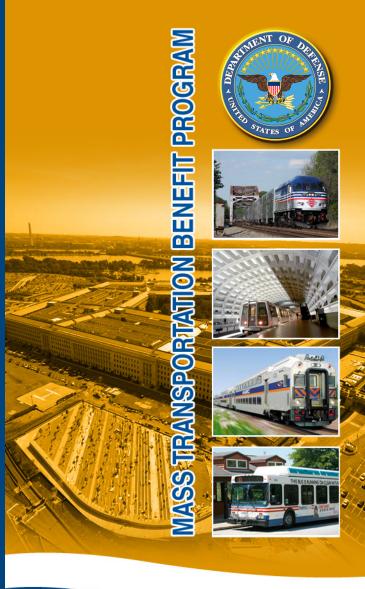https://www.vre.org

DoD Shuttle Bus Program
https://my.whs.mil/services/pentagon-DoD-shuttle-schedules

CONTACT INFO

Email: WHSNCRTransitBenefit@mail.mil
Phone: 571-256-0962

MASS TRANSPORTATION BENEFIT PROGRAM

DEPARTMENT OF DEFENSE (DoD)
NATIONAL CAPITAL REGION (NCR)

WELCOME

The Department of Defense (DoD) provides mass transportation benefits, to the extent authorized by law and regulation, to offset commuting costs and to reduce pollution and traffic congestion, preserve the environment, and expand transportation alternatives.

Washington Headquarters Services (WHS) administers the National Capital Region (NCR) Mass Transportation Benefit Program (MTBP) for DoD.

STEP 1 – DETERMINE ELIGIBILITY

In order to be eligible for the DoD NCR MTBP an applicant must meet the following criteria:

1. Employed by the Department of Defense. Civilian, Military, or Non Appropriated Funds (NAF)

2. Stationed and working in the National Capital Region (NCR)

The NCR is defined as the District of Columbia; Montgomery, Prince George's, and Frederick Counties in Maryland; Arlington, Fairfax, Loudoun, and Prince William Counties in Virginia.

This includes:

★ Paid interns and summer hires in the NCR who meet the above criteria

★ Members of Reserve Components who are performing active duty in the NCR for more than 30 days

Who is NOT Eligible?

★ Contractors

★ Personnel with a federally subsidized parking permit

★ Personnel that are on Temporary Duty (TDY) or on detail to the NCR from an area outside of the NCR

★ Inactive reserve personnel

★ Unpaid interns

★ Intergovernmental Personnel Act (IPA) employees (unless appointed to DoD)

★ Foreign Exchange employees

★ DoD Employees working outside the NCR (i.e. Fort Meade). Employees working outside the NCR must apply through their Component's MTBP

If you are eligible, but do not have a Common Access Card (CAC) or access to a CAC-enabled DoD computer, please call 571-256-0962 or email WHSNCRTransitBenefit@mail.mil

STEP 2 – APPLY FOR BENEFITS

From a CAC-enabled DoD computer, apply online at: https://mtbp.whs.mil/

1. Click "Begin Application"

2. Follow the onscreen instructions

3. A registered personal SmarTrip® card is required

Application and Benefit Delivery Timeframes

Once submitted, applications must be reviewed and approved by your supervisor and then by your DoD organization's MTBP Reviewing Official. Application processing may take up to 30 days. The date an enrollment application completes final approval determines when a claim can be submitted.

STEP 3 – SUBMIT A MONTHLY CLAIM

Upon full enrollment, you are eligible to submit claim. The monthly electronic claim requirement verifies your continued eligibility, secures delivery of the following month's funding, and prevents fraud, waste and abuse. The claim period is the 1st-15th of the current month for the following month's benefit delivery. A reminder email will be sent every day during the claim period. Claim reminders stop after a claim is successfully submitted.

Example:

Claim Period	➡	Benefit Period
May 1-15	➡	June
June 1-15	➡	July
July 1-15	➡	August

Claims are submitted by clicking the "Submit a Claim" button at the CAC-enabled portal, https://mtbp.whs.mil.

Participants must submit monthly claims in order to receive benefits for the following month. Failure to submit a monthly claim will result in skipping a month of benefits. Cutoff dates are determined by WMATA (Metro) deadlines. Exceptions cannot be made to the claim deadline.

Application approved between 1st-15th

Example: If your enrollment application is approved and completes processing between January 1st-15th, you will be able to submit your claim for February benefits no later than January 15th. Claims are not accepted after the 15th.

Application approved between 16th - last day

Example: If your enrollment application is approved and completes between the 16th - last day of January, your earliest claim can be submitted by February 15 for March benefits. Claims are not accepted after the 15th.

STEP 4 – USING BENEFITS

Riders of MetroRail or buses equipped with a SmarTrip® card target/reader

On the first workday of the benefit period, benefits will autoload directly to your SmarTrip® card the first time you tap your card to a MetroRail faregate (entry turnstile) or bus SmarTrip® Card target.

SmarTrip® cards must have a recent history of use in order to autoload available benefits. New cards. or cards without recent history of use can take 3-5 days for benefits to load onto the card.

Riders of transit companies that are not equipped with a SmarTrip® card reader:

★ Vanpools

★ VRE

★ MARC

★ National Coach Works / MARTZ

★ Metro Access

★ MTA Buses, Dillon's / Keller / EYRE Bus

★ AMTRAK

★ All other transit companies that are not equipped with a SmarTrip® card reader

These companies accept SmartBenefits®, but do not have SmarTrip® card readers installed for direct use. You will need to establish an allocation account with WMATA (Metro) to move your benefits from your SmarTrip® card to your vendor. The allocation is created and managed by the participant. You establish what portion of your transit funding goes to the allocation and how often. Allocations are managed separately from your MTBP account. It is important to understand allocation deadlines when enrolling as well as when withdrawing from the Mass Transit Benefit Program.

Specific instructions for each transit authority can be found at https://www.whs.mil/mass-transportation-benefit-program/allocate-your-mtbp-benefits