

**There have been a lot of queries about the Transportation Subsidy Program, and to eliminate the volume of these calls a list of Questions and Answers has been provided:**

**Question:** Where can I find the application for Transportation Subsidy?

**Answer:** The Transportation Subsidy application can be found at:  
<http://www.corporateservices.noaa.gov/~facmd/LogisticsDiv/logistics.html>

**Question:** When is the next distribution?

**Answer:** You will find the scheduling for Transportation Subsidy Distribution for both Silver Spring (SSMC) and Hoover Building (HCHB) for the year at:  
<http://www.corporateservices.noaa.gov/~facmd/LogisticsDiv/logistics.html>

**Question:** Can Contractors participate in the Transportation Subsidy Program?

**Answer:** The Transportation Subsidy Program is for government employees only.

**Question:** I missed the Transportation Subsidy distribution in Silver Spring, what do I do?

**Answer:** A monthly e-mail announcement is made for each Transportation Subsidy distribution and makes you aware of the option of going directly to the Department of Transportation (DOT) when you miss the scheduled Transportation subsidy distribution in Silver Spring. Directions to DOT's Transit Benefit Office: Take the Metrorail to L'Enfant Plaza Station then follow the signs to the exit at 7<sup>th</sup> & D Street, DOT (Not L'Enfant Plaza and nor Maryland Avenue). The escalators will bring you onto the plaza of DOT's Headquarters. Bear to your right from Metro around the plaza fountain and enter into the SW Lobby and go through Visitor's Center on the right. Continue left through the elevator bank and right to room PL 206.

**Question:** When going to DOT to pickup a Transportation Subsidy what do I need to take?

**Answer:** You should have your Government ID and if possible a copy of application with the NOAA Transportation Subsidy Managers signature. This is just a precaution incase DOT has not entered the application into system.

## **SmartBenefit Question and Answers**

**Question:** How do I participate in the SmartBenefit Program?

**Answer:** You must first be in the Transportation Subsidy Program. If you don't currently have a SmarTrip card, you can purchase one via mail, online, or at Metro's sales offices and area transit stores. The cost is \$5.00 and it is not reimbursable. For now, this Program only applies to those that use the metrorail (subway). A completed SmartBenefit Application, which can be found at: <http://www.corporateservices.noaa.gov/~facmd/LogisticsDiv/logistics.html> and a Xerox copy of the back of the SmarTrip card should be sent to the NOAA Transportation Subsidy Manager at SSMC 4, Room 8653. You may visit Metro's web site for more information: [www.WMATA.com](http://www.WMATA.com) (click on the SmarTrip Link).

**Question:** I lost my SmarTrip card and purchased a new one, but now it will not add fare to the new card what do I do?

**Answer:** A completed SmartBenefit Application and a Xerox copy of the back of the SmarTrip card should be sent to the NOAA Transportation Subsidy Manager at SSMC 4, Room 4162. Please not on the application that original SmarTrip card was lost. You should call Metro at (202) 962-5719 when you lose card so your account can be frozen, in case card is found and someone else uses.

**Question:** Can my SmartBenefits be used for parking?

**Answer:** No. Just remember that your transit benefit is not figured on the amount you spend on parking, your transit benefit should be figured on the amount you spend using mass transit (metrorail, metrobus, commuter bus, Marc train, etc.).

**Question:** Where can I pick up my SmartBenefits?

**Answer:** Once you are enrolled in SmartBenefits, you will be able to claim your benefits directly from any Farecards/Addfare machine located at the Metrorail stations. Just add the benefits reserved for you to your registered SmarTrip by following easy steps given to you on the machine.