

Dear Valued Customer,

As you are aware, Washington Metropolitan Area Transit Authority has announced that it will discontinue production of the employer provided transit benefit voucher: “Metrochek” in favor of electronic smart card program known as “SmartBenefits”. This should not affect a lot of you because you have already converted, but for those that have not please do so immediately so that you will not have any disruption.

There have been a lot of questions raised regarding WMATA’s announcements that Metrocheks will be eliminated. I will do my best to provide the solid answers you need. TRANServe fully appreciates the need to be completely certain about what is coming, in order to make the best plans for your internal customers. There is much being reported that is confusing and conflicting. It is important, when dealing with Metro, to remember that we, in the federal government operate under a different set of rules and priorities than does the Washington Metro Area Transit Authority. The federally provided transit benefit is not in danger. Essentially, Metro has chosen not to continue in the very expensive business of providing paper vouchers and to invest more of it's time and funding into strengthening the system.

THIS DOES NOT MEAN THE TRANSIT BENEFIT IS GOING AWAY. It does require some adjustment in the way we have all been doing business up to this point.

Let me tell you more about what will change:

Participants using modes of transportation with smart card technology will have to convert to SmartBenefits immediately. This means they will receive paper fare media **one more time**, and then must begin to download onto their SmarTrip card. For the time being Metrocheks will still work on Metrorail and can still be loaded onto the SmarTrip card. They will not stop functioning on November 15, they will stop being produced. Because we can't buy what they aren't selling, it is essential that participants register for SmartBenefits immediately. Those who do not use a SmarTrip system will continue to receive the SmartBenefits voucher until their mode of transportation can use smart card technology. Eventually, WMATA may eliminate paper fare media completely.

It has not yet been determined whether the next quarterly distribution will consist of the Metrochek or the new "SmartBenefits Voucher "; however the process will be the same, with the exception that the “SmartBenefits Vouchers” does not offer a \$20 denomination. Participants will pick up the new vouchers and exchange them for the fare media of transit companies who do not take SmarTrip or SmartBenefits yet. The difference between the “New SmartBenefits Voucher” and the “Metrochek” is that the new SmartBenefits voucher will **not** download onto a SmarTrip card and cannot be used to ride Metro. The essential difference between the two products seems to be the absence of the magnetic strip on the back that allows the Metrochek to be used as a fare card.

At this point in time, short term workers (i.e. interns), first time transit benefit participants and all participants who split their ride between Metro and a vendor who is

not electronic will still use paper fare media. Currently these include Virginia Railway Express (VRE), MARC Rail, MetroAccess and MTA commuter buses (such as: Eyre, Dillon, Keller, National Coach Works, Howard County, Connector Ride and Martz).

Each person will have to understand and specify which type they need and how much of each. At first, I'm sure there will be a lot of conversation in the distribution lines, please hold questions as much as possible for your POC. TRANServe has provided the attached chart to assist you during the next distribution. This chart identifies which mode of transportation currently requires what type fare media. Perhaps you could email the chart to your participants in advance of the next distribution.

It is evident electronic fare media is the way of the future and we are looking forward to a smooth transition.

The Transit Benefit is here to stay.

The "Metrochek" is going away.

Do you know what to do?

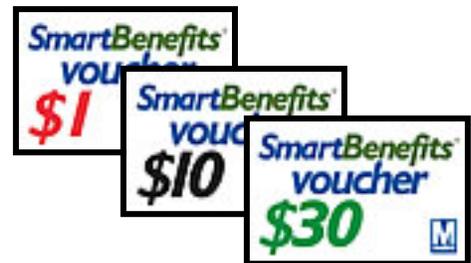
Join Smart Benefits now



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if you ride:

Dillion
EYRE
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MARC Train
MARTZ (Fredericksburg)
Metro Access
National Coach Works

Fairfax Connector Loudon Commuter Bus Montgomery County Ride On PRTC The Bus	VRE Howard County Connector Ride (Laural & Anarundal)
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Questions: Contact your Point of Contact
(now referred to as TPOC (Transit Point of
Contact))