Transit Benefit Coordinator (POC) Guide

Table of Contents

1. Background

Executive Order 13150, of 21 April 2000, mandates all Federal agencies implement a transportation fringe benefit program that offers qualified Federal employees the option to exclude from taxable wages and compensation, employee commuting costs incurred through the use of mass transportation and vanpools. The transit benefit amount received is equal to employees' actual monthly commuting cost up to the statutory limit.

The National Transit Benefit Coordinator (BOP Point of Contact (POC)) will monitor the internal controls of the Transit Benefit Program for the Bureau of Prisons.

The participant's immediate supervisor has the authority to verify BOP staff applying for transit benefits meet the requirements for participation. This includes a determination that employees are using mass transit for their home to work to home commute.

2.0 Transit Benefit Coordinator (Point of Contact) Responsibilities

The National Transit Benefit Office (Central Office):

- ➢ transitsubsidy@bop.gov

- ➢ 202-307-2068

- ➢ Has overall responsibility for communication, guidance, coordination, auditing, and management of the BOP's program.

- ➢ Will work directly with TRAN Serve (Department of Transportation), and provide guidance to local Transit Benefit Coordinators (Local POCs).

- ➢ Will be familiar with the area's mass transit commuting alternatives, along with typical daily/weekly/monthly fares of each system.

- ➢ Will complete routine internal audits of the BOP's transit benefit records.

The Local Transit Benefit Coordinator (Local POC):

- ▪ Is required to follow the BOP's transit benefit program policy and procedural guidance (Property Management Manual, Transit Benefit Program).

- ▪ Must brief participants on the overall Transit Benefit Program, to include BOP's transit benefit program policy, training requirements, and deadlines.

- ▪ Should become familiar with their area's mass transit commuting alternatives, along with typical daily/weekly/monthly fares of each system.

3.0 Deadlines

Any transit changes submitted by the 10th of the month will be prepared and effective beginning the following month. Any transit changes submitted after the 10th of the month will be for the month following the next. Debit card changes presented by the 20th of the month will be effective beginning the next month, and changes submitted after the 20th will be effective beginning the month following.

A. Program deadlines for customer information and program operations:

Enrollment Schedule	Agency Information Due	Distribution Date
Debit Card Participants		
Initial Funding Load		10th of each month
System Entry Deadlines		
Enrollments	20th of prior month	10th of following month
Changes	20th of prior month	10th of following month
Withdrawals	20th of prior month	
2nd Funding Load		
System Entry Deadlines		
Enrollments	5th of each month	20th of same month
Changes	5th of each month	10th of following month
Withdrawals	5th of each month	
3rd Funding Load		
System Entry Deadlines		
Enrollments	12th of each month	25th of same month
Changes	12th of each month	10th of following month
Withdrawals	12th of each month	
WMATA/Smart Benefits Participants (NCR Only)		
Initial Funding Load		
System Entry Deadlines		
Enrollments	10th of each month	1st of following month
Changes	10th of each month	1st of following month
Withdrawals	10th of each month	1st of following month
Card Reassignments	1st – last day of each month	3-5 business days following submission request
SmartBenefits Anytime	1st – last day of each month	3-5 business days following submission request

*NCR – National Capital Region (Central Office, Washington D. C.)

4.0 Fare Media Distribution

A. Instructions for Distribution

➢ Immediately after receiving the FedEx package from the TRANServe Debit Card provider, count all debit cards, compare your count to the totals listed on the Delivery Receipt Record, and then verify that the names on the TRANServe card correspond to the names listed on the TRANServe card provider summary report. After the counts and names listed have been verified, fax both the TRANServe Delivery Receipt Record and the TRANServe Debit Card provider summary report to the number listed at the top of the Delivery Receipt Record.

➢ Every agency has selected specific security question information for their customers to provide TRANServe Debit Card provider in order to activate their TRANServe Debit Cards. For each TRANServe Debit Card issued, provide the participant with the responses to their three security questions (see below) and the Participant Guide.

▪ Work Phone

▪ Work Zip Code

▪ Common Identifier

➢ When an eligible employee comes to pick up their benefit, they must present a valid Government ID badge. Each employee must sign the included Pick-up Verification Form, providing date, name, signature and the amount of fare media that they have received. Issue the employee their TRANServe Debit Card (alphabetized by first name). In the event that employee's do not pick up their cards, please store the cards in a secure location for up to 90 days. If cards have been held past 90 days, please destroy/shred the cards and contact your Transit Benefit Manager to withdraw the participants.

➢ The Pick-up Verification Signature Form, TRANServe Debit Card provider summary sheet, Delivery Receipt Record and the FedEx receipt should be kept as part of your files of record.

B. Checklist for TRANServe Debit Card Receipt and Distribution

➢ Receive and review e-file documents from your TBM.

➢ Receive FedEx package containing the TRANServe Debit Cards.

➢ Store TRANServe Debit Cards in a secure location until distribution (if applicable).

➢ Communicate card distribution dates to your participants.

➤ Collect participant signatures on the pick up verification form during the distribution of the debit cards.

C. Pickup Verification Signature Form

TRANServe Card Participants

Pick-up Verification Signature Form

PRIVACY ACT STATEMENT: This information is solicited under authority of Public Law 1010-506. Furnishing the information on this form is voluntary, but failure to do so may result in disapproval of your request for public transit fare benefit. The purpose of this information is to facilitate timely processing of your request, to ensure eligibility, and to prevent misuse of the funds involved. This information will be matched with lists of Federal agencies to insure that you are not listed as a carpool or vanpool participant or a holder of any other form of vehicle worksite parking permit with your agency or any other Federal agency.

INSTRUCTIONS - Print your name, sign for your TRANServe card list your monthly authorized amount, and document the date of your pickup.

DATE	PRINT NAME (No Initials)	SIGNATURE	MONTHLY AMOUNT
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$

5.0 Internal Controls

The transit benefit approvers (participant's immediate supervisor) is responsible for verifying federal employees meet the requirements for participation in the transit benefit program as outlined in Executive Order 13150 *Federal Workforce Transportation*, April 21, 2000. This includes determining that employees are using mass transit for their home to work to home commute.

A. Best Practices

To maintain integrity and program controls, POCs should conduct routine internal audits of their employees' transit benefit records. Internal control best practices include:

- ➢ The **National Transit Benefit Office** review of monthly transit benefit billing reports for accuracy. The review should verify and ensure that:

    - ▪ Employees that have left the Bureau are no longer receiving the benefit. Cross check the transit benefit alphabetical listing with Human Resource records to ensure separated employees followed exit procedures and withdrew from the transit benefit program.

    - ▪ Employees on extended travel or leave have not picked up a monthly benefit for the period they were not commuting from home to work.

    - ▪ Employees that intermittently telework or drive to work adjust their commuting benefit.

    - ▪ Participants with a pickup record over the monthly statutory limit are researched. (There may be legitimate reasons but this should be investigated.)

- ➢ The **local POCs** review the transit benefit alphabetical listing to ensure:

    - ▪ Employees that have left the Bureau are no longer receiving the benefit, cross checking the alphabetical listing with local Human Resource records to ensure separated employees followed exit procedures and withdrew from the transit benefit program.

    - ▪ Employees on extended travel or leave have not picked up a monthly benefit for the period they were not commuting from home to work.

    - ▪ Employees that intermittently telework or drive to work adjust their commuting benefit.

6.0 Available Reports

A. Remote Reports for Local POCs

TRANServe has created a Transaction and Activity reports portal within the TRANServe Transit Benefit Web Application System to provide customer access to frequently requested Transit Benefit program reports.

Below is a list of the Remote Reports that are currently available on varying schedules:

- Alpha – Currently active participants
- Add Customers – Added to the Transit Benefit Program in the past thirty days.
- Removed Participants – Removed from the Transit Benefit Program in the past thirty days.
- Auto-Withdrawn – Participants who haven't picked up a subsidy within a time set by the agency and have been withdrawn from the program
- Debit Card replacement – TRANServe requested TRANServe Card replacements and delivery location
- TRANServe Card Transactions – One week detail of all TRANServe Card transactions
- Not Picked Up Report – Active Participants who have not used the Transit Benefit
- Web Application Summary - 3 month Snapshot of all applications submitted to TRANServe. (New, Changes, and Withdraws)

Note: If additional reporting is required, please contact the National Transit Benefit Office in Central Office for assistance.

B. Central Office Billing & Reporting

TRANServe maintains billing records and information in accordance with National Archives and Records Administration (NARA) guidelines and requirements to enable you to comply with audit requirements.

The BOP is provided monthly billing packages by DOT.   Each package provides a monthly invoice with detailed reports to the National Transit Benefit Office on individual employee participation in the Program. These reports include a description of specific services provided, such as the name of each employee receiving a transit benefit, the fare media expenses, vendor fees, billable hours, travel, mailing expenses, administrative and distribution costs, if any.

Below is a non-comprehensive list of the billing reports that are available on a monthly basis for National POC:

➢ TRANServe Account Activity Statement – Aa.htm

- Includes the total sum of all billed fare media, mailing cost, the management fee for the stated month, distribution fees, credits and a total amount to be billed for the stated month.

➢ Transit Benefit Detail Report - Dtl.htm

- Includes pick up information for all participants with broken out by region along with accounting code information. Please note that if a participant did not pick up benefits in the stated month they will not be included in this report; this report only captures pick up information for participants that claimed their benefit.

➢ SmartBenefits Activity Report - Sbact.htm

- Details activity within a participants SmartBenefit record. Please note that if a participant did not have any activity within the stated month they will not be included in this report.

➢ SmartBenefits Detail Report - SBdtl.htm

- Includes pick up information for all SmartBenefits participants only along with accounting code information. Please note that if a participant did not pick up SmartBenefits in the stated month they will not be included in this report; this report only captures pick up information for participants that claimed their benefit.

➢ Customer Statement Transit Benefits - Cs.htm

- This report includes the most current and up to date list of advances and bills for the stated agency's line of accounting as indicated on their TRANServe IAA.

➢ Transit Benefits Summary Report by Administration - Sa.htm

- This report includes the total number participants issued benefits, the amount issued within the stated month and within the current fiscal year by admin.

- ➢ Alphabetical Listing of SmartBenefits Participants - SBptc.htm

    - ▪ This report included a current listing of all SmartBenefits participants as of the 1st of the stated month. This report also included on file monthly certified benefit cost and smart trip card number as indicated in their TRANServe customer record. This report included participants that have and have not picked up benefits within the stated month.

- ➢ Alpha Listing - Als.xls

    - ▪ This report includes a total alphabetical listing of all active participants as of the 1st of the stated month. Monthly certified benefit cost, building, admin, routing symbol and media information is included in this report for each participant. This report included participants that have and have not picked up benefits within the stated month. This report is formatted in excel for easy manipulation.

- ➢ Addition Alpha Listing - Aladd.xls

    - ▪ This report includes an alphabetical listing of participants that were added or enrolled into the TRANServe database within the stated month. Monthly certified benefit cost, building, admin, routing symbol and media information is included in this report for each participant. This report included participants that have and have not picked up benefits within the stated month. This report is formatted in excel for easy manipulation.

- ➢ Withdrawn Alpha listing - Wdrwn.xls

    - ▪ This report includes an alphabetical listing of participants that were withdrawn or removed from the TRANServe database within the stated month. Monthly certified benefit cost, building, admin, routing symbol and media information is included in this report for each participant. This report included participants that have and have not picked up benefits within the stated month. This report is formatted in excel for easy manipulation.