



United States of America
Consumer Product Safety Commission

Office of Facilities Services

January 8, 2016

SOP-01

TRANSIT SUBSIDY BENEFIT PROGRAM STANDARD OPERATING PROCEDURES (SOP)

PURPOSE: Establish standard operating procedures for monitoring a system of internal controls to provide a framework for the TSBP to operate as intended and in compliance with applicable laws, regulations, and Agency policies for the Transit Subsidy Benefit Program (TSBP) administered by the Office of Facilities Services (EXFS).

- I. **PROCEDURES FOR ESTABLISHING AND MANAGING THE CPSC TSBP PROGRAM.** In accordance with the Transportation Incentive Program, Transportation Fringe Benefits, the Consumer Product Safety Commission (CPSC) is required to provide Transportation Fringe Benefit for employees, who use mass transit or van pools. The Director, Office of Facilities Service (EXFS) is responsible for:
 - a. Administering the TSBP for CPSC employees in the National Capital Region;
 - b. Assigning staff to serve as the Agency's TSBP Program Coordinator;
 - c. Executing an Intra-Agency Agreement (IAA) with Department of Transportation, Transportation Services (DOT TRANServe) at the beginning of the Fiscal Year;
 - d. Implementing and establishing the DOT TRANServe online program application and certification forms;
 - e. Establishing Standard Operating Procedures (SOP) for the TSBP to determine CPSC employee eligibility and to process enrollment application;
 - f. Providing oversight of the TSBP; and,
 - g. Establishing and monitoring the TSBP internal controls.

- II. **PROCEDURES FOR THE TSBP APPLICATION PROCESS.** CPSC implemented the DOT/Transerve on-line system that will accept application for transit benefit. The CPSC TSBP Program Coordinator will:
 - a. Provide assistance to CPSC TSBP participants with the TSBP application process, which involves Transit Benefit Integrity Awareness Training, SmarTrip (participant's own) card, debit card issuance, online enrollment thru DOT TRANServe website, and change/withdrawal management.
 - (1) **Transit Benefit Integrity Awareness Training.** The CPSC Transit Integrity Awareness Training provided by Talent Management System (TMS) at <https://tms.ibc.doi.gov/learning/user/login.do> is a web-based training. It is required upon entrance into the program for eligible TSBP applications. The TSBP Program Coordinator/CPSC will:
 - Work with the Agency TMS's Administrator to setup and periodically update the online "Transit Benefit Integrity Awareness Training," for eligibility participants';
 - Advise all TSBP participants' to complete and submit a copy of the training certification with their enrollment application; and,
 - Review and verify participant training certification document.
 - (2) **Purchasing SmarTrip Card.** The TSBP Program Coordinator will inform the TSBP participants to purchase their own SmarTrip card, eligible participant's SmarTrip's card name register with WMATA is

TRANSIT SUBSIDY BENEFIT PROGRAM STANDARD OPERATING PROCEDURES (SOP)

required, annotate their SmarTrip number on the enrollment application and submit a photo copy of it for the TSBP Program Coordinator's files. The DOT TRANServe uses the SmarTrip number to setup the participant account.

- (3) **Debit Card.** The Debit card is issued through DOT/Transerve from J.P Morgan Bank to eligibility participants for CPSC part and full time employees. The issuance "Debit" card will be used by TSBP participants', who will be used the MARC Train, Commuter Bus, Metro Bus/Rail, and Metro Access for their daily commutes **from and to work only.**
- The TSBP Program Coordinator will, upon receipt of the Debit card, make a photocopy of it and the shipping information, for the TSBP file and submit by email a copy to DOT.
 - Distribute the Debit card to eligibility participants and ensure recipients card holders signed to accept their debit cards with date receipt and keep copies for record keeping.
 - For Departure/Retiree of Debit card holder participants' – Retrieve the Debit card is required from "Debit card" holder prior to the retire/depart date participants.
- (4) **Enrollment.** All eligible TSBP participants' are required to submit an online application through DOT TRANServe website as follows—
1. Prior to submit an online application, eligible participant is required to take the TMS training at <https://tms.ibt.doe.gov/learning/user/login.do> for the "Transit Benefit Integrity Awareness Training" course and complete it with a passing scores, then scan/send the **completion training certificate** by email to the TSBP Program Coordinator.
 2. The TSBP participants' required to complete the online enrollment application at <https://transitapp.ost.dot.gov/index.cfm?CFID=35348&CFTOKEN=1a57d4f6ae1c960f-A11D668B-E6F4-4B38-8CF7B8770F8E7784&method=passport.showLogin> and submit it to their immediate supervisor as the "Official Approval," for their applications unless due to unusual circumstances that the supervisor is not available for approval.
 3. Add the remarks in the column for "Comment for Agency Approvals" (i.e., Method of disbursement of fund with participant choices, name of station for bus number/metro train route locations for A.M. and P.M. daily trips, Work Schedules: i.e., duty hours, telework (recurrent only), & Day Off (Work Type employees [AWS/regular])).
 4. Once the supervisor approves the electronic participant's application, then the online application will be forwarded to the TSBP Program Coordinator/CPSC for review and approval electronically.
 5. Participant modify/complete/sign the spreadsheet in Excel Microsoft format to include the PII date information (i.e., method of disbursement of fund, name of station (bus number/metro train), Work Schedules (i.e., duty hours, telework (recurrent only), day off) and send it by email to TSBP Program Coordinator.
 6. If any additional info to clarify by contact the TSBP Program Coordinator for further assistant.

Upon receipt of the participant application, "Transit Benefit Integrity Awareness Training" certification and a photocopy (front & back) of the SmarTrip card, the **TSBP Program Coordinator will:**

1. Check to ensure the validity, accuracy and completeness of transit subsidy application data;
2. Cross-reference the applicant's name to the CPSC Parking Office (Bethesda-HQ only) database/report to determine if the applicant has a parking permit;
3. If the applicant is on the "Monthly Parking" list, explain that their transit benefit account will take approximately a month. Once their transit benefit is activated, they will have to cancel their **monthly parking permit** or reimburse the Agency for the transit benefit if they use both within a month;
4. Review/verify the applicant address with the Office of Human Resource Management address list report and use the Washington Metropolitan Authority Trip Advisor (WMATA) Trip Planner to

TRANSIT SUBSIDY BENEFIT PROGRAM STANDARD OPERATING PROCEDURES (SOP)

- verify the monthly estimated cost fare media for accuracy to approve/disapprove all eligible participant online applications;
5. Approve enrollment applications and submit to DOT to process;
 6. If an online “Disapproved” enrollment application due to lack of documents or other conditions is not met then provide an explanation of reason for the disapproval on the online application process; and,
 7. Maintain/follow-up with participants until the applications process is completed and secures Personally Identifiable Information (PII) and related records;
- (5) ***Change/Withdrawal Management.*** Upon completion of the CPSC Transit Integrity Awareness Training, CPSC employees/participates certify that they will use the online DOT TranServe application to make all changes to their work status (extended leave, telework, cancel, and withdraw). In addition, the CPSC TSBP Program Coordinator will:
1. Monitor and reconcile the employee departure help desk tickets and the staffing report with the transit participant list to check for participants departing the Agency;
 2. Notify transit participants listed on the departure list to withdraw from the program; and,
 3. Immediately notify DOT TRANServe to cancel/suspend participants benefit upon knowledge of participants work status change (extended leave, telework, cancel, and departure).
- III. **PROCEDURES FOR SAFEGUARDING AGAINST WASTE, FRAUD AND ABUSE.** The DOT/TranServe online application allows TSBP participants to self-certify their eligibility for benefit, submit to the immediate supervisor/manager for approval and submits to the CPSC TSBP Program Coordinator. The CPSC TSBP Program Coordinator will:
- a. Review enrollment applications for completeness and accuracy;
 - b. Verify/review for accuracy of the commuting cost with the WMATA-Trip Planner;
 - c. Ensure participant monthly transit benefit does not exceed the authorized maximum or the monthly tax-excludable benefit under the IRS regulations;
 - d. Prepare/maintain a spreadsheet of all TSBP participants, record and account for expenditures to permit the proper maintenance of accounts;
 - e. Review the DOT Monthly reports and identify and resolve discrepancies;
 - f. Prepare accurate Monthly Financial reports;
 - g. Ensure Annual and Monthly reviews and assessments are made of the management and control of the program;
 - h. Monitor the monthly parking report to ensure participants receive only one benefit (transit or parking) per month;
 - i. Monitor the help desk tickets and staffing report for employee departures and remind participates to withdraw from the program before departing the Agency;
 - j. Notify by email to DOT TRANServe immediately in writing to remove participates from the TSBP program who have departed the Agency before withdrawing from the TSBP;
 - k. Notify EXFS management of fraudulent activity;
 - l. Request participants who received and used unauthorized/improper transit benefits to reimburse the Agency;
 - m. Request participants who received both parking and transit subsidy benefits within a month to reimburse the Agency for the used transit subsidy benefit by a written check made payable to “CPSC,” and
 - n. Provide the Division of Finance Services monthly TSBP reports that list the names of the participants and their total benefits, DOT TRANServe management and media fees.

**TRANSIT SUBSIDY BENEFIT PROGRAM
STANDARD OPERATING PROCEDURES (SOP)**

- IV. **PROCEDURES FOR THE TSBP INVOICE APPROVAL.** The DOT TranServe bill the CPSC monthly through the Intra-Governmental Payment and Collection (IPAC) system for the total TSBP costs. The TSBP Program Coordinator will:
- a. Segregate the total TSBP costs based on information supplied by DOT TranServe in an electronic spreadsheet file in excel (Microsoft) format; (These reports/files are the primary source of information for CPSC to take the proper action on DOT TRANServe monthly billings and all invoices.)
 - b. Reconcile CPSC TSBP participant list with DOT's monthly report to ensure the fair media is accurate;
 - c. Identify billing discrepancies and contact DOT TRANServe to resolve them;
 - d. Annotate the appropriate organizational accounting code on the invoice, approve and submit to ESC for payment transaction;
 - e. Ensure that all records and fare media are stored in a secure and locked safe within Room 519;
 - f. Ensure access to the safe will be limited to the identified EXFS staff positions; and,
 - g. Maintain electronic and/or hard copy records of Transit Benefit Reports furnished by DOT.
- V. **PROCEDURES FOR CPSC TSBP PARTICIPANTS ANNUAL RE-CERTIFICATION.** The CPSC TSBP participants are required to Annually Recertify their eligibility for transit subsidy benefits. The CPSC TSBP Program Coordinator will:
- a. Monitor participants compliance with the "Annual Recertification";
 - b. Notify participants in writing of the Recertification Date, deadline and requirements (copies of "Transit Benefit Integrity Awareness Training" certificate, WMATA trip tracker, copy of the front/back of the SmarTrip or debit cards, name of station (bus/metro train), and work schedule (i.e., duty hours, telework (recurrent only), day off);
 - c. Check to ensure the validity, accuracy and completeness of transit subsidy application data;
 - d. Cross-reference the applicant's name to the CPSC Parking Office database/report to determine if the applicant has a parking permit;
 - e. Verify the applicant's address with the Office of Human Resource Management;
 - f. Use the Washington Metropolitan Authority Trip Advisor (WMATA) to verify the monthly fare estimate and approve or disapprove the application;
 - g. Approve enrollment online applications and submit to DOT TRANServe to process;
 - h. Return/provide disapproved enrollment application to applicant with an explanation;
 - i. Remove participant from the TSBP who does not complete the annual re-certification requirement;
 - j. Ensure that all records and fare media are stored in a secure and locked safe within room; and,
 - k. Maintain electronic and/or hard copies up-to-date for records of all eligibility applications and worksheets.