

- ❖ Civil Servants and Contractors are encouraged to sign up for Metro Alerts to receive updated information about service disruptions by text or email:  
[http://wmata.com/rider\\_tools/ealerts/](http://wmata.com/rider_tools/ealerts/)
- ❖ Civil Servants and Contractors are encouraged to sign up for Commuter Connections Guaranteed Ride Home program:  
<http://www.commuterconnections.org/commuters/guaranteed-ride-home/>
- ❖ If Civil Servant is issued Fare Subsidy for metro and can't use it will they be reimbursed?
  - **No**, any unused amount during the month will be returned to the Agency at the end of the month.
- ❖ Can a Civil Servant exchange their Fare Subsidy allotment for a Parking Permit?
  - **No**, the funds can only be used for public transportation. Civil Servants can request to have their Smartrip Benefits **“Suspended”** even if they are not participating in the parking program. This can be requested from the 1<sup>st</sup> of the month to the 28<sup>th</sup> by emailing the Fare Subsidy Program Coordinator [rose.t.butler@nasa.gov](mailto:rose.t.butler@nasa.gov) or via telephone at 202-358-0184.
- ❖ Can temporary parking permits be purchased?
  - Civil Servants may purchase a Thirty Day Parking Permit while the metro track work is being performed by filling out the NHQ Form 43 - Headquarters Parking Permit. The form should be submitted to the HQ Parking Program Coordinator in location 1B42 for processing. As a reminder, Smartrip Benefits will be **“Suspended”** while issued the Parking Permit.
  - Civil Servants may purchase a booklet of twelve (12) parking validation stickers at a cost of \$100.00 from the Parking Managers Office on the P1-Level of the garage.
  - Daily Parking is still an option for Civil Servants and Contractors.
  - Contractors can contact Standard Parking Manager directly to purchase a monthly Parking Permit at (202) 358-2415.
- ❖ If you have any questions or need assistance planning your trip via Metro, please contact Metro Customer Service at 202-637-7000.