



Program Support Center



ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established in 1995 to reduce HHS’s annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in four key markets: administrative operations, financial management and procurement, occupational health, and real estate and logistics.

For more information contact
(301) 492-4600
www.psc.gov

TRANSIT SUBSIDY PROGRAM MANAGEMENT

The **Program Support Center (PSC)** Transit Subsidy Program Management provides a secure and reliable turnkey federal employee transit subsidy fringe benefit solution.

Whether using mass transit, vanpool, or Bike2Work, employees and transit program administrators can seamlessly enroll staff, quickly distribute benefits, only pay for funds used, and easily manage and monitor the program online freeing up resources, time, and budgets to focus on core mission activities.

Go With the Green Option Commuter Card

PSC has gone green with the *GO!card®*, the Visa® network federal charge card developed under General Service Administration’s SmartPay®. Using the *GO!card®* allows employees to purchase monthly transit fare within the limit of their certified commute cost electronically. Furthermore, administrators can automatically reload funds whenever and wherever necessary.



Easy and Seamless Process

The convenience of PSC Transit Subsidy Program Management makes it easy to enroll participants and continually manage the program:

1. **Apply.** Customer agency emails approved participant data to PSC.
2. **Process.** PSC is automatically notified of the approved request and processes the application — within hours.
3. **Receive *GO!card®*.** PSC delivers the *GO!Card®* to employee within 10 – 14 business days.
4. **Buy Transit.** Employee purchase tickets, fare cards, monthly passes, etc. immediately.
5. **Analyze.** PSC emails monthly activity report no later than the fifth business day of the month following benefit period.

Mitigate Fraud, Waste, and Abuse

As a trusted federal partner, PSC establishes strategic relationships with transit providers, regulatory authorities, and third party vendors to ensure transit subsidy benefits programs are compliant with federal regulations.

PSC provides participants with certification training to mitigate fraud, waste, abuse, or mismanagement of funds. They also gain access to helpdesk support, instructions on how to use their transit subsidies, and guidelines to stay compliant with federal policies.

FEDERAL SHARED SERVICES

Accounting Services

Accounting
Debt Collection
Financial Reporting

Acquisition Management Services

Acquisitions

Behavioral Health Services

Employee Assistance Program
Organizational Development and Leadership
Psychological Testing and Evaluation Program
Work / Life Programs

Building Operations Services

Facilities Operations and Maintenance
Room Management
Shredding

Clinical Health Services

FedStrive
Health Clinics
Medical Employability
Medical Surveillance
Workers Compensation Management

Environmental Health and Safety Services

Automated External Defibrillator
Environmental Health and Safety

FedResponse Services

Customer Contact Center

Grants Finance and Administration Services

Grants Management
Indirect Cost Negotiations

Mail and Publishing Services

Departmental Forms Management
Digital Document Management
Graphic Arts
Mail Operations
Mail Screening
Printing Program Management
Section 508 Compliance

Real Property Management Services

Real Estate Strategy
Real Property Disposal
Space Design and Construction

Supply Chain Management Services

Labor and Moving
Medical Supply Fulfillment
Personal Property Disposal
Personal Property Management
Publications Fulfillment
Storage

Transportation Services

Fleet Operations
Transit Subsidy Program Management
Travel Program Management

Wellness and Health Promotion Services

Wellness and Fitness

Proven Return on Investment

The convenience of PSC Transit Subsidy Program Management allows customers to:

- **Eliminate unused transit expenses** by only paying for funds actually incurred.
- **Improve budget forecasting** with access to reports to view trends to accurately predict fund usage in real time.
- **Improve data quality** by allowing applicants to self-register, reducing resources to re-enter information and decreasing data entry errors.
- **Increase program efficiencies** by streamlining enrollment, disbursing transit funds virtually and gaining access to helpdesk and training support online.
- **Monitor the success of the program** by analyzing the data and providing key stakeholders with cost and resource savings results.

Now, customers spend less time and resources overseeing their transit subsidy program, and spend more time focusing on core mission responsibilities.

Full Service Transit Subsidy Program Management Solution

PSC Transit Subsidy Program Management streamlines the entire transit benefit subsidy process. Customers rely on the service to efficiently manage their program from enrollment to fund distribution, and from management and monitoring to save time, resources, and budgets so they can focus on their core mission activities.

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