

**Tariff of  
The Washington Metropolitan Area Transit Authority  
On  
Metro Operations  
Within the  
Washington Metropolitan Area  
Tariff Number 36  
Effective August 1, 2016**

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## **Application of the Tariff**

The fares stated herein are applicable to the transportation of passengers on the Metrobus, Metrorail, and MetroAccess systems of the Washington Metropolitan Area Transit Authority from one point to another within the Washington Metropolitan Area Transit Zone which embraces the District of Columbia, the cities of Alexandria, Falls Church, Fairfax, Manassas, and Manassas Park and the counties of Arlington, Fairfax, Loudoun, and part of Prince William, and the political subdivisions of the Commonwealth of Virginia located within those counties, and the counties of Montgomery, Prince George's, and parts of Charles and Anne Arundel and political subdivisions of the State of Maryland located in said counties.

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## Metrorail Fare Structure

Metrorail Fare Structure (Effective July 1, 2014)	Regular Fares		Senior & Disabled Fares <sup>(3)</sup> <sup>(4)</sup>
	Peak <sup>(1)</sup>	Off-Peak <sup>(2)</sup> <sup>(6)</sup>	
First 3 composite miles <sup>(5)</sup>	\$2.15		One-half peak fare
Each additional composite mile more than 3 and less than or equal to 6	\$0.326		
Each composite mile greater than 6	\$0.288		
Maximum peak fare (Exclusive of Surcharge and Differentials)	\$5.90		
First 3 composite miles <sup>(5)</sup>		\$1.75	One-half peak fare
Each additional composite mile more than 3 and less than or equal to 6		\$0.244	
Each composite mile greater than 6		\$0.216	
Maximum off-peak fare		\$3.60	
A “grace period” is provided to credit back any fare paid on a stored value transaction or with SmartBenefits®, after entering and exiting the same station within 15 minutes. Transfer credits may be adjusted.			

**Notes:**

- A. Peak and off-peak fares will be determined by the time riders enter through the rail faregates.
- B. Only a Metrorail Farecard, valid pass, SmarTrip® Card, or an emergency trip ticket are accepted as rail payment.
- C. All Metrorail fares round to the nearest \$0.05
- D. A \$0.05 surcharge on entry and exist at up to two stations in each jurisdiction in the Compact Transit Zone for the purpose of funding station-specific capital improvements to Metro facilities located at the station(s) where the surcharge is levied may be imposed with further Board approval. No such stations are currently authorized
- E. Patrons must have a minimum of \$1.25 in value on their SmarTrip® card (\$2.25 on a paper farecard) to enter the Metrorail system. Senior or disabled patrons must have a minimum of \$0.55 in value on their SmarTrip® card (\$1.05 on a reduced fare paper farecard) to enter the Metrorail system.
- F. Patrons may not exit the Metrorail system with a negative balance in excess of \$1.50 on their SmarTrip® card. Patrons attempting to exit the Metrorail system with a negative SmarTrip® balance in excess of \$1.50 must use the Exit fare machines to add value before exiting.

**Footnotes:**

- (1) **Peak fares are in effect from opening through 9:30a.m. and from 3:00p.m. to 7:00p.m. weekdays, except for national holidays. Peak fares are also in effect from 12:00a.m. to 3:00a.m. Saturday and Sunday to accommodate late night Friday and Saturday service.**
- (2) **Off-Peak fares shall be in effect during all other hours on weekdays, Saturday and Sunday, and all national holidays.**
- (3) **Fares for seniors and patrons with disabilities are one-half the peak fare rounded down to the nearest \$0.05, including any applicable surcharge and differential, when using applicable fare media.**
- (4) **Effective June 27, 2010, new and recertifying MetroAccess customers shall be eligible for the “Free Ride Program” only if they are determined to be conditionally eligible for paratransit service; provided that existing MetroAccess customers (and one personal care assistant per customer) may continue participating in the Free Ride Program until their current period of paratransit eligibility expires.**
- (5) **A composite mile is the average of the straight-line (airline) distance between stations and the actual over-the-rail distance**
- (6) **Martin Luther King, Jr. Day, President’s Day, Columbus Day, and Veteran’s Day the Metrobus system will operate under a modified holiday schedule and will charge base fare on all routes; the Metrorail system will operate on a holiday schedule with off-peak fares in place and that parking at Metro parking facilities will be free.**

## Metrorail Parking

### Vehicle Parking Rates at Metrorail Station Lots

Vehicle Parking Rates		Daily	Monthly Reserved
<b>District of Columbia:</b>			
Rhode Island Avenue - Brentwood		\$4.60	\$45.00 - \$65.00
Fort Totten		\$4.60	\$45.00 - \$65.00
Minnesota Avenue		\$4.60	\$45.00 - \$65.00
Deanwood		\$4.60	\$45.00 - \$65.00
Anacostia		\$4.60	\$45.00 - \$65.00
<b>Montgomery County MD:</b>			
Shady Grove		\$5.10	\$45.00 - \$65.00
Rockville		\$5.10	\$45.00 - \$65.00
Twinbrook		\$5.10	\$45.00 - \$65.00
White Flint		\$5.10	\$45.00 - \$65.00
Grosvenor-Strathmore		\$5.10	\$45.00 - \$65.00
Wheaton		\$4.35	\$45.00 - \$65.00
Forest Glen		\$5.10	\$45.00 - \$65.00
Glenmont		\$5.10	\$45.00 - \$65.00
<b>Prince George's County MD:</b>			
New Carrollton		\$5.10	\$45.00 - \$65.00
Landover		\$4.60	\$45.00 - \$65.00
Cheverly		\$5.10	\$45.00 - \$65.00
Largo Town Center		\$5.10	\$45.00 - \$65.00
Morgan Boulevard		\$5.10	\$45.00 - \$65.00
Addison Rd.-Seat Pleasant		\$4.60	\$45.00 - \$65.00

Capitol Heights		\$5.10	\$45.00 - \$65.00
West Hyattsville		\$5.10	\$45.00 - \$65.00
Prince George's Plaza		\$4.60	\$45.00 - \$65.00
College Park- U of MD		\$5.10	\$45.00 - \$65.00
Greenbelt		\$5.10	\$45.00 - \$65.00
Branch Avenue		\$5.10	\$45.00 - \$65.00
Suitland		\$5.10	\$45.00 - \$65.00
Naylor Road		\$5.10	\$45.00 - \$65.00
Southern Avenue		\$5.10	\$45.00 - \$65.00
<b>Virginia :</b>			
Vienna/Fairfax-GMU		\$4.85	\$45.00 - \$65.00
Dunn Loring-Merrifield		\$4.85	\$45.00 - \$65.00
West Falls Church-VT/UVA		\$4.85	\$45.00 - \$65.00
East Falls Church		\$4.85	\$45.00 - \$65.00
Huntington		\$4.85	\$45.00 - \$65.00
Van Dorn St.		\$4.85	\$45.00 - \$65.00
Franconia-Springfield		\$4.85	\$45.00 - \$65.00

A monthly parking pass at the New Carrollton garage operated by the Prince George's County Revenue Authority is available for \$85.00.

All non-metered parking lots require the use of a SmarTrip® card or credit cards for payment of parking fees. Patrons are able to vend a SmarTrip® card for \$10.00 at each station. The card includes \$8.00 of value to cover the exit from the parking lot. The card may be reloaded at any rail station Fare Vending Machine and used for regular Metrobus/Metrorail/Metro parking on a daily basis.

All Metro parking facilities accept credit card payments upon exit.

Rates at the above stations may be decreased at a future date due to buy downs implemented by Metro at the request of local or state governments.

**1. Monthly Reserved**

Monthly reserved parking is available for a limited number of spaces at Metro operated lots. The monthly premium, paid in advance, provides the patron with a guaranteed parking space until 10:00 a.m., Monday through Friday. The patron will be expected to pay the posted daily rate for the lot upon exit. All non-metered parking lots require the use of a SmarTrip® card or credit cards for payment of parking fees. SmarTrip® cards for this purpose are available from Fare Vending Machines at all Metro rail stations.

**2. Metered Parking**

The rate for parking meters is 25¢ per 15 minute increment.

**3. Parking Violations**

Violation of any Metro parking sign, traffic sign, and/or regulation shall subject the offender to ticketing, prosecution, and or towing, in accordance with the laws and/ or ordinances of the jurisdiction within which the violation occurred.

**4. Non-Metro Parking**

A parking fee ranging from \$8.60 to \$15.00 per day is approved for persons parking in Metrorail station park-and-ride facilities who do not use the Metrorail system. Implementation of this fee is on a station-by-station basis. A fee of \$8.60 is currently in effect at the White Flint, and Twinbrook stations. The New Carrollton Metro stations park-and-ride facilities fee is \$8.85.

**5. Special Event Parking**

A parking fee may be assessed to charge up to \$25 for parking for special events. A \$15.00 fee will be in effect at the Largo Town Center and Morgan Boulevard stations on Redskins game days, from the scheduled kickoff time until 2 hours after the scheduled end of the game.

## Metrobus Fare Structure

Fares	Cash	SmarTrip®
<b>Regular Base Service</b>	\$1.75	\$1.75
<b>Senior/Disabled</b> (All fares rounded down to the nearest \$0.05)	\$0.85	\$0.85
<b>Express Service</b> (Designated routes only)  <b>Maryland:</b> J7, J9, P17, P19, W13, W19  <b>Virginia:</b> 11Y, 17A, 17B, 17G, 17H, 17K, 17L, 17M, 18E, 18G, 18H, 18P, 29E, 29G, 29H, 29X	\$4.00	\$4.00
<b>Senior/Disabled - Express Service</b> (All fares rounded down to the nearest \$0.05)	\$2.00	\$2.00
<b>Airport Express Service</b> (Designated airport routes only)  <b>Maryland:</b> B30  <b>Virginia:</b> 5A	\$7.00	\$7.00
<b>Senior/Disabled Airport Express Service</b> (Designated airport routes only) (All fares rounded down to the nearest \$0.05)	\$3.50	\$3.50

(Exclusive of surcharges and differentials)

Bus Transfers (SmarTrip® Only)

		Payment Required		
		Valid For	Regular Service	Express Service
<b>Metrobus - Regular</b>	\$1.75	\$0.00	\$2.25	\$5.25
<b>Metrobus - Express</b> (designated routes)	\$4.00	\$0.00	\$0.00	\$3.00
<b>Metrobus - Airport Shuttle</b> MD - B30 VA - 5A	\$7.00	\$0.00	\$0.00	\$0.00
<b>Other Metrobus Service</b>				
<b>TAGS</b>	\$0.50	\$1.25	\$3.50	\$6.50
<b>Regional Providers:</b>				
<b>ART</b>	\$1.75	\$0.00	\$2.25	\$5.25
<b>CUE</b>	\$1.75	\$0.00	\$2.25	\$5.25
<b>DASH</b>	\$1.60	\$0.15	\$2.40	\$5.40
<b>D.C. Circulator</b>	\$1.00	\$0.75	\$3.00	\$6.00
<b>Fairfax Connector</b> Local Service 1	\$1.75	\$0.00	\$2.25	\$5.25
<b>Fairfax Connector</b> Tyson's Shuttle	\$0.50	\$1.25	\$3.50	\$6.50
<b>Fairfax Connector</b> Express 2 Service 3	\$4.00	\$0.00	\$0.00	\$3.00
<b>Fairfax Connector</b> Express Rts. 380, 595, 597	\$7.50	\$0.00	\$0.00	\$0.00
<b>Fairfax Connector</b> Reserve, Service 5	\$5.35	\$0.00	\$0.00	\$1.65
<b>Fairfax Connector</b> Wolftrap, Service 6	\$5.00	\$0.00	\$0.00	\$2.00
<b>Loudoun Commuter Bus</b>	N/A	N/A	N/A	N/A
<b>PRTC OmniRide</b>	\$6.50	\$0.00	\$0.00	\$0.50
<b>PRTC Metro Direct</b>	\$3.25	\$0.00	\$0.75	\$3.75
<b>PRTC Local Service</b>	N/A	N/A	N/A	N/A
<b>Ride On</b>	\$1.75	\$0.00	\$2.25	\$5.25
<b>Ride On Express</b>	\$4.00	\$0.00	\$0.00	\$3.00
<b>The Bus</b>	\$1.25	\$0.50	\$2.75	\$5.75

(Exclusive of surcharges and differentials)



### **Rail Transfers SmarTrip®**

	Valid For	Regular	Express
Rail-to-bus transfer charge - peak & off-peak fares	\$0.50	\$1.25	\$3.50
Rail-to-bus transfer charge – senior & disabled	\$0.50	\$0.35	\$1.50
Rail-to-bus transfer charge – District of Columbia Routes: 94, A2, A4, A6, A7, A8, W1, W2, W3, W5, W6 and W8	\$1.00	\$0.75	\$3.00

### **Other Fare Media Accepted**

MARC - Weekly, Monthly, & Transit Link Card	Full Fare	\$0.00	\$2.25
VRE - Weekly, Monthly, & Transit Link Card	Full Fare	\$0.00	\$2.25
MTA Metrobus/Metrorail Transit Link Card	Full Fare	\$0.00	\$2.25

### **Transfer Period for Linked Trips**

The transfer period is 120 minutes, beginning at the time of the initial boarding. During the transfer period, the system will look first for a bus transfer. Therefore a bus to rail to bus trip will use the bus transfer value.

### **Special Fares**

The WMATA Board of Directors has the authority to designate reduced fare service on certain bus lines. The cost of this service will be absorbed as subsidy with respect to its regional or non- regional designation. Transfer rules will be established as part of the authorizing action.

In addition, the WMATA Board of Directors has the authority to adjust rail and bus fares for specific special events. Special fares of no more than five times the normal rate for fares and passes on bus and rail may be instituted.

### **Montgomery County Free Rides for Seniors and Persons with Disabilities**

Effective July 1, 2012, Metrobus will extend free rides to Senior Citizens and Persons with Disabilities for all buses operating in Montgomery County on the following routes: C2, C4, C8, D5, F4, J1, J2, J3, J4, J5, K6, K9, L8, Q1, Q2, Q4, Q5, Q6, T2, Y5, Y7, Y8, Y9, Z2, Z6, Z8, Z9, Z11, Z13, and Z29 on weekdays between 9:30 a.m. and 3:00 p.m.. No transfers will be issued. Valid identification must be displayed.

## **Montgomery County Kids Ride Free Program**

Effective July 1, 2014, Metrobus will extend free rides to Montgomery County students having a Ride On Youth Cruiser SmarTrip® Card, a valid student ID with an expiration date for the current school year, or if during the summer months, with an expiration date of the previous June for all bus trips taken between 2:00 PM and 8:00 PM Mondays through Fridays on the following routes: C2, C4, C8, D5, F4, J1, J2, J3, J4, J5, K6, K9, L8, Q1, Q2, Q4, Q5, Q6, T2, Y5, Y7, Y8, Y9, Z2, Z6, Z8, Z9, Z11, Z13, and Z29. Qualifying students will pay \$2.25 for riding routes J7 and J9 during the hours of the program's operation. During all other hours and days qualifying students will pay the same fares as other passengers.

### **Tokens**

Tokens will be sold in packages of ten (10) at a cost of \$17.50 to organizations. The acceptance of tokens was discontinued, for MetroAccess, effective January 31, 2011.

Metrobus student tokens are valid for \$1.75, sold in packages of 10 for \$8.75\*. Metrobus student tokens are only available for purchase through the DDOT bulk purchase process for use in conjunction with official school trips.

\* Beginning July 1, 2014, the District of Columbia will pay \$1.25 in additional subsidy on the sale of each package of DC Student Tokens. Eligible students will pay \$7.50 for a 10-pack of DC Student Tokens until DDOT discontinues payment of the \$1.25 subsidy.

Ride On tokens are valid for \$1.75.

## Transit Pass Program

### **Metrobus Only Seven Day Bus Passes:**

Seven Day Bus Pass	Valid for unlimited travel on regular Metrobus service during a consecutive seven day period, activated on first use and valid for base fare towards express fare.	\$17.50
Seven Day Senior Bus Pass	Valid for unlimited travel by eligible patrons on regular Metrobus service during a consecutive seven day period, activated on first use and valid for base fare towards express fare.	\$8.75
Seven Day Disabled Bus Pass	Valid for unlimited travel by eligible patrons on regular Metrobus service during a consecutive seven day period, activated on first use and valid for base fare towards express fare.	\$8.75

### **Metrorail/Metrobus Passes:**

Student Monthly Pass	Unlimited travel on Metrobus and Metrorail for students under 19 years of age who live and attend school in the District of Columbia. Passes accepted in the District as payment of regular fare. Not valid toward payment of express fare.	\$33.00*
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\* Effective July 1, 2014: The District of Columbia will pay \$3.00 in subsidy toward the cost of each Student Monthly Pass, in addition to the agreed DC Student Subsidy. The District of Columbia will also pay an additional subsidy for each use of the pass on Metrorail. Eligible students in the District of Columbia are charged a \$30.00 purchase price for the Student Monthly Pass.

**Metrorail Passes:**

1-Day Pass SmarTrip® Only	Valid for unlimited travel for one day. The pass is valid all day on weekdays, Saturday, Sunday, and national holidays.	\$14.50
Weekly Short Trip Pass - SmarTrip® Only	Valid for trips costing up to \$3.60 during peak fare hours (a.m. opening - 9:30 a.m. and 3:00 p.m.-7:00 p.m. on weekdays, 12:00 a.m. to 3:00 a.m. Saturdays and Sundays.) Good for any full fare trip at all other times. If a trip costs more than \$3.60 during peak fare hours, patrons must use the Exit fare machine to add the additional fare. The week starts with the first gate entry and includes the next six days.	\$36.00
7-Day Fast Pass - SmarTrip® Only	Valid for unlimited travel throughout the Metrorail system. The week starts with the first gate entry and includes the next six days.	\$59.25
28-Day Fast Pass - SmarTrip® Only	Valid for unlimited travel throughout the Metrorail system. The valid period starts with the first gate entry and includes the next twenty-seven days.	\$237.00

**Other Special Fare Media:**

SmarTrip®	A re-usable contactless smart card which is designed for long-term use on Metrorail, Metrobus, and Metro Parking. Sold for \$2.00; and when registered can be replaced with existing value if lost or stolen. The card will hold a maximum of \$300.00. Patron must have a minimum balance of \$1.25 on their SmarTrip® card to enter Metrorail system.
Senior SmarTrip®	A re-usable contactless smart card which is designed for long-term use on Metrorail, Metrobus, and Metro Parking. Sold for \$2.00; and when registered can be replaced with existing value if lost or stolen. The card will hold a maximum of \$300.00. Enables user to travel at the reduced fare on Metrorail and Metrobus. Patron must have a minimum balance of \$0.55 on their SmarTrip® card to enter Metrorail system.

**Notes:**

- (1) For additional information see our internet site at [www.wmata.com](http://www.wmata.com) or call 202-637-7000.
- (2) All passes are good for consecutive days only. Metrorail only passes are gate activated and begin on the first day used in the system.
- (3) Passes will be sold at WMATA Fare Vending Machines, Metro Sales and Information Offices and at various other locations. The Office of Marketing will maintain a list of such sales outlets and will advertise the locations.

**Other Products:**

*Transit Link Cards	Fare media sold by MARC, VRE, and MTA providing for monthly multi-modal travel valid for unlimited Metrorail and regular Metrobus during the month of issue. The cost of the Transit Link Card for MARC and VRE customers is \$111, the cost of a Transit Link Card for MTA customers is \$171. These costs are in addition to the cost of the monthly fare media from MARC, VRE and MTA. These passes may be used for Metrobus Express Service by paying an additional \$2.25 per boarding.
SmartBenefits®	Provides for the electronic delivery of monthly transit and parking benefits from employers to employees and transit providers. Program is designed to be easily maintainable and to deliver benefits as specified by the employer on monthly basis to the employees' designated SmarTrip® card. Vanpool participants are able to use this program to designate their benefit to the van operator.
EZ –Pay Account	Provides the ability to prepay MetroAccess fares by phone or the internet with a credit/debit card, or in person with cash or credit card at the Metro Sales Office. In addition EZ-Pay provides a mechanism for the electronic delivery of a monthly transit benefit through an employer's SmartBenefits® account.
Permit Parking	Monthly reserved program provides permit holders a guaranteed space on weekdays at a specified lot until 10:00 a.m. Reserved permits are sold for \$45.00 to \$65.00 per month, as designated by Metro per parking facility. Reserved parking patrons pay the established daily rate for the lot upon exit. Reserved parking patrons (arriving before 10:00 a.m.) unable to find a reserved space may park at a parking meter but must pay the metered rate. For specific rates, locations, and sales information consult <a href="http://www.wmata.com">www.wmata.com</a> .

\*Notes: Effective February 1, 2016, the Transit Link Card (TLC) will be issued using a smartcard. The smartcard fee is \$2.00 in addition to the pass purchase price. Customers can use an existing SmarTrip® or CharmCard® to avoid the additional \$2.00 fee. TLC smartcards can be purchased online at [CommuterDirect.com/TLC](http://CommuterDirect.com/TLC) and at Commuter Stores.

## Promotional & Demonstration Fares

In 1994, the WMATA Board approved a policy which provided for the implementation of Promotional and Demonstration fares. These fares could range from free to an amount less than the regular fare established in the WMATA Tariff. Prior to the implementation of these fares, the specific promotional or demonstration fares must be approved by the WMATA Board.

### Current Promotional & Demonstration Fare Programs:

For Fiscal Year 2015, the WMATA Board approved a pilot program to offer a discounted, multiday “convention pass” in cooperation with Destination DC, the District of Columbia’s convention and visitor’s bureau. The existing one-day unlimited rail pass, which normally retails for \$14.50, is discounted to \$10.00, and multiple one-day passes are loaded onto a single SmarTrip® card. The discounted convention passes are only available through Destination DC working in coordination with WMATA’s bulk sales office. The minimum order is 1,000 passes.

## Paratransit Fare Structure

Pursuant to the requirements of the Americans with Disabilities Act of 1990 (ADA), the public transportation systems in the Washington metropolitan area are to provide complementary paratransit service to patrons with disabilities who are not able to use local, fixed-route systems. Metro Access is the name of the regional paratransit service operated by Metro for its member jurisdictions.

MetroAccess is a public transportation service sponsored by WMATA, local governments and local fixed-route operators (Montgomery County Ride On; Prince George’s County The Bus and Connect-A-Ride; Fairfax County Connector; City of Fairfax CUE; City of Alexandria DASH, and Arlington County ART).

### Paratransit (MetroAccess)

#### 1. Base Fare

MetroAccess fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$6.50 per one-way trip. Customers are required to pay the fare to the driver prior to boarding the vehicle. Exact fare is required. Drivers do not carry or make change.

## **2. Eligibility for Travel Outside the ¾-Mile ADA Service Corridor:**

Only those persons enrolled in MetroAccess service and who had used MetroAccess outside the ¾ mile ADA service corridor between July 1, 2009 and June 30, 2010 are eligible for service outside the ¾ mile ADA service corridor.

## **3. Personal Care Assistants and Companions:**

One Personal Care Assistant may ride free on MetroAccess when accompanying MetroAccess customers. Companions of MetroAccess customers pay the same fare as the customer.

## **4. Children under Five Years of Age:**

Children under five years of age ride for free when accompanied by paying passenger (Limit two children per paying customer). Children under five years accompanying a personal care assistant must pay the same fare as the person with disabilities.

## **5. Metro Affiliation:**

Active and retired WMATA employees, active and former WMATA Board members and officers, and the spouses of designated former AB&W employees whose eligibilities for paratransit service have been certified in accordance with ADA criteria and whose WMATA-related statuses have been verified will not be charged fees for MetroAccess service.

## **6. MetroAccess Eligibility:**

Fully Eligible: Customers who cannot independently use the fixed-route system for any trip.

- Conditionally Eligible: Customers who can use the fixed-route for some trips.
- Visitors: Persons residing outside of the WMATA Metropolitan Transit Area eligible to use MetroAccess service for 21 days during a rolling 12 month period. Visitors must contact the Office of Eligibility Certification to apply for visitor status.

## **7. MetroAccess Eligibility Duration:**

- Temporary: Up to one year
- The baseline length of eligibility for MetroAccess service is three (3) years.
- Conditional Eligibility: Three years
- Fully Eligible: Five years

## **8. Non-authorized Card Use:**

MetroAccess ID cards must be produced when demanded by Metro personnel (transit police officers, Metrobus operators, Metrorail station managers, MetroAccess operators, fare collection attendants, cashiers, etc.). MetroAccess ID cards are intended for the sole use of the MetroAccess registrants. Metro reserves the right to confiscate MetroAccess ID cards that are altered or that are used in any manner which is unlawful or in violation of this Tariff or used by anyone other than the registrant.

## **9. Lost ID Card:**

The card holder will be assessed a fee of \$10.00 for the first occurrence of a lost ID card and \$25.00 for the second and subsequent occurrences. No fee will be assessed to replace an ID card which is tattered or illegible, or where there is a legal basis (e.g., name change) for replacing the ID card. There is no fee for a card that has been stolen as long as the customer provides a police report detailing the theft.

## **10. Fixed Route Fares:**

Customers certified by Metro as conditionally eligible ride Metrorail and Metrobus free. Personal Care Assistants pay the same fare as the customer they accompany.

# **General Rules and Regulations**

## **1. Power of Agents**

The GM/CEO, or his designee, is authorized to reduce or waive any otherwise applicable fare or fee when faced with emergency conditions, for a period not to exceed 48 hours, and that the GM/CEO will notify the Board of Directors of any such decision as soon as practicable after the event. No other agent or employee shall have the authority to change or deviate from the fare, charges, or rules and regulations contained herein.

## **2. Schedule Changes**

Metro reserves the right to change schedules of service without notice to the public, except as set forth in the Rules and Regulations of Metro.

## **3. Objectionable Persons**

Metro reserves the right to refuse to transport a person or persons under the influence of intoxicating liquor or drugs, or whose conduct is such, or likely to be such, as to make that person objectionable to other persons.



#### **4. Passenger Prohibitions**

**Passengers shall not:**

- a. Expectorate (spit) in or upon any part of any Metro station, railcar, bus, or vehicle;
- b. Smoke or carry a lighted or smoldering pipe, cigar, or cigarette within the paid area of any Metro station, at WMATA-owned or WMATA-controlled bus stops or bus bays, or within any railcar, bus, or vehicle;
- c. Stand in front of the yellow line marked on the forward end of the floor of any bus, or otherwise conduct themselves in such a manner as to obstruct the vision of the operator;
- d. Board any bus through the rear exit door, unless directed to do so by an employee or agent of Metro;
- e. Carry any flammable or combustible liquids, explosives, acids, live animals, birds, or reptiles, or any item inherently dangerous within a Metro station or upon any bus or railcar, or vehicle, except for (i) trained service animals accompanied by a passenger with a disability, and (ii) small animals properly packaged and hand-carried;
- f. Consume food or drink in or upon the paid area of the Metro stations, or aboard any railcar, bus or vehicle;
- g. Discard litter in or upon any Metrorail station, railcar, bus, or vehicle;
- h. Play any radio, cassette recorder, or any other device or instrument except where same is connected to an earphone which limits the sound to the individual user;
- i. Display signs that overtly communicate a personal or political position but shall be permitted to carry signs in a manner which does not interfere with movement, safety, entry, exit, or convenience of patrons; and
- j. Board or ride any bus, rapid rail car or paratransit vehicle while not wearing shoes. If a paratransit customer is unable to wear shoes then his/her feet must be covered while on the paratransit vehicle.

**MetroAccess Passengers:**

Any person exhibiting abusive behavior is subject to suspension. Examples of abusive behavior include, but are not limited to, a passenger:

- a. Physically or verbally attacking, endangering, harming or injuring another passenger or the vehicle operator;
- b. Endangering himself or herself;
- c. Willfully damaging the vehicle or its equipment, or
- d. Willfully damaging property of another passenger or of the vehicle operator.

## **5. Carriage of Small Animals**

- a. Small animals may be carried free of charge, provided they are securely enclosed in a box or basket sufficiently small enough to be carried without danger or offense to other passengers.
- b. Trained service animals used by persons with disabilities are permitted. Service animals include, but are not limited to:
  - 1. Dogs that:
    - Guide individuals who are blind;
    - That alert people with hearing disabilities;
    - Pull wheelchairs or carry and pick up things for persons with mobility disabilities;
    - Assist a person who has difficulties with balance; and
    - Alert an individual of an oncoming seizure.
  - 2. In addition, miniature horses that have been individually trained to do work or perform tasks for persons with disabilities are also considered to be service animals. Miniature horses performing as service animals must meet the following criteria:
    - Generally range in height from 24 inches to 34 inches measured to the shoulders;
    - Generally weigh between 70 and 100 pounds;
    - Must be housebroken;
    - Must be under the owner's control;
    - The situation can accommodate the miniature horse's type, size, and weight and;
    - The horse's presence will not compromise legitimate safety requirements necessary for safe operations.

- c. Exotic animals are not considered service animals under the ADA. Comfort or therapy animals, which are used solely to provide emotional support, are also not considered service animals under the ADA. Please note that pets or emotional support animals are not permitted on Metrorail, Metrobus, or MetroAccess, outside of a carrier. In circumstances where it may not be obvious that a particular animal is a trained service animal, a WMATA employee may ask the individual with the animal if it is a service animal. WMATA will not request written assurances before permitting the service animal to accompany the person with the disability. Service animals are not allowed to ride on seats in Metrobus, MetroAccess and Metrorail vehicles.
- d. Animals in training to be service animals may be permitted for training purposes provided that:
- The animal is nearing the completion of the life experience phase of training;
  - The animal is being trained by a recognized service animal training organization;
  - The training occurs during off-peak fare periods or on weekends;
  - The animal is wearing identification to indicate that it is a service animal in training; and
  - The training organization has received prior approval from WMATA Office of ADA Policy and Planning to conduct training at specified times and locations.

## **6. Accidents and Delays**

- a. Metro will not be liable for delays caused by accidents, breakdowns, road or traffic conditions, severe weather, or other conditions beyond its control and does not guarantee to arrive at or depart from any point at any specific time.
- b. If conditions over which the carrier has no control, such as the weather, road conditions, or Acts of God, make it, in the opinion of Metro, inadvisable to operate service, either from the point of origin or to any point en route, the carrier shall not be liable therefore, or be caused to be held for damage for any reason whatsoever.

## **7. Free Transportation**

- a. All former and active WMATA Board members and Officers, all active and retired WMATA employees, and spouses of designated former AB&W employees, when presenting a valid identification card.
- b. Police of the local governing bodies of the WMATA transit zone when in uniform; also, when in uniform, the state police of Maryland and Virginia, the U.S. Park Police, the U.S. Capitol Police, the Secret Service, and local sheriff's offices.
- c. Sworn non-uniformed police and members of the sheriff's offices of the WMATA contributing jurisdictions, when presenting a WMATA issued ID card.
- d. Children under five years of age when accompanied by a paying passenger; except that not more than two children under five years of age will be permitted to ride free with one paying passenger. Children five years of age or over must pay full fare. In case of doubt, operator may inquire the age of the accompanying passenger. The accompanying passenger's statement will be accepted.
- e. MetroAccess Customers certified by Metro as conditionally eligible ride Metrorail and Metrobus free. Personal Care Assistants pay the same fare as the customer they accompany.

## **8. Fare Evasion**

- a. A person who boards a passenger-carrying vehicle or passes through a faregate without paying the established fare or presenting a valid Pass is subject to arrest and prosecution. See Section 7 above for exceptions. Metro will not honor fare media purchased from non-authorized sources.
- b. Value added to a SmarTrip® card using SmartBenefits® or other valid transit benefit programs may only be used by qualified employees who receive the benefit from their employer or a WMATA agent. Use by any other person invalidates the value added, is illegal and subjects this person to arrest and/or prosecution.
- c. A person may validly use a SmarTrip® based Bus-to-Bus transfer, a SmarTrip® based Bus-to-Rail or a SmarTrip® based Rail-to-Bus transfer for full or partial payment for travel on the Metro system within the allowed time.

## **9. District of Columbia School Student Regulations**

WMATA and the District of Columbia Department of Transportation (DDOT) have Fare Tokens, and electronic passes for the DC One Card. Student fares will be valid for entered into a subsidy agreement to provide Student Metrorail Farecards, Student Metrobus transportation to and from school and to and from related educational activities within the District of Columbia. District of Columbia student fare media is valid for fare payment on bus routes within the District of Columbia, at all Metrorail stations within the District of Columbia, and at the following other Metrorail stations: Silver Spring, Friendship Heights, Naylor Road, Southern Avenue, and Capitol Heights.

### **a. Eligibility**

1. Students must be under twenty-two years of age.
2. Students must reside in the District of Columbia and be attending a District public, charter, parochial or private school.
3. Students must have a need to use Metrobus and Metrorail for travel to and from school and related educational activities.
4. Students are certified as eligible by DDOT.
5. Student fares are available only to those who possess an eligible DC One Card or a valid eligibility letter. Students with DC One Cards may also purchase student fare products if the WMATA Sales Office can verify that their card number is included on an electronically transmitted eligibility list provided by the DC Office of the Chief Technical Officer.

### **b. Student Metrobus Tokens**

Student bus fare tokens will be available to D.C. Public Schools via the WMATA Bulk Sales Office. School token purchases must be approved by the District Department of Transportation.

### **c. Kids Ride Free Metrobus Pass**

Eligible DC students will automatically receive an electronic Kids Ride Free pass product on their DC ONE card, via the autoload process. The eligibility list for the Kids Ride Free pass will be controlled by the District Department of Transportation, and a list of eligible DC ONE card numbers will be provided to WMATA electronically. The Kids Ride Free pass allows students to ride to school and school related events on Metrobus, free of charge, within the District of Columbia during the weekday hours of 5:30am to 9:00am, and 2:00pm to 8:00pm. The District of

Columbia reimburses WMATA in the amount of the base bus fare (currently \$1.75) for each bus trip taken using the Kids Ride Free bus pass.

**d. Monthly Passes**

1. Students must be certified as eligible for the pass by the District Department of Transportation (DDOT).
2. In order to purchase a pass the student must present a valid eligibility letter. Students with DC One Cards may also purchase a monthly pass if the WMATA Sales Office can verify that their card number is included on an electronically transmitted eligibility list provided by the DC Office of the Chief Technical Officer.
3. The Student Monthly pass is good for unlimited travel within the District for a period of one month at a cost of \$33.00\* or as otherwise provided by DDOT.

\* Beginning July 1, 2014, the District of Columbia will pay a \$3.00 subsidy for each DC Student Monthly Pass purchase, and an additional subsidy for each rail usage of the Student Monthly Pass. These amounts are in addition to the amounts specified in subsidy agreement between WMATA and the District of Columbia. Eligible students will pay \$30.00 for a Student Monthly Pass until DDOT discontinues payment of the \$3.00 subsidy.

**e. 10-Trip Metrobus and 10-Trip Metrorail Electronic Passes for DC One Cards**

1. Students must be certified as eligible for the pass by the District Department of Transportation (DDOT).
2. In order to purchase a pass the student must present a valid eligibility letter. Students with DC One Cards may purchase a pass if the WMATA Sales Office can verify that their card number is included on an electronically transmitted eligibility list provided by the DC Office of the Chief Technical Officer.
3. The 10-Trip Metrobus Pass is good for ten trips on Metrobus within the District of Columbia, at a cost of \$8.75\*. The 10-Trip Metrorail Pass is good for ten trips on Metrorail within the District of Columbia, at a cost of \$10.30\*.

\* Beginning July 1, 2014, the District of Columbia will pay \$0.80 in additional subsidy for each 10-Trip Metrorail and \$1.25 in additional subsidy for each 10-Trip Metrobus Pass purchase, and an additional subsidy for each rail and bus usage as specified in a subsidy agreement between WMATA and the District of Columbia. Eligible students will pay \$7.50 for a ten-trip bus pass and \$9.50 for a ten-trip rail pass until DDOT discontinues payment of the additional subsidy.

**f. Bulk Purchases**

1. A School requesting a bulk purchase of fare media must have the request approved in writing by the DDOT Office of Mass Transit.
2. DDOT approval must be exhibited to WMATA at the time of bulk purchase.
3. All bulk purchases shall be processed at the Metro Sales Office at Metro Center and must be made using a check or purchase order from a School located within the District.
4. The original purchasing school or District agency may exchange a bulk purchase of fare media for other student fare products, but only if the purchase is returned with the original purchase order and intact. No open token bags will be accepted for exchange.

**10. Senior Citizens and People with Disabilities**

- a. Fares:** A reduced fare on Metrobus and Metrorail shall be in effect at all times for all qualified customers.

<b>Metrobus</b>	<p>Regular fare using SmarTrip® is \$0.85            Cash fare \$0.85 SmarTrip® based rail-to-bus transfer fare – \$0.35            Metrobus Express and Airport Shuttle are one-half the full fare            (Exclusive of applicable surcharges and differentials)            (All fares round down to the nearest \$0.05)</p> <p><b>Montgomery County Exception:</b></p> <p>Effective June 27, 2010, seniors and persons with disabilities ride free between the hours of 9:30a.m. through 3:00p.m., Monday through Friday, on buses operating in Montgomery County.</p>
<b>Metrorail</b>	<p>One half the peak fare rounded down to the nearest \$0.05 with a maximum fare of \$2.95 during all periods.            (Exclusive of applicable surcharges and differentials)</p>

A Disability ID/SmarTrip® card is required for the above discounted fares.

For the senior discount, visiting individuals 65 years of age or older, who reside outside WMATA’s service area are not required to show WMATA-issued IDs but must show photo ID which indicates their birth date to be eligible for senior fares. Senior/Disabled fare media can be purchased from Metro Sales Offices, and other convenient locations. For further information on other convenient locations, please call (202) 637-7000.

## **b. Definition of Eligibility**

1. Senior Citizens are those individuals who are 65 years of age or older. Application for a Senior SmarTrip® card may be made up to 30 days in advance of reaching age 65. Each patron may have one active Senior SmarTrip® Card.

2. People with Disabilities - as defined by Federal Transit Act, 49 USC Section 5302(a) (5) and those individuals who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability, (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot effectively, without special facilities or special planning or design, utilize mass transportation service or a mass transportation facility.

3. Appeal Process - If an applicant is determined not to be eligible for the Reduced Fare Program for People with Disabilities, the applicant may appeal the decision in accordance with the appeal procedures in place at the time of the denial of eligibility.

## **c. Eligibility Criteria for Persons with Disabilities**

1. **Medical Guidelines** - Page 4, part C, of the Application for Reduced Fare for People with Disabilities, presumes a level of personal mobility and independence to the degree that use of public transportation would be reasonable. Criteria are subject to periodic review with changes made at the discretion of WMATA.

### **Medical Exclusions:**

- a) Any physical, mental, or psychological disability or incapacity with duration less than 90 days.
- b) People who do not require accessibility features or services to use public transportation.
- c) People who are pregnant, obese, dependent on alcohol or illegal substances, have contagious diseases, or have controlled epilepsy.
- d) Other exclusions are on a case-by-case basis.

**Note:** Financial need is not an allowable disability criterion.

**2. Medicare Card**- 49 USC Section 5307 (d) (1) (D), as amended, provides that reduced fare shall be given to any person presenting a valid Medicare card duly issued to that person pursuant to Title II or Title XVIII of the Social Security Act. Any person who presents a valid Medicare card and photo ID will be issued a Disability ID/SmarTrip®



card, and shall be entitled to pay the senior/disabled fare as described in the Metrobus fare structure on page 8.

**3. Disabled Veterans** - Disabled veterans who have been granted a 60% or greater disability rating by the Department of Veterans' Affairs who present the original disability award letter from the Department of Veterans' Affairs to the Office of Eligibility Certification and Outreach will automatically qualify for a Disability ID/SmarTrip® card and shall be entitled to reduced fares as covered by the Tariff. Veterans who have been granted a 100% disability rating from the Department of Veteran's Affairs may also show the DD Form 2765 Department of Defense/Uniformed Services Identification and Privilege Card to receive the Disability ID/SmarTrip® card.

**4. Verification-** WMATA reserves the right to verify information provided by applicants, including contacting certifying health care professionals and/or the review of applications by WMATA staff physicians.

**d. Duration of Eligibility:**

**1. Temporary** - Customers with disability(ies) that last at least 90 days but are likely to improve within one year

**2. Standard** - Customers with disabilities, where the disability(ies) has a potential for improvement or long term periods of remission (Disability ID/SmarTrip® card duration is 5 years)

**3. Visitor** - Visitors who present qualifying documentation. Disability ID/SmarTrip® cards are valid for up to one month and issued one time only.

Note: "Assistant Eligible" may be marked on the patron's Disability ID/SmarTrip® card. This designation allows a PCA to accompany the customers while riding Metrobus or Metrorail. This assistant will be permitted to pay the reduced rate only when accompanying the eligible customer. One PCA, SmarTrip® will be issued to the eligible Reduced Fare Customer. . The necessity for an assistant will be certified by a health care professional on the WMATA Application for Reduced Fare Program for People with Disabilities.

**e. Using the ID Card for People with Disabilities**

A photo Disability ID/SmarTrip® card will be issued to qualified customers as proof of eligibility for fare reduction. The card functions as a SmarTrip® card and can be loaded with fare up to \$300. It must be shown to WMATA personnel upon request

or when paying cash on Metrobus. Disability ID cards used in any manner which is unlawful or in violation of the Tariff will be confiscated.

## **Renewal of ID Cards**

Disability ID cards shall be renewed free of charge if the customer's disability continues beyond the expiration date on the current ID card. To be recertified for the Disability ID/SmarTrip® card a new application must be submitted. Please refer to paragraph C (2) & C (3) for exemptions for the application requirement.

### **f. Lost ID Cards**

The card holder will be assessed a fee of \$10.00 for the first occurrence of a lost ID card and \$25.00 for the second and subsequent occurrences. No fee will be assessed to replace an ID card which is tattered or illegible, or where there is a legal basis (e.g., name change) for replacing the ID card. There is no fee for a card that has been stolen as long as the customer provides a police report detailing the theft. Government issued ID is required. For people who do not present a driver's/non-driver's ID, valid passport, or other government issued form of ID, two other forms of identification, including a photo ID card issued by third parties, is required.

### **g. Disability SmarTrip® Card**

Defined as a re-useable farecard registered in the customer's name which allows the customer to add value and take advantage of reduced fares without purchasing other fare media. The initial Disability ID/SmarTrip® is issued free of charge to qualifying customers (paragraph C).

## **11. Metrobus Tokens**

### **Adult Tokens Pack Value (available to organizations only)**

10 tokens @ \$1.75 each, sold in packs of 10 for \$17.50

### **Student Tokens Pack Value**

10 tokens @ \$0.75 each, sold in packs of 10 for \$7.50\* to District of Columbia students

Note: See Section 9 for additional information concerning student fare media.

\* Beginning July 1, 2012, the District of Columbia will pay an additional subsidy of \$0.125 for each Student Token used for a Metrobus trip. This amount is in addition to the amount specified in any Subsidy Agreement between WMATA and the District of Columbia.

## 12. Issuance and Use of WMATA Transfers

Transfers will be available only to SmarTrip® users. Transfers will be provided for bus-to-bus trips, rail-to-bus trips, and bus-to-rail trips. The transfer period is 120 minutes. Patrons paying cash will be required to pay a full fare with each boarding. Discrepancies with transfer charges should be reported to SmarTrip® customer service at the number on the back the card.

### a. Bus-to-Bus

Transfers rights are initiated on SmarTrip® by the Metrobus farebox upon payment of a Full fare and valid for 120 minutes.

Acceptance of Transfers - Transfers occurring within the 120 minute period after initial payment at a farebox will be accepted for the value of a bus trip. Precedence will be given to a valid bus transfer occurring within the eligible 120 minute period even if a rail trip has been taken in between.

### b. Bus-to Rail

Patrons receive a SmarTrip® based transfer credit of \$0.50 to their boarding charge if their trip has been preceded by a full fare bus trip initiated within the prior 120-minute period. Pass product usage is not eligible for a transfer credit.

### c. Rail-to-Bus Transfers

A rail-to-bus transfer credit is available only to SmarTrip® users. Patrons riding Metrorail will automatically be afforded a transfer credit of \$0.50 during the transfer period. Rail transfers are valid on bus if used within 120 minutes after exiting the rail fare gate. Transfer should be made at the bus stop location nearest the rail stations. A Metrorail pass is not eligible for a transfer credit.

Rail-to-Bus transfer value - **\$0.50** using SmarTrip®

Metrobus fare with Rail-to-Bus transfer - **\$1.25** when transferring to regular fare bus

Metrobus fare with Rail-to-Bus transfer - **\$3.50** on designated express routes

Rail-to-Bus transfer value is **\$0.50** for seniors, persons with disabilities, and D.C. students transferring to base fare service in DC.

**d. Bus-to-Rail-to-Bus**

Transfer to a regular fare bus is free if occurring within the 120 minute period.

Transfer to an express bus requires a step-up fee of \$2.25.

SmarTrip® transactions will look for bus transfer first within the 120 minute period.

Reduced fare transactions will pay the difference between the reduced fare and the regular bus fare to board on transfer. Rail transfers will not apply.

**13. Acceptance of Bus Transfers from Other Transit Systems**

Patrons paying a SmarTrip® regular base fare on Metrobus or one of Metro's Regional Partners will be entitled to a free SmarTrip® based transfer. Patrons transferring from reduced fare service will be charged a step-up fee. The step-up fee will be the equivalent of the difference between the reduced fare and the regular Metrobus base fare or the express fare as applicable.

**14. Peak/Off-Peak Fare Period Regulations for Metrorail**

Peak fares shall be in effect from the opening time to 9:30 a.m. and from 3:00 p.m. to 7:00 p.m. on weekdays, except for national holidays. Peak fares are also in effect from 12:00 a.m. to 3:00 a.m. Saturday and Sunday to accommodate late night Friday and Saturday service.

A \$1.00 surcharge will be charged for Non-SmarTrip® fares.

Off-Peak period fares shall be in effect during all other hours on weekdays, Saturday, Sunday, and all national holidays.

Reduced fares for seniors and persons with disabilities shall be in effect throughout the entire day on weekdays, Saturdays, and Sundays.

Metrorail peak and off-peak period fares will be determined based on the time period riders pass through the entering faregates.

## 15. Baggage

Patrons may carry ordinary hand baggage and instrument cases, tool cases, folding baby carriages, wheelchairs, bundles, or packages which can be handled without inconvenience to other patrons. Such articles must not be permitted to remain in a position where they will interfere with entrance or exit, free use of the aisle, or the proper and safe operation of the vehicle. Patrons must remain with their possessions at all times. Unattended articles may be confiscated and/or destroyed for safety and security reasons.

## 16. Bicycles (Board Resolution No. 94-37)

WMATA developed the Bike-N-Ride Policy to provide safe integration of bicycling with Metrorail and Metrobus ridership. The Bike-N-Ride Policy covers conventional operational bicycles, as well as tandems, electric powered, and folding bicycles, which can be no longer than 80 inches, no higher than 48 inches and no wider than 22 inches. A folding bicycle has a frame that folds and two wheels that come together. This policy does not cover motorcycles, mopeds, tricycles, motor-powered bicycles [including but not limited to above. Such bicycles are prohibited within the Metrorail and/or Metrobus system. WMATA gasoline-powered bicycles], and any other bicycle that exceed the size restrictions stated reserves the right to amend or terminate this policy at any time to ensure the safe and/or efficient use of Metrorail and/or Metrobus.

WMATA allows bicycles, as defined above, inside the railcars from Monday through Friday, at any time except 7:00 a.m. to 10:00 a.m. and 4:00 p.m. to 7:00 p.m.; all day Saturday and Sunday; and all day on the following holidays: Martin Luther King's Birthday observed, President's Day observed, Memorial Day, Labor Day, Columbus Day observed, Veterans Day, Thanksgiving Day, Christmas Day and New Year's Day. Bicycles **are not allowed** on the Fourth of July.

Folding bicycles are permitted inside railcars at all times. However, they must remain **folded and securely fastened** while in the Metrorail system during the hours of 7:00am to 10:00am and 4:00pm to 7:00pm.

Bicycles as defined by this policy shall be allowed on the exterior of buses at all times, but only in Metro installed bicycle racks. All bicycles, excluding properly enclosed folded or disassembled bicycles, shall not be transported inside Metrobuses at any time. Cyclists shall before placing bicycles in the bicycle racks on the exterior of buses. All bicycles allowed remove all baggage, backpacks, pouches, baskets or similar storage items from bicycles inside railcars and on the exterior of buses must be clean - - free of excess grease and dirt - - and not have sharp projections.

At all times, Metro Station Managers and Metro Transit Police may exercise discretion to temporarily deny cyclists access to rail station mezzanines and platforms during periods of passenger congestion until the congestion is cleared.

**Age Limits:** Anyone under the age of 16 bringing a bicycle into the Metrorail system shall be accompanied by an adult (a person over the age of 18). An adult shall accompany only one child with a bicycle at a time.

**Liability:** Cyclists are responsible for their own bicycles and all actions, injuries, losses and/or damages resulting from their bicycles in station areas, aboard Metrorail trains or on Metrobuses.

While in the Metrorail system with bicycles, patrons must observe the following conventions of the Metrorail system:

- Pay the appropriate fare
- Yield to regular patron traffic
- Enter and exit the system through the extra-wide gates
- Use the elevators to access mezzanines and platforms Must remain in control of their bicycles at all times
- Enter rail cars through the end doors
- Limit of four bicycles per railcar, limit of two at each end of a railcar
- Shall not ride their bicycle within the station or paid area
- Shall wait for trains as far away from the granite edge as possible

#### **17. Automatic Balancing Wheeled Conveyance (ABWC) (Board Resolution No. 2005-34)**

The Washington Metropolitan Area Transit Authority developed the Use of Automatic certain wheeled conveyances within the Metrorail system. In general, the public may bring Balancing Wheeled Conveyance (ABWC) Policy to provide safe integration of the use of ABWCs into the Metrorail system but not operate them within the system, subject to the terms and conditions of this section. An exception to the ban on the operation of ABWCs within the system permits registered persons with disabilities to operate ABWCs in the operated wheeled conveyances only, which can have a footprint no greater than 19 x 25 Metrorail system as provided by this section. The policy covers non-collapsible, battery-inches and platform height of 8 inches. The policy does not cover motorcycles, mopeds, tricycles, motor-powered bicycles [including but not limited to gasoline-powered bicycles], and any other wheeled conveyance that exceed the size restrictions stated above. Such wheeled conveyances are prohibited within the Metrorail system. WMATA reserves the right to amend or terminate this policy at any time to ensure the safe and/or efficient use of Metrorail.

WMATA allows ABWCs that meet the size restrictions inside the railcars from Monday through Friday, at any time except 7:00 a.m. to 10:00 a.m. and 4:00 p.m. to 7:00 p.m.; all day Saturday and Sunday; and all day on the following holidays: Martin Luther King's Birthday observed, President's Day observed, Memorial Day, Labor Day, Columbus Day observed, Veterans Day, Thanksgiving Day, Christmas Day and New Year's Day. ABWCs are not allowed in the Metrorail system on Inauguration Day, the Fourth of July, during major marches or other large special events.

An ABWC will not be powered on or operated within the Metrorail system except by persons with disabilities and under the terms and conditions of this section. Any ABWC brought into the Metrorail system except by a registered person with a disability shall be pushed or pulled by the person bringing the ABWC into the Metrorail system. No ABWC will be allowed on escalators. If a level change is required, the ABWC will be allowed in an elevator.

At all times, Metro Station Managers and Metro Transit Police may exercise discretion to temporarily deny ABWC users access to station mezzanines and platforms during periods of passenger congestion until the congestion is cleared.

WMATA allows ABWCs to be operated in the Metrorail system only by persons with disabilities meeting the following requirements:

1. The person has obtained a certification through the WMATA Reduced Fare Program or the MetroAccess Program;
2. The person has obtained and submitted a certification from a doctor that the person uses an ABWC as a mobility device on a form which is approved by WMATA;
3. The person has received in-person rail system orientation provided by WMATA;
4. The person has been issued a registration by WMATA and that a WMATA issued
5. The ABWC can only be used by the person to whom it is registered; and registration decal is displayed on the ABWC while being used in the Metrorail system;
6. The ABWC cannot be operated in the system faster than a normal walking speed.

ABWCs registered and operated under these requirements are exempt from the time limitations on the use of ABWCs within the Metrorail system Monday through Friday, 7:00 a.m. to 10:00 a.m. and 4:00 p.m. to 7:00 p.m.

**Age Limits:** Anyone under the age of 16 bringing an ABWC into the Metrorail system shall be accompanied by an adult (a person over the age of 18). An adult shall accompany only one child with an ABWC at a time. Persons with ABWCs registered as mobility devices not covered by this age limit.

**Liability:** ABWC users are responsible for their own ABWC and all actions, injuries, losses and/or damages resulting from their ABWC in station areas, aboard trains or on Metrobuses under this program.

While in the Metrorail system with an ABWC, patrons must observe the following conventions within the Metrorail system:

1. Pay the appropriate fare;
2. Yield to pedestrian traffic;
3. Enter and exit the system through the extra-wide gates;
4. Use the elevators to access mezzanines and platforms;
5. Must remain in control of their ABWC at all times;
6. Enter rail cars through the end doors;
7. Limit of four ABWCs per railcar, limit of two at each end, without blocking the aisles;
8. Shall not ride ABWCs within the station or paid area, with the exception of patrons with a WMATA-registered ABWC. The power assist mode or any other mode that engages the battery may not be used when walking the ABWC within the station or paid area;
9. ABWCs registered as a mobility device may not be operated inside the Metrorail system at a speed greater than the walking speed of other patrons;
10. Shall wait for trains as far away from the granite edge as possible; and
11. Shall leave the device on the train or in the station in an emergency that requires evacuation.

ABWCs are not permitted on Metrobus.



## 18. Lost Articles

All claims for lost articles should be made within ten days to the WMATA Lost and Found Office at 202-962-1195. Inquiries can also be made via the WMATA website [www.wmata.com](http://www.wmata.com). All articles not claimed within thirty days will be disposed of.

Claims may be made in person at:

Lost and Found Office  
6505 Belcrest Road, Suite 500  
Hyattsville, MD 20782

## 19. Refunds and Exchanges of Fare Media

WMATA fare media is refundable or exchangeable only as specified in this policy.

- a. For Individuals-** Unused or partially used unaltered farecards can be exchanged for SmarTrip® value by loading them onto SmarTrip® cards at select ticket vending machines.

Patrons may exchange unused fare media for SmarTrip® value at WMATA operated sales facilities located in the Jackson Graham Building, Metro Center, Anacostia, or the Pentagon Transit Center. No exchange will be made after the start of a pass period or if the media has been activated. Up to ten Farecards can be exchanged for SmarTrip® value at these locations per day. WMATA reserves the right to restrict the number and nature of consolidation transactions to ensure that customer service representatives are available to serve all patrons

Fare media (except Metrocheks and Smart Benefits®) is refundable for cash provided the patron resides outside a one-hundred (100) mile radius of the District of Columbia and has no reasonable expectation to utilize WMATA service.

- b. Fare Card Consolidation-** Patrons may have remaining value on un-damaged, unaltered, working farecards consolidated to a SmarTrip® Card at selected WMATA operated sales facilities listed in paragraph “a”. Up to ten Farecards can be exchanged for SmarTrip® value at these locations per day. WMATA reserves the right to restrict the number and nature of consolidation transactions to ensure that customer service representatives are available to serve all patrons Consolidation requests can also be made by mail using fare adjustment envelopes available from any station manager or by mailing directly to: Fare Distribution and Sales, 3301 Eisenhower Avenue, Alexandria VA 22314-4549. Customer bears the risk of loss prior to receipt by WMATA.

No refunds will be provided except as noted under paragraph “1” of this section. The minimum value which can be consolidated to a fare card is \$5.00. The maximum value that a SmarTrip® card can hold is \$300.00; however, WMATA reserves the right to limit how much may be consolidated to a SmarTrip card in any one transaction.

**c. Corporate/Retail/Federal Accounts** - Fare media sold in bulk, regardless of payment method, is fully refundable upon return with the original invoice and proof of payment, provided that all such fare media is unused. No refunds will be made for partially used fare media.

**d. Conventions and Groups** - Unused, non-time sensitive fare media sold to convention, visitor or other groups via bulk purchase are fully refundable upon return of unused fare media, a copy of the invoice, and proof of payment to WMATA Treasurer, Fare Distribution and Sales, 3301 Eisenhower Ave, Alexandria VA 22314-4549.

**e. 7-Day Bus Pass** - Bus Passes that cannot be used because of interrupted service will be adjusted as follows:

<i>Number of Days Service Interrupted</i>	<i>Credit for a WMATA 7 Day Bus Pass Full Fare (Currently \$ 17.50)</i>	<i>Credit for a WMATA 7 Day Bus Pass Reduced Fare (Currently \$8.75)</i>
<b>7</b>	\$17.50	\$8.75
<b>6</b>	\$15.00	\$7.50
<b>5</b>	\$12.50	\$6.25
<b>4</b>	\$10.00	\$5.00
<b>3</b>	\$7.50	\$3.75
<b>2</b>	\$5.00	\$2.50
<b>1</b>	\$2.50	\$1.25

**f. Damaged or Non-Working Farecards-** Unaltered farecards with remaining value that fail to work in the fare collection equipment may be exchanged for SmarTrip® value or replacement farecards (provided farecards are still being sold). Fare adjustment envelopes are available from Station Managers and may be left in a Station Manager’s possession or mailed to the address listed in paragraph “b”. Customer bears the risk of loss prior to receipt by WMATA. Customers will receive replacement value via autoloading to their SmarTrip® card or if requested a replacement farecard will be mailed directly to the customer (provided farecards are still being sold). Patrons may also take one fare adjustment envelope per day (completed by the Station Manager) to select any WMATA operated sales facility listed in paragraph “a” to have the value of those fare cards added to a SmarTrip® card or to receive an immediate replacement fare card (provided farecards are still being sold). Additional cash may be required to complete transactions at these locations.

**g. Metrobus Tokens-** Tokens are **not** refundable or exchangeable for other fare media.

**h. Metrochek** – Metrocheks are **not** refundable or exchangeable for other fare media.

**i. SmartBenefits®** - SmartBenefits® which are not collected are either credited to the employer at the end of the benefits period, or rolled over for the employee to use during the next benefit period, at the employer’s option. Unused SmartBenefits® are not refundable to the benefit recipient but may be credited to the benefit provider.

**j. Gate-activated Fare Media and Fare Products-** (Examples: \$14.50 One-Day Pass, \$237.00 28-Day Fast Pass, \$59.25 7-Day Fast Pass) Are not exchangeable once they have been activated unless such is judged to be appropriate under paragraph “l” of this section. The One-Day Pass is valid from the time the pass is first activated until the system closes that same day. The 7-day and 28-Day Metrorail passes are valid for 6 and 27 days exclusive of the date of activation.

In the event of failure of the magnetic stripe, paper passes may be exchanged for a new paper pass for the remainder of the period, see paragraph “o”. In the event of a malfunction while patron is in the Metrorail system, patrons holding these passes may enter and exit the system through the emergency gate after showing the pass to the station manager, but may not re-enter.

**k. Time Sensitive Passes-** These passes are valid for a specific time period and are not refundable after purchase except as noted under paragraph “l” of this section. In the event of malfunction these cards may be exchanged for a new pass for the remainder of the period, see paragraph “o”. In the event of a malfunction while patron is in the Metrorail system, patrons holding these passes may enter and exit the system through the emergency gate after showing the pass to the station manager, but may not re-enter.

**l. Special Extenuating Circumstances-** Except as otherwise noted in this policy, all requests for fare adjustments will be processed by the Office of the Treasurer. Cash

refunds may be provided to groups and individual patrons whose residence is located outside a one hundred (100) mile radius of the District of Columbia for farecards with remaining value and unused gate activated or time sensitive fare media. The GM/CEO or Designee may also establish procedures for approval of refunds and exchanges for special and extenuating circumstances.

**m. SmarTrip®** - Patrons experiencing difficulties with SmarTrip® cards should call 1-888-762-7874. Adjustments will be delivered electronically via autoload, or via the SmartBenefits® function of the Fare Vending Machines at each Metrorail mezzanine.

**n. SmarTrip® Dispensers** - These devices are located at all WMATA Metrorail mezzanines. Patrons who have lost money or did not receive a card after submitting payment should see the station manager and contact SmarTrip® customer service at 888-762-7874. The patron should retain the device receipt for verification and tracking purposes.

**o. Exchange Locations-** By mail using fare adjustment envelopes available from station managers throughout the Metrorail system or in person at all WMATA operated sales offices.

**p. MetroAccess EZ Pay Accounts** – Exchanges and refunds by request only, as follows:

1. Employers who utilize SmartBenefits® to fund their employees' EZ-Pay accounts will receive refunds in accordance with section 19i.
2. MetroAccess customers, with an EZ Pay balance, who are found ineligible during the recertification process will receive a full refund of monies deposited less the balances used.
3. Customers moving more than 100 miles from the MetroAccess service area with no reasonable expectation to use MetroAccess Service will receive a full refund of monies deposited less balance used.
4. Authorized beneficiaries of deceased MetroAccess customers will receive a full refund of monies deposited less balance used.
5. MetroAccess customers who no longer require complementary paratransit service due to a change in their disability/functionality with accompanying medical documentation will receive a full refund of monies deposited less balance used upon withdrawal from MetroAccess service.
6. Agencies who utilize SmartBenefits® to fund their customers can request a transfer of funds from one customer's account to another with the authorization of the customer.

## **20. Lost Farecards**

Passengers that lose their farecards within the rail system will be charged the maximum peak or off-peak fare to the station they are exiting (depending on the time of exit). Additional fare surcharges are applicable. WMATA is not responsible for fare media that is lost, stolen, or leaves the possession of the owner while using the system or after leaving the Metro system.

## **21. Lost SmarTrip® Cards**

Patrons with registered cards may report their lost or stolen cards or report any problems by contacting SmarTrip® Customer Service at 1-888-762-7874, via email at [smartrip@wmata.com](mailto:smartrip@wmata.com), or by creating an online account at [www.smartrip.com](http://www.smartrip.com).

Patrons will be assessed \$2.00 for each replacement of a lost card. Value on lost cards will be frozen as of the time of notification.