

**Tariff of
The Washington Metropolitan Area Transit Authority
On
Metro Operations
Within the
Washington Metropolitan Area
Tariff Number 31
Effective October 21, 2011**

Contents

Application of the Tariff	3
Metrorail Fare Structure	4
Metrorail Parking.....	5
Metrobus Fare Structure	8
Transit Pass Program.....	11
Promotional & Demonstration Fares	15
Paratransit Fare Structure	15
General Rules and Regulations	18
1. Power of Agents.....	18
2. Schedule Changes.....	18
3. Objectionable Persons	18
4. Passenger Prohibitions.....	18
5. Carriage of Small Animals	19
6. Accidents and Delays	20
7. Free Transportation.....	20
8. Fare Evasion	21
9. District of Columbia School Student Regulations.....	21
10. Senior Citizens and People with Disabilities.....	23
11. Metrobus Tokens.....	27
12. Issuance and Use of WMATA Transfers (effective January 4, 2009)	27
13. Acceptance of Bus Transfers From Other Systems	29
14. Regular/Reduced Fare Period Regulations.....	29
15. Baggage	29

16.	Bicycles (94-37)	30
17.	Automatic Balancing Wheeled Conveyance (ABWC) (2005-34)	31
18.	Lost Articles	33
19.	Refunds and Exchanges of Fare Media	33
20.	Lost Farecards	36
21.	Lost SmarTrip® Cards	36
22.	Temporary Reduction of Fares	36

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.

Metrorail Fare Structure

Metrorail Fare Structure (Effective August 1, 2010)	Regular Fares			Senior & Disabled Fares (3)
	Regular ⁽¹⁾ (Peak)	Regular ⁽¹⁾ (Peak of Peak)	Reduced ⁽²⁾ (Off-peak)	
First 3 composite miles ⁽⁴⁾	\$ 1.95	\$ 2.15		One-half regular fare
Each additional composite mile more than 3 and less than or equal to 6	\$ 0.299			
Each composite mile greater than 6	\$ 0.265			
Maximum regular fare (Exclusive of Surcharge and Differentials)	\$ 5.00	\$ 5.20		
First 7 composite miles			\$ 1.60	One-half regular fare
Composite greater than 7 but less than or equal to 10			\$ 2.15	
Composite greater than 10			\$ 2.75	

Notes:

- A. Regular and reduced fares will be determined by the time riders enter through the rail faregates.
- B. Only a Metrorail Farecard, Metrochek, valid pass, SmarTrip® Card, or an emergency trip ticket are accepted as rail payment.

Footnotes:

- (1) Regular fares are in effect from opening through 9:30a.m. and from 3:00p.m. to 7:00p.m. weekdays, except for national holidays. Regular fares are also in effect from 12:00a.m. to 3:00a.m. Saturday and Sunday to accommodate late night Friday and Saturday service. Effective August 29, 2010 a Peak of the Peak surcharge of \$0.20 will be in effect from 7:30a.m. to 9:00a.m. and 4:30p.m. to 6:00p.m., weekdays, except for national holidays. **
- (2) Reduced fares shall be in effect during all other hours on weekdays, Saturday and Sunday, and all national holidays.
- (3) Seniors and patrons with disabilities are one-half the regular fare rounded down to the nearest \$0.05, including any applicable surcharge and differential.
- (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 reduced fares in place and that Parking at Metrorail lots will be free.

**A \$0.25 surcharge will become effective for Non-SmarTrip® fares

Metrorail Parking

Vehicle Parking Rates at Metrorail Station Lots

A. Vehicle Parking Rates	Daily	Monthly Reserved
District of Columbia:		
Rhode Island Avenue - Brentwood*	\$4.25	\$65.00
Fort Totten*	\$4.25	65.00
Minnesota Avenue*	\$3.25	65.00
Deanwood*	\$4.25	65.00
Anacostia**	\$4.25	65.00
Montgomery County MD:		
Shady Grove**	\$4.75	65.00
Rockville	\$4.75	65.00
Twinbrook	\$4.75	65.00
White Flint	\$4.75	65.00
Grosvenor-Strathmore	\$4.75	65.00
Wheaton *	\$4.00	65.00
Forest Glen	\$4.75	65.00
Glenmont	\$4.75	65.00
Prince George's County MD:		
New Carrollton**	\$4.25	65.00
Landover	\$4.25	65.00
Cheverly	\$4.25	65.00

Largo Town Center**	\$4.25	65.00
Morgan Boulevard	\$4.25	65.00
Addison Rd.-Seat Pleasant	\$4.25	65.00
Capitol Heights*	\$4.25	65.00
West Hyattsville	\$4.25	65.00
Prince George's Plaza	\$4.25	65.00
College Park- U of MD	\$4.25	65.00
Greenbelt	\$4.25	65.00
Branch Avenue	\$4.25	65.00
Suitland	\$4.25	65.00
Naylor Road.	\$4.25	65.00
Southern Avenue	\$4.25	65.00
Virginia :		
Vienna/Fairfax-GMU**	\$4.50	65.00
Dunn Loring-Merrifield	\$4.50	65.00
West Falls Church-VT/UVA	\$4.50	65.00
East Falls Church	\$4.50	65.00
Huntington	\$4.50	65.00
Van Dorn St.	\$4.50	65.00
Franconia-Springfield**	\$4.50	65.00

*Stations requiring payment on entry.

** Stations accepting credit cards on exit.

Effective June 28, 2004, all non metered parking lots require the use of a SmarTrip® card for payment of parking fees. Patrons will be able to vend a SmarTrip® card for \$10.00 at each station. The card will include \$5.00 of value to cover the exit from the parking lot. **The card may be reloaded at any station Passes/Farecard vendor and used for regular Metrobus/Metrorail/Metro parking on a daily basis.**

Rates at the above stations may be lower due to buydowns implemented by the Authority at the request of local or state governments.

1. Monthly Reserved

The monthly reserved parking is available for a limited number of spaces at Authority operated lots. The monthly premium, paid in advance, provides the patron with guaranteed parking until 10:00 a.m., Monday through Friday. The patron will be expected to pay the daily rate for the lot. SmarTrip® cards for this purpose are available from vending machines at the 35 WMATA stations with parking lots.

2. Metered Parking

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

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 \$8.25 - \$25.00 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 \$8.50 is currently in effect at the White Flint, Twinbrook stations. The New Carrollton Metro stations park-and-ride facilities fee is \$8.25.

5. Special Event Parking

A parking fee may be assessed to charge up to \$25 for parking for special events. A \$25.00 fee will be in effect at the Largo Town Center and Morgan Boulevard stations on Redskins game days (three hours before and two hours after).

Metrobus Fare Structure

Fares

	Cash	SmarTrip®
Regular Base Service	\$1.70	\$1.50
Senior/Disabled (All fares rounded down to the nearest \$0.05)	\$0.85	\$0.75
Express Service (Designated routes only) Maryland: J7, J9, P17, P19, W13, W19 Virginia: 11Y, 17A, 17B, 17G, 17H, 17K, 17L, 17M, 18E, 18G, 18H, 18P, 29E, 29G, 29H, 29X	\$3.85	\$3.65
Express Service (Designated airport routes only) Maryland: B30 Virginia: 5A	\$6.00	\$6.00
Senior/Disabled - Express Service (All fares rounded down to the nearest \$0.05)	\$1.90	\$1.80

(Exclusive of surcharges and differentials)

Bus Transfers (SmarTrip® Only Effective January 4, 2009)

	Valid For	Payment Required		
		Regular Service	Express Service	Airport Shuttle
Metrobus - Regular	\$1.50	\$0.00	\$2.15	\$4.50
Metrobus - Express (designated routes)	\$3.65	\$0.00	\$0.00	\$2.35
Metrobus - Airport Shuttle MD - B30 VA - 5A	\$6.00	\$0.00	\$0.00	\$0.00
Metrobus - District of Columbia 94, A2, A4, A5, A6, A7, A8, M8, M9, W2, W3, W6, W8	\$1.00	\$0.50	\$2.65	\$5.00
Other Metrobus Service				
TAGS	\$0.50	\$1.00	\$3.15	\$5.50
Regional Providers:				
ART	\$1.50	\$0.00	\$2.15	\$4.50
Connect-A-Ride	N/A	N/A	N/A	
CUE	\$1.50	\$0.00	\$2.15	\$4.50
DASH	\$1.50	\$0.00	\$2.15	\$4.50
D.C. Circulator	\$1.00	\$0.50	\$2.65	\$5.00
Fairfax Connector Rts. 101-332, 401-980, RIBS 1-4	\$1.50	\$0.00	\$2.15	\$4.50
Fairfax Connector Express Rts. 380, 595, 597	\$7.00	\$0.00	\$0.00	\$0.00
Loudoun Commuter Bus	N/A	N/A	N/A	N/A
PRTC OmniRide	\$5.25	\$0.00	\$0.00	\$0.75
Ride On	\$1.50	\$0.00	\$2.15	\$4.50
The Bus (effective 02/01/2009)	\$1.00	\$0.50	\$2.65	\$5.00

(Exclusive of surcharges and differentials)

Rail Transfers SmarTrip®

	Valid For	Regular	Express
Rail-to-bus transfer charge - regular & reduced fares	\$0.50	\$1.00	\$3.15
Rail-to-bus transfer charge – senior & disabled	\$0.50	\$0.25	\$1.30
Rail-to-bus transfer charge – District of Columbia Routes: 94, A2, A4, A5, A6, A7, A8, M8, M9, W2, W3, W6 and W9	\$1.00	\$0.50	\$2.65

Other Fare Media Accepted

MARC - Weekly, Monthly, & Transit Link Card	Full Fare	-0-	\$2.15
VRE - Weekly, Monthly, & Transit Link Card	Full Fare	-0-	\$2.15
MTA Metrobus/Metrorail Transit Link Card	Full Fare	-0-	\$2.15

Transfer Period for Linked Trips

During the transfer period, currently 120 minutes, 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

In order to stimulate ridership on certain designated lines the WMATA Board has periodically authorized reduced fare service. 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. Effective June 27, 2010, 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 June 27, 2010, Metrobus will extend free rides to Senior Citizens and Persons with Disabilities for all buses operating in Montgomery County on weekdays between 9:30 a.m. and 3:00 p.m. Route F4 and F6 are also included. No transfers will be issued. Valid identification must be displayed.

Tokens

Tokens will be sold in packages of ten (10) at a cost of \$17.00 to organizations. The acceptance of tokens will be discontinued, for MetroAccess, effective January 31, 2011.

Metrobus school tokens are valid for .75¢, sold in packages of 10 for \$7.50.

Ride On tokens valid for \$1.70

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.	\$15.00
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.	\$7.50
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.	\$7.50

Metrorail/Metrobus Passes:

SmartStudent Pass (Monthly)	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.	\$30.00
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Metrorail Passes:

One Day Pass	Valid for unlimited travel for one day. The pass is valid after 9:30 a.m. on weekdays and all day on Saturday, Sunday, and national holidays.	\$9.00
Weekly Short Trip Pass	Valid for trips costing up to \$3.25 during regular fare hours (a.m. opening - 9:30 a.m. and 3:00 p.m.-7:00 p.m. on weekdays, 2:00 a.m. to 3:00 a.m. Fridays and Saturdays) Good for any full fare trip at all other times. If a trip costs more than \$3.25 during regular fare hours, patrons must use the Exitfare machine to add the additional fare. The week starts with the first gate entry and includes the next six days.	\$32.35
Weekly Fast Pass	Valid for unlimited travel throughout the Metrорail system. The week starts with the first gate entry and includes the next six days.	\$47.00

Other Special Fare Media:

Pre-encoded Farecards	Sold through authorized sales outlets for \$10.00, and \$20.00.
SmarTrip®	A re-usable contactless smart card which is designed for long-term use on Metrorail, Metrobus, and Metro Parking. Sold for \$ 5.00 and when registered can be replaced with existing value if lost or stolen. The card will hold a maximum of \$300.00. Functions just like a regular farecard. Does not allow the patron to enter the system with a negative balance on the SmarTrip® card. May not be purchased using Metrocheks or SmartBenefits vouchers for payment.
Senior Farecards	Available for \$10 to qualified seniors (age 65 or older) with a driver's license or valid Medicare card and photo ID are required for purchase.
Disabled Farecards	Available for \$10 to qualified people with disabilities, with a Metro Disabled ID card or valid Medicare card and photo ID are required for purchase. Patrons should be encouraged to purchase and use SmarTrip®
Student Farecards	Available for \$9.50 to qualified students at selected WMATA Sales Outlets. For locations refer to the applicable section in the General Rules and Regulations section of this document. The farecards are good for ten rides within the District of Columbia.

Notes:

- (1) For additional information see our Internet site @www.wmata.com or call 202-637-7000.
- (2) All passes are good for consecutive days only. Metrorail passes are good only during the periods specified on the passes. Metrorail only passes are gate activated and begin on the first day used in the system and expire on the day printed on the pass. The date is printed on the pass when the pass is first used in the rail system.
- (3) (4) (5) Passes will be sold at the WMATA 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. These passes may be used for Metro Express Service by paying an additional \$2.15 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 facility 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 the electronic delivery of a monthly transit benefit through an employer's SmartBenefits®.
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 \$65.00 per month. Reserved parking patrons pay the established daily rate for the lot upon exit or entry. 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 www.wmata.com or inquire at booth in the station parking lot.

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:

None currently.

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. MetroAccess is the name of the regional paratransit service operated by WMATA 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, City of Falls Church GEORGE, 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 \$7 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. Supplemental Fares:

For service outside the $\frac{3}{4}$ mile ADA Corridor:

- Zone 1 = \$2.00
- Zone 2 = \$3.00
- Zone 3 = \$4.00
- Zone 4 = \$5.00

When combined with the base fare, the total fare cannot exceed \$7.00.

3. Restriction on use of ADA $\frac{3}{4}$ Mile Service:

Only those persons enrolled in MetroAccess service and who have used MetroAccess outside the $\frac{3}{4}$ mile ADA service corridor between July 1, 2009 and June 30, 2010 are eligible for service outside the $\frac{3}{4}$ mile ADA service corridor.

4. 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.

5. 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.

6. 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.

7. MetroAccess Eligibility:

- Fully Eligible : Customers who cannot 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.

8. MetroAccess Eligibility Duration:

The normal, baseline length of eligibility for MetroAccess service is three (3) years.

- Temporary: Up to one year
- Conditional Eligibility: Three years
- Fully Eligible: Five years

9. Non-authorized Card Use:

MetroAccess ID cards must be produced on demand to 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.

10. Lost ID Card:

The card holder will be assessed a fee of \$10.00 for the first occurrence 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.

11. Fixed Route Fares:

Customers certified by Metro as conditionally eligible after July 1, 2010 ride Metrorail and Metrobus free. Customers certified by Metro as fully eligible and who can ride the accessible fixed route system with a Personal Care Assistant after July 1, 2010 pay half the regular fixed route fare when accompanied by their Personal Care Assistant. Customers enrolled in MetroAccess prior to June 30, 2010 may continue to ride Metrobus and Metrorail free until their card expires or until they are recertified for MetroAccess. Personal Care Assistants pay the same fare as the customer they accompany.

General Rules and Regulations

1. Power of Agents

Except as provided by rule 22 of the General Rules and Regulations, no agent or other employee shall have the authority to change or deviate from the fare, charges, or rules and regulations contained herein.

2. Schedule Changes

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

3. Objectionable Persons

The Authority 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, 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 the Authority;

- 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.

MetroAccess:

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. Also permitted are trained service animals used by persons with disabilities. A service animal is any guide dog, signal dog or other animal individually trained to provide assistance, perform tasks or do work for an individual with a disability. Some, but not all, service animals wear collars, harnesses or skirts. Some, but not all, are licensed or certified and have identification papers. In those 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 required for the disability and ask how the animal assists the customer. 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.
- c. Animals in training to be service animals may be permitted for training purposes provided that:
 - 1. The animal is nearing the completion of the life experience phase of training;
 - 2. The animal is being trained by a recognized service animal training organization;
 - 3. The training occurs during reduced fare periods or on weekends;
 - 4. The animal is wearing identification to indicate that it is a service animal in training;
 - 5. The training organization has received prior approval from WMATA Office of ADA Programs to conduct training at specified times and locations.

6. Accidents and Delays

- a. The Authority 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 the Authority, inadvisable to operate service, either from the point of origin or to any point en route, the carrier shall not be liable therefor, 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, 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 must courteously inquire of the accompanying passenger. The accompanying passenger's statement will be accepted.
- e. Customers certified by Metro as conditionally eligible after July 1, 2010 ride Metrorail and Metrobus free. Customers enrolled in MetroAccess prior to June 30, 2010 may continue to ride Metrobus and Metrorail free until their card expires or until they are recertified for MetroAccess. Personal Care Assistants pay the same fare as the customer they accompany.

8. Fare Evasion

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. The Authority will not honor fare media purchased from non-authorized sources.

Value added through SmartBenefits, Metrochek 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.

A person may validly use a SmarTrip® based Bus-to-Bus transfer or a SmarTrip® based Rail-to-Bus transfer 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 entered into a subsidy agreement to provide StudentTravel Cards, Student Metrorail Farecards, Student Metrobus Fare Tokens, and SmartStudent Passes. Student fares will be valid for transportation to and from school and to and from related educational activities in the District.

a. Eligibility

1. Students must be under nineteen years of age. Students with disabilities remain eligible until they reach 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 a valid Student Travel Card.

b. Student Travel Cards

1. Student travel cards will be issued by DDOT and valid for one (1) academic year.
2. Student travel cards will bear the name of the student, an expiration date, and such other information as the District may require.
3. Student travel cards must be signed and must be displayed when purchasing Metrorail student farecards or SmartStudent Passes.
4. Student travel cards are nontransferable and provide for only limited purchases within a designated time period.

c. Metrorail Student Farecards

1. May be purchased only by the student or the student's parent or legal guardian with a valid Student Travel card.
2. A maximum of two (2) farecards may be purchased at any one time during each designated biweekly period except as determined by DDOT.
3. Each student rail farecard will be encoded for ten (10) rail trips and will cost nine dollars and fifty cents (\$9.50).
4. Farecards which fail to operate will be replaced according to the same procedure as is currently used for regular WMATA farecards.

5. The student farecard is acceptable for any required add fare transaction, but is not acceptable for trade-in by the farecard vending machines.

d. Student Metrobus Tokens

1. DDOT Mass Transit Division specialists will issue "Token Blanks" to eligible students, two per (2) two week (2) period. The Token Blanks permit the purchase of Metrobus Student tokens from WMATA and other WMATA designated ticket outlets.

2. Student bus fare tokens will be issued to students during periods designated by the District.

e. SmartStudent Passes

1. Students must be certified as eligible for the pass by the School principal of record.

2. In order to purchase a pass the student must present a Student Travel Card.

3. The SmartStudent pass is good for unlimited travel within the District for a period of one month at a cost of \$30.00 or as otherwise provided by DDOT.

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. The District shall not be responsible for the School's payments for such bulk purchases. 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 patrons.

1. **Metrobus** – SmarTrip fare \$0.75 Cash fare \$0.85
 With a SmarTrip® based rail transfer - FREE
(Exclusive of applicable surcharges and differentials)
(All fares rounded down to the nearest \$0.05)

2. **Metrorail** - One half the regular fare rounded down to the nearest 5¢ with a maximum fare of \$2.50
(Exclusive of applicable surcharges and differentials)

Effective August 29, 2010 a Peak of the Peak surcharge of \$0.20 will be in effect 7:30a.m. to 9:00a.m. and 4:30p.m. to 6:00p.m. A \$0.25 surcharge will become effective for Non-SmarTrip® fares.

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.

Note: A special identification card issued by WMATA or a valid Medicare Card with a photo ID is required for the above discounted fares. Patrons may be required to present photo identification when purchasing or using this media.

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 ID's but must show photo ID which indicates their birth date to be eligible for reduced senior fares. Reduced cost fare media can be purchased from Metro Sales Offices or by calling (202) 637-7000 for other convenient locations.

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.
2. People with Disabilities - as defined by Federal Transit Act, 49 USC Section 5302(a)(5) are 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 use effectively, without special facilities or special planning or design to 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

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) Others on a case-by-case basis

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 shall be entitled to reduced fares as covered by the Tariff.
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 will automatically qualify for a Disability ID Card and shall be entitled to reduced fares as covered by the Tariff.
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 Disability:

1. **Temporary** - Short-term conditions that last at least 90 days but likely to improve within one year
2. **Long- Term** - Conditions with potential for improvement or long periods of remission (card duration 3 years)
3. **Permanent** - Conditions with absolutely no expectation of improvement (card duration 5 years)
4. **Courtesy Card** - New residents or visitors who present qualifying documentation. ID 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 card. This designation allows one individual to accompany the patron while riding Metrobus or Metrorail. This assistant will be subject to the reduced rate only when accompanying the patron. Fare media for the assistant must be purchased by the person with a Disability ID card recipient. 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 card will be issued to qualified people and serve as proof of eligibility for fare reduction. The Disability ID card must be shown to WMATA personnel at the time of purchase, payment of fare or upon request. ID cards used in any manner which is unlawful or in violation of the Tariff will be confiscated.

f. Renewal of ID Cards

ID cards shall be renewed free of charge.

If you have a permanent disability, approximately sixty (60) days before your Disability ID card expires, bring it to the Transit Accessibility Center to be issued a new card. If your disability is long term or temporary, but continues beyond the expiration date on your ID card, or if your disability is permanent and your ID card has been expired for 30 days or more, you must complete a new application.

a. Bus-to-Bus

Transfers rights are created on SmarTrip® free by the Metrobus farebox upon payment of a full fare and valid for 120 minutes

Acceptance of Transfers - Transfers when presented within the 120 minute period will be accepted for the value on the transfer. Precedence will be given to a valid bus transfer even if a rail trip has been taken in between.

b. Bus-to Rail

Effective January 4, 2009, patrons will receive a SmarTrip® based transfer credit of \$0.50 to their boarding charge if their trip has been preceded by full fare bus trip.

c. Rail-to-Bus Transfers

Effective January 4, 2009, rail-to-bus transfers will be available only to SmarTrip® users. Paper transfers will no longer be available to occasional riders. Patrons riding metrorail will automatically be accorded a transfer credit during the transfer period. Rail transfers are valid on bus if used within 2 hours (120 minutes) after exiting the rail fare gate. Transfer should be made at the bus stop location nearest the rail stations.

Rail-to-Bus transfer value - **\$0.50** using SmarTrip®
Rail-to-Bus transfer charge - **1.00** when transferring to regular fare bus
- **\$3.15** on designated express routes

Rail-to-Bus transfer charge - **\$0.25** for seniors, persons with disabilities, and D. C. students transferring to base fare service in DC.

c. Bus-to-Rail-to-Bus

Transfer to a base fare bus would be free if occurring within the 120 minute window.

Transfer to an express bus would require a step-up fee of \$3.15.

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

Reduced fare lines will pay the difference between the reduced fare and the base fare to board on transfer. Rail transfers will not apply.

13. Acceptance of Bus Transfers From Other Systems

Generally 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 if applicable.

14. Regular/Reduced Fare Period Regulations

Regular 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. Regular 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. Effective August 29, 2010 a Peak of the Peak surcharge of \$0.20 will be in effect from 7:30a.m. to 9:00a.m. and from 4:30p.m. to 6:00p.m., weekdays, except for national holidays. A \$0.25 surcharge will be effective for Non-SmarTrip® fares.

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

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

Metrorail regular and reduced period fares will be determined based on the time 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 (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 non-collapsible, 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 gasoline-powered bicycles], and any other bicycle that exceed the size restrictions stated above. Such bicycles are prohibited within the Metrorail and/or Metrobus system. WMATA 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 non-collapsible, conventional operational bicycles, as well as tandems, electric powered and "opened " folding bicycles 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. Bicycles **are not allowed** on the Fourth of July.

Folding bicycles and non-collapsible bicycles of all types that are folded or disassembled, respectively, and enclosed in carrying bags, cases or boxes are deemed "luggage" items and are permitted inside railcar at all times. The carrying bags or cases shall be made of sturdy material such as canvas, nylon or leather-type materials. Bicycles that are covered 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 remove all baggage, backpacks, pouches, baskets or similar storage items from bicycles before placing bicycles in the bicycle racks on the exterior of buses. All bicycles allowed 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 or Metro Transit Police may exercise discretion to temporarily deny cyclists access to 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 (someone 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 trains or on Metrobuses under this program.

While in the Metrorail system with bicycles, patrons must observe the following conventions within 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 per railcar, two at each end
- Shall not ride 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) (2005-34)

The Washington Metropolitan Area Transit Authority developed the Use of Automatic Balancing Wheeled Conveyance (ABWC) Policy to provide safe integration of the use of certain wheeled conveyances within the Metrorail system. In general, the public may bring 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 Metrorail system as provided by this section. This Program covers non-collapsible, battery-operated wheeled conveyances only, which can have a footprint no greater than 19 x 25 inches and platform height of 8 inches. This 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 or 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 in either WMATA's 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 registration decal is displayed on the ABWC while being used in the Metrorail system;
- 5) The ABWC can only be used by the person to whom it is registered; and
- 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 (someone 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 are 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:

- Pay the appropriate fare
- Yield to pedestrian 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 ABWC at all times
- Enter rail cars through the end doors. Limit of four ABWCs per railcar, two at each end, without blocking the isles

- 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.
- 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.
- Shall wait for trains as far away from the granite edge as possible
- 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. All articles not claimed within thirty days will be disposed of. Claims may be made in person at:

Lost and Found Office
8405 Colesville Road, 5th Floor
Silver Spring, Maryland

19. Refunds and Exchanges of Fare Media

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

- a. For Individuals-** Any unused or partially used farecards can be exchanged at the Passes/Farecard Vendors for additional farecards. Only one farecard can be exchanged per transaction. Farecard value can be consolidated onto SmarTrip® cards. Fare media (except Metrocheks) 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. 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.
- c. Conventions and Groups-** Unused (non time sensitive fare media) fare media sold to convention, visitor or other groups via bulk purchase are fully refundable upon return of unused fare media and a copy of the invoice to WMATA Treasurer, Fare Distribution and Sales, 3301 Eisenhower Ave, Alexandria VA 22314-4549.

d. Seven Day Bus Pass - Bus Passes that cannot be used because of interrupted service or strikes will be adjusted as follows:

<u>Number of Days Service Interrupted</u>	<u>\$15 Regular Pass</u>	<u>\$7.50 Senior/Disabled Pass</u>
7	\$15.00	\$7.50
6	\$12.90	\$6.45
5	\$10.75	\$5.40
4	\$8.60	\$4.30
3	\$6.45	\$3.25
2	\$4.30	\$2.15
1	\$2.15	\$1.10
0	\$0.00	\$0.00

e. Damaged or Non-Working Farecards- Farecards with remaining value that fail to work in the fare collection equipment may be exchanged for replacement farecards. Fare adjustment envelopes are available from Station Managers and may be left in their possession or mailed to the address listed in paragraph c. A replacement card will be mailed directly to the customer.

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

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

h. SmartBenefits®/Transit Benefits- SmartBenefits® which are not collected are credited to the employer at the end of the benefits period. Unused SmartBenefits® are not refundable to the benefit recipient but may be credited to the benefit provider. Benefits created to generate a fare adjustment would be covered under paragraph “a” of this section. SmartBenefits® vouchers are exchangeable for select fare media.

i. Gate -Activated Fare Media- (Examples: \$9.00 One-Day Pass, \$32.35 Short Trip Pass, \$47.00 Weekly Fast Pass) Are not exchangeable once they have been activated unless such is judged to be appropriate under paragraph “m” 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 \$32.35 and \$47.00 Metrorail passes are valid from the date of activation until the date of expiration shown on the pass. In the event of failure of the magnetic stripe, these passes may be exchanged for a new pass for the remainder of the period or patrons enter and exit through emergency gates after showing the pass to the station manager.

j. Time Sensitive Passes- These passes are valid for a specific time period and are not refundable after purchase except as noted under paragraph “m” of this section. In the event of malfunction these cards may be exchanged for a new pass for the remainder of the period or patrons holding these passes may enter and exit the system through the emergency gate after showing the pass to the station manager.

- k. Fare Card Consolidation-** Patrons are encouraged to use the trade-in feature of the station vendors. SmarTrip® cards are also an easy way for the patron to consolidate old farecards at their convenience. Patrons may have remaining value farecards consolidated on a limited basis at WMATA operated sales facilities in the Jackson Graham Building, Metro Center, and the Pentagon Transit Center. Additional cash may be required to complete transactions at these locations. Multiple card requests can be done 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. No refunds will be provided except as noted under paragraph "m" of this section. Bonus will not be applicable regardless of the value of cards submitted. The maximum value for which a card can be created is \$49.50.
- l. Exchange of Unused Fare Media-** Patrons may exchange unused fare media at WMATA operated sales facilities in the Jackson Graham Building, Metro Center, and the Pentagon Transit Center. No exchange will be made after the start of a pass period or if the media has been activated.
- m. 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 CEO or designee may also establish procedures for approval of refunds and exchanges for special and extenuating circumstances.
- n. SmarTrip® -** Patrons experiencing difficulties with SmarTrip® cards should call 1-888-762-7874. Adjustments will be delivered electronically via the SmartBenefits® function of the Passes/Farecards Vendors at each Metrorail mezzanine.
- o. SmarTrip® Dispensers -** These devices are located at all WMATA stations with parking facilities. Patrons who have lost money or failed to vend a card should see the station manager and submit a refund request by using the yellow SmarTrip® fare adjustment envelope. The patron should retain the device receipt and the fare adjustment receipt for verification and tracking purposes.
- p. Exchange Locations-** By mail using fare adjustment envelopes available from station managers throughout the Metrorail system. In person at all WMATA operated sales offices.
- q. EZ Pay Account –** No exchanges and refunds by request only, as follows:
1. Employers who utilize SmartBenefits to fund their employees' EZ-Pay will receive refunds in accordance with section 19h.
 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 balance 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 Metro Access Customers will receive a full refund of monies deposited less balance used.

20. Lost Farecards

Passengers losing their farecards within the rail system will be charged the maximum regular or reduced fare to the station they are exiting (depending on the time of exit). 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 cards or report any problems by contacting SmarTrip® Customer Service at 1-888-762-7874 or via email smartrip@wmata.com.

Patrons will be assessed \$5.00 for each replacement of a lost card. Value on lost cards will be frozen as of the time of notification.

22. Temporary Reduction of Fares

During a declared emergency resulting from an event occasioned by nature or by human intervention that could not have been prevented by any reasonable amount of foresight or prudence, or by any reasonable degree of care or diligence, the General Manager or Designee may lower fares from regular fares to reduced fares for a period not-to-exceed 48 hours if it is apparent that significantly lower than normal service levels will be provided. All other cases of lowered fares for the same events may occur only by the vote of the Board of Directors. Whenever the General Manager or Designee lowers fares under this section, the General Manager or Designee shall seek Board approval of this action at the next meeting of the Board of Directors