

## SmarTrip® cards are for you too



**BUY ONE TODAY FOR \$5**

Buy the SmarTrip® card encoded for discount fares for people with disabilities. You'll

need a Metro ID card for reduced fares or a Medicare card to buy one.

- Use your SmarTrip® card to pay to ride Metrorail and most Metrobuses, and to pay to park at ALL Metro parking lots.
- Buy your SmarTrip® card online at MetroOpensDoors.com. You'll have to be registered with Metro to buy the card online, and you'll have to use a major credit card.

Mail-in applications also are available in all Metro stations.

- Or buy your SmarTrip® card at any Metro sales office.
- Register your SmarTrip® card when you buy it. If you lose it, you will get a replacement for \$5 that includes the value of the lost card at the time you reported the loss.

To report a lost SmarTrip® card, call 1-888-SMARTRIP (762-7874), TTY 703-620-8782.

- Recharge your SmarTrip® card in any Metro station at the Passes/ Farecards machine.

7/04

## TIPS FOR RIDING

# Metro for People with Disabilities



INFORMATION ANYTIME 202-637-7000



TTY 202-638-3780

MetroOpensDoors.com



### **Metro is accessible**

Metro is a convenient, accessible and safe way for people with disabilities to get around. Learn about accessibility features and about how to qualify for reduced fares in this brochure.

### **Free system orientations**

Sign up for free one-on-one or group orientation sessions which offer familiarization with and hands-on training of Metrobus and Metrorail.

To schedule a session, customers may call:

202-962-1558 or 1100

TTY 202-962-2033


### **ADA customer service**

Metrobus operators, Metrorail station managers and train operators are graduates of the ADA Customer Service training program.

### **Metrobus is accessible**



**Low floor ramp and lift-equipped buses** make it easy for customers to get on and off the bus.


Customers should tell the driver if they need to use the ramp or lift to get on or off the bus. Accessible buses have the symbol  by the front door.

**The wheelchair securement system** is near the front of the bus. Wheelchair or mobility devices are secured by tie downs and a lap belt.

**Priority seats** are located behind the driver. If a customer needs priority seating, it's okay to ask.

**Digital signs and audio systems** announce stops, intersections and transfer points on most Metrobuses.



On Metrobus timetables, the symbol  tells customers when accessible buses are scheduled on their route. If none are available at the time required, customers may reserve one. To make the reservation, they may call 202-962-1825 (TTY 202-638-3780) at least 24 hours in advance.



## MetroAccess



MetroAccess offers curb-to-curb service to people with disabilities that prevent the use of regular accessible transit service.

Customers must be tested and certified by Metro before using MetroAccess. Service is available in areas served by Metrobus, ART, Connect-A-Ride, CUE, DASH, Fairfax Connector, RIBS, Ride On, TheBus and Tysons Shuttle.

For additional information about MetroAccess:

MetroOpensDoors.com  
 301-562-5360  
 TTY 301-588-7535

## Whom to call at Metro

- Customer information ..... 202-637-7000  
 TTY 202-638-3780
- Elevator status and  
 Service Disruptions ..... 202-962-1212  
 TTY 202-638-3780
- Metro Reduced  
 Fare Program ..... 202-962-1245  
 TTY 202-628-8973
- Lift-Equipped  
 Metrobus Service ..... 202-962-1825  
 TTY 202-638-3780
- Office of  
 ADA Programs ..... 202-962-1100  
 TTY 202-962-2033
- FREE Braille and Large  
 Print Metro System Maps ..... 202-962-1100  
 TTY 202-962-2033
- Report Lost  
 SmarTrip® Cards ..... 1-888-SMARTRIP  
 762-7874  
 TTY 703-620-8782

## Metrorail is accessible



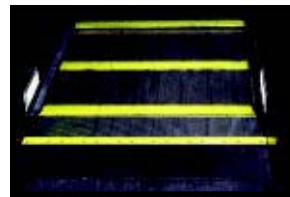
**Large letters & symbols** on pylons outside stations direct customers to the elevators. Raised letters and Braille identify the station and the Metro lines serving it.



**Priority parking spaces** near the station entrance are reserved for vehicles that display DMV permits or license plates.



**TTY-equipped telephones** are in each station on the mezzanine near the large system maps.



**On escalators, the yellow strip** defines the edge of the step to help customers with low vision.



**Elevators** are equipped with security cameras and emergency intercoms to contact the station manager.



**In-elevator chimes and audio messages** announce the elevator's level and the direction (up/down) it will travel.



**Lower panels on farecard machines** make it easy for customers in wheelchairs to buy fares.

## Answers to frequently asked questions

- 1. Do all Metro employees take part in the ADA Customer Service Training?**  
Metrobus operators, Metrorail station managers, Metro train operators and other frontline employees participate in the ADA Customer Service training.
- 2. Who is eligible for Metro's reduced fare program?**  
People with disabilities (which are medically certified by a health care provider) and valid Medicare cardholders who are certified by Metro as eligible for the program.



**Instructions at Passes/Farecards machines** also are in Braille, raised letters and audio.



**An extra-wide faregate** is in every station to make access easy for customers in wheelchairs. Other conveniences include the **entry-slot farecard returns** and **SmarTrip® targets** which are inside the faregates.



**Platform tiles change from smooth to bumpy domes** to alert customers that they are near the edge in many stations.



Customers who are blind or have low vision may use their cane or foot to detect the change. **Lights flash** on the platform edge when a train is arriving to assist customers who are deaf or hard of hearing .



**Large signs** on the platform wall name the station and street exits, and the ♿ symbol directs customers to the nearest elevator.



**Emergency intercoms** at each platform are marked with a white stripe or the word HELP. Use the intercom



**3. How do I get a Metro ID card for the reduced fares?**

Complete an application with certification by one of the health care professionals listed on the application and return it to Metro. For an application, please call 202-962-1558 (TTY 202-962-2033).

**4. How much does a Metro ID card for the reduced fares cost?**

The ID card is free.

**5. May I use my Medicare card to get the discount fare?**

Yes, but you also must have a photo ID to show (on request) where you buy your discounted farecards, and on Metrobuses and in Metro stations.



to call the station manager in an emergency. Instructions are in Braille and raised letters. If the customer cannot speak, they should press and continue to hold the button for immediate help.



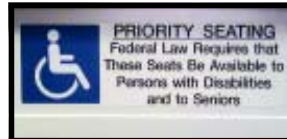
**Large electronic signs** on each mezzanine list elevator outages and shuttle bus locations. **Similar signs** on platforms display the destination and arrival time of the next train, and service delays.



**Gap reducers on rail cars** reduce the space between the platform and car to make it easier for people who use wheelchairs or other mobility devices. Chimes and audio announcements alert customers when the rail car doors open and close.



**Barriers** between rail cars alert riders who are blind or have low vision.



**Priority seats** are next to the train doors. Audio announcements advise customers of the next station.



**Display signs** in some cars name the next station and advise customers on which side of the car the doors will open.



**Intercoms** at both ends of a rail car are accessible to people who use wheelchairs. Use the intercom only to report an emergency to the train operator. Instructions are in Braille and raised letters. If the customer cannot speak, they should press and hold the call button for immediate help.



## Elevators at Metro stations



To check the status of an elevator at a specific station before traveling, customers may call 202-962-1212. Customers can map their trip online using The Metro Trip Planner, and plot an alternative route in case an elevator is out of service. If the elevator is not working, customers may call 202-962-1825 (TTY 202-638-3780) to arrange for shuttle service.

Customers may sign up for the Electronic Elevator Notification System (ELLEN) that alerts customers in advance about elevator outages and service disruptions so they may make alternate arrangements. ELLEN alerts subscribers by e-mail, cell phone text message, pager or personal digital assistant. Customers may register for ELLEN online at MetroOpensDoors.com.

### Options if an elevator is out of service

- 1—Customers should let the station manager or a Metro employee know if they need assistance or would like to arrange for shuttle bus service.
- 2—If the customer is at a station with a split platform, he or she may ride to the nearest station with a center platform. Then they can return to their destination station but from the opposite direction so they may access the working elevator.
- 3—If they're downtown where stations are closer together, they may locate the next closest station to their destination with a working elevator. Then, they may ride to that station and exit.

## Locations of street level elevators at Metrorail stations

Station	Elevator Location
Addison Road-Seat Pleasant	Central Ave., east of Addison Rd.
Anacostia	Shannon Pl. between Martin Luther King and Firth Sterling Aves. SE North of Howard Rd. and Anacostia Frwy.
Arlington Cemetery	Memorial Dr.
Ballston-MU	NW corner of Fairfax Dr. and N. Stuart St.
Benning Road	North of E. Capitol St.
Bethesda	West side of Wisconsin Ave. at Montgomery Ln.
Braddock Road	North side of Braddock Rd. at West St.
Branch Ave	East of Branch Ave at Auth and Old Soper Rds.
Brookland-CUA	Michigan Ave. and Bunker Hill Rd. NE
Capitol Heights	SE corner E. Capitol St. and Southern Ave.
Capitol South	NW corner of First and D Sts. SE
Cheverly	Columbia Park Rd., south of Rt. 50
Clarendon	Between Clarendon and Wilson Blvds. at N. Highland St.
Cleveland Park	East side of Connecticut Ave. NW north of Ordway St.
College Park-U of Md	East and west sides of Calvert Rd. between Rt. 1 and Kenilworth Ave.
Columbia Heights	West side of 14th St. NW at Irving St.
Congress Heights	North and south sides of Alabama Ave. SE at 13th St.
Court House	Clarendon and Wilson Blvds. at N. Uhle St.
Crystal City	North side of 18th St. between Clark Pl. and Jefferson-Davis Hwy.
Deanwood	North side of Minnesota Ave. NE between Nash and 48th Sts.
Dunn Loring-Merrifield	Median of I-66 at Gallows Rd.
Dupont Circle	SW corner of Connecticut Ave. and Q St. NW
Eastern Market	SE corner of Pennsylvania Ave. and 7th St. SE
East Falls Church	Median of I-66 at N. Sycamore St.
Eisenhower Ave	Eisenhower Ave. at Stovall St.
Farragut North	East side of Connecticut Ave. between K and L Sts. NW
Farragut West	NW corner of 18th and I Sts. NW
Federal Center SW	SW corner of 3rd and D Sts. SW
Federal Triangle	West side of 12th St. NW between Pennsylvania and Constitution Aves. NW
Foggy Bottom-GWU	On I St. between 23rd and 24th Sts. NW
Forest Glen	Georgia Ave. at Forest Glen Rd.
Fort Totten	Galloway St. NE, east of S. Dakota Ave.
Franconia-Springfield	Franconia-Springfield Pkwy. at Frontier Dr.



- No Smoking
- No Eating or Drinking
- No Animals (except service animals)
- No Audio or Video Devices (without earphones)
- No Litter or Spitting
- No Dangerous or Flammable Items

Station	Elevator location
Friendship Heights	East side of Wisconsin Ave. at Western Ave. SW corner of Wisconsin Ave. at Jenifer St.
Gallery Pl-Chinatown	NE side of 7th St. NW, between F and G Sts.
Georgia Ave-Petworth	East and west sides of Georgia Ave. NW at New Hampshire Ave.
Glenmont	Georgia Ave. at Glenallen Ave.
Greenbelt	Cherrywood Ln. at CSX/MARC RR
Grosvenor-Strathmore	East side of Rockville Pk. between Montrose Ave. and Tuckerman Ln.
Huntington	N. Kings Hwy, north of Fort Dr.
Judiciary Sq	South side of F St. NW between 4th and 5th Sts.
King St	King St., west of Commonwealth Ave.
Landover	West side of Pennsy Dr., north of Landover Rd.
L'Enfant Plaza	SW corner DOT courtyard, D St. SW between 6th and 7th Sts.
McPherson Sq	SW corner 14th and Eye Sts. NW
Medical Center	SW corner Rockville Pk. and South Dr.
Metro Center	East side of 12th St. between G and H Sts. NW
Minnesota Ave	Minnesota Ave. NE, north of Grant St.
Mt. Vernon Sq/7th St.- Convention Center	SW corner 7th and M Sts. NW
Ronald Reagan Washington National Airport	Opposite main terminal with connecting walkway
Navy Yard	NW corner of M St. SE at New Jersey Ave.
Naylor Road	Suitland Pkwy. at Naylor Rd.
New Carrollton	West of Garden City Dr., north of John Hanson Hwy.
Pentagon	Metro Transit Center
Pentagon City	East side of Hayes St. between Army-Navy Dr. and 15th St.
Potomac Ave	NE corner 14th St. and Potomac Ave. north of Pennsylvania Ave. SE
Prince George's Plaza	South side of East-West Hwy. west of Belcrest Rd.

Station	Elevator location
Rhode Island Ave-Brentwood	South side of Rhode Island Ave., west of 8th St. NE
Rockville	East side of Hungerford Dr. (Rt. 355) and Rockville Pike
Rosslyn	East side of N. Moore St. between Wilson Blvd. and 19th St.
Shady Grove	Rt. 355, north of Redland Rd.
Shaw-Howard Univ	NE corner of 7th and S Sts. NW
Silver Spring	South side of Colesville Rd. between East-West Hwy. and Second Ave.
Smithsonian	NW corner of 12th St. and Independence Ave. NW
Southern Ave	Southern Ave., southwest of 23rd Pkwy.
Stadium-Armory	East side of 19th St. SE between C and Burke Sts.
Suitland	Suitland Pkwy. west of Silver Hill Rd.
Takoma	Cedar St. at Carroll Ave.
Tenleytown-AU	East side of Wisconsin Ave. NW, north of Albemarle St.
Twinbrook	Halpine Rd. and Twinbrook Pkwy.
U St/African-Amer Civil War Memorial/Cardozo	SE corner of 13th and U Sts. NW
Union Station	Entrance to Amtrak, east side of First St. NE
Van Dorn St	S. Van Dorn St. and Eisenhower Ave.
Van Ness-UDC	West side of Connecticut Ave., south of Veazey St. NW
Vienna/Fairfax-GMU	Median of I-66 at Leesburg Pk.
Virginia Sq-GMU	SW corner of Fairfax Dr. and N. Monroe St.
Waterfront-SEU	M St. SW at 4th St.
West Falls Church-VT/UVA	Median of I-66 at Leesburg Pk.
West Hyattsville	West side of Ager Rd., north of Queens Chapel Rd.
Wheaton	Georgia Ave. at Reedy Dr.
White Flint	East side of Rockville Pk. at Marinelli Rd.
Woodley Park-Zoo/Adams Morgan	SW corner of Connecticut Ave. and Woodley Rd.

### More answers to frequently asked questions

#### 6. How do I get the reduced fare?

**On Metrobus**—Use the reduced fare SmarTrip® card for people with disabilities. If you pay by cash, show your Metro ID or Medicare card and a photo ID card to the driver and pay the reduced fare. Transfers are free.

**On Metrorail**—Use a reduced farecard or reduced fare SmarTrip® card. One-half the regular fare will be deducted when you exit.

#### 7. Is my Metro ID card for reduced fares accepted on other local buses?

Yes. It is accepted on ART, CUE, Fairfax Connector, Ride On and TheBus.

#### 8. Which farecards and passes provide the discount?

**Metrorail—\$10 reduced farecards** do not expire and can be used until the value is less than the lowest fare; then you may add value at the Exitfare machine.

**Reduced fare SmarTrip® cards** let you store up to \$200 fare value on it. If you register your card, you will not lose your investment if you lose the card.

**Metrobus—\$6 weekly reduced fare passes** provide a week of unlimited rides.

#### 9. Where may I buy these farecards and SmarTrip® cards?

**SmarTrip® cards** are available online at MetroOpensDoors.com, Metro sales offices and transit stores. You must be registered with Metro as a person with a disability to buy it online and you must use a major credit card. Shipping and handling are free and your order is usually mailed within five days.

**Reduced farecards and Metrobus weekly passes** are sold at many area Giant and Safeway stores, Metro sales offices at Metro Center, Pentagon Transit Center and Metro Headquarters and at the following transit stores:

- Alexandria – Old Town Transit Shop, 1775 Duke Street
- Ballston – 4238 Wilson Boulevard, Ste. 1244
- Columbia Pike – 2928 Columbia Pike
- Crystal City – 1615-B Crystal Square Arcade
- Herndon-Monroe Park & Ride lot – 12530 Sunrise Valley Drive
- Reston Park & Ride lot – 1860 Wiehle Avenue
- Rosslyn – 700 N. Moore Street, Mall #2
- Silver Spring – 8401 Colesville Road
- Springfield Mall – 6706 Springfield Mall
- Tysons-Westpark Transit Station – 8300 Jones Branch Road

#### 10. What happens if my farecard or pass doesn't work?

If it is damaged, see the station manager who will give you a postage-paid fare adjustment envelope. Go to a Metro sales office for an immediate replacement or return the envelope to the station manager or drop it in the mail to have a replacement card mailed to you in about ten days.