

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

☒ Action ☐ Information

MEAD Number:
202280

Resolution:
☒ Yes ☐ No

TITLE:

Updates to WMATA Tariff-Ridership Rules/Guidelines

PRESENTATION SUMMARY:

Present to the Board the proposed updates to the Washington Metropolitan Area Transit Authority (WMATA) Tariff on Ridership Rules and Guidelines for passenger conduct.

PURPOSE:

Staff seeks Board approval to amend the passenger conduct rules in the WMATA Tariff on Ridership Rules and Guidelines to include new provisions for suspensions of persons who engage in sex or sex-related crimes and/or crimes involving a firearm or dangerous weapon while on Metro property.

DESCRIPTION:

To enhance customer and employee safety and security in support of the region's post-pandemic reopening, staff will present and seek Board approval to amend the passenger conduct rules in the WMATA Tariff on Ridership Rules and Guidelines.

Key Highlights:

To protect customers and improve their experience while using the transit system and to protect employees on Metro property, staff proposes amendments to the Tariff that will:

1. Suspend persons who, while on Metro Property, engage in sex or sex-related crimes and/or crimes involving a firearm or dangerous weapon,
2. Establish an appeal process for suspended persons, and
3. Forfeit unused fare media that may expire during suspension

Currently, offenders return to the system often continuing the same offenses, causing safety concerns for customers and employees.

Background and History:

It is the mission of WMATA to operate and maintain a safe, reliable, and effective transit system that enhances mobility, improves the quality of life, and supports economic development in the Washington metropolitan area.

In efforts to improve the experience of its customers, the WMATA (Metro) Board of Directors adopted the Tariff on Ridership Rules and Guidelines that applies to the transportation of passengers on the Metro system. The Metro Transit Police Department (MTPD) enforces the rules and guidelines.

Discussion:

Similar to other transit systems across the nation, in the past 18 months Metro has seen an increase in sex offenses on the system, including people exposing themselves. Riders reported more than double the number of sexual offenses during the pandemic than we experienced in prior years.

To enhance safety and security to support the region's post-pandemic reopening staff is seeking the Board's approval to amend the WMATA Tariff on Ridership Rules and Guidelines to suspend any person from entering or using Metro property or service for a period in excess of 12 hours where such person, while on Metro property, engages in sex or sex-related crimes and/or crimes involving a firearm or dangerous weapon. The suspension would not apply to violations of other passenger conduct rules, including fare evasion.

Currently, suspects are placed under arrest and are typically released the same day and given a future court date. Some of them are repeat offenders.

The Metropolitan Atlanta Rapid Transit Authority (MARTA) is considered a role model for its Transit Suspension Procedure for persons who violate the Customer Code of Conduct. We are modeling MARTA's successful suspension procedures.

Length of Suspensions

A person will be issued an immediate suspension citation for a period in excess of 12 hours, where such person, while on Metro property (i) engages in a sex or sex-related crime, including crimes of indecency and obscenity; or (ii) engages in criminal conduct while on Metro property involving a firearm or dangerous weapon, including, but not limited to, the possession, carrying, or transporting a firearm or any other dangerous weapon under any statutory authority in the District of Columbia, State of Maryland, or Commonwealth of Virginia. A suspended person will not be entitled to any refund of unused fare media that may expire during the time the person is excluded from the Metro system.

Suspension citations will be issued in writing, set forth the reason for the suspension, the length of the suspension, the date the suspension is being issued, and notice that violating the suspension will result in arrest for criminal trespass. Suspension citations will also inform the person of his/her right to appeal the suspension. The appeal process will be described on the back of the citation.

A suspended person may also be issued a conditional exception from the suspension, which will allow their use of transit facilities and services only under certain conditions. Juvenile passengers, for example, could receive a conditional exception from the suspension when accompanied by a parent or guardian.

Length of Suspensions

Suspensions for engaging in a sex or sex-related crime, including crimes of indecency or obscenity or engaging in criminal conduct on Metro property involving a firearm or dangerous weapon will be for 14 days for a first offense, 30 days for a second offense, and 365 days for a third offense in a rolling 12-month period. The suspension begins as soon as the citation is issued. Violation of the suspension citation is subject to arrest for criminal trespass.

Appeals Process

A Suspension citation may be appealed in writing within five days of the issuance of the citation. Metro shall assign the appeal to an Appeals Officer, appointed by the Office of General Counsel, or designee, and a written decision shall be rendered within 15 days. The decision of the Appeals Officer is final and binding.

FUNDING IMPACT:

No impact on funding.	
Project Manager:	Ronald A. Pavlik, Jr.
Project Department/Office:	COO/MTPD

TIMELINE:

Previous Actions	May 13, 2021 Presentation
Anticipated actions after presentation	Annual updates to the Board

RECOMMENDATION:

Approve amendments to the passenger conduct rules in the WMATA Tariff on Ridership Rules and Guidelines.

SUBJECT: AMENDMENT TO TARIFF ON RIDERSHIP RULES AND GUIDELINES

RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, The Board of Directors previously adopted a Tariff on Ridership Rules and Guidelines that include passenger conduct rules (Tariff); and

WHEREAS, The Board wishes to enhance safety and security on the Metro system to support the region's post-pandemic reopening; and

WHEREAS, Staff recommends that the Tariff be amended to include a new rule that provides for the suspension of a person from entering or using Metro property or service where such person while on Metro property: (i) engages in a sex or sex-related crime, including crimes of indecency and obscenity; or (ii) engages in criminal conduct involving a firearm or dangerous weapon, including, but not limited to, the possession, carrying, or transporting of a firearm or any other dangerous weapon under any statutory authority in the District of Columbia, State of Maryland, or Commonwealth of Virginia, as shown in Attachment A;

NOW, THEREFORE, be it

RESOLVED, That the Board of Directors amends the Tariff on Ridership Rules and Guidelines to include a new rule that provides for the suspension of a person from entering or using Metro property or service where such person while on Metro property: (i) engages in a sex or sex-related crime, including crimes of indecency and obscenity; or (ii) engages in criminal conduct involving a firearm or dangerous weapon, including, but not limited to, the possession, carrying, or transporting of a firearm or any other dangerous weapon under any statutory authority in the District of Columbia, State of Maryland, or Commonwealth of Virginia, as shown in Attachment A; and be it further

RESOLVED, That staff is directed to adopt appropriate processes and procedures to implement the new suspension rule prior to the rule becoming effective; and be it finally

RESOLVED, That this Resolution shall be effective 30 days after adoption in accordance with Compact Section 8(b).

Reviewed as to form and legal sufficiency,

/s/ Patricia Y. Lee
Patricia Y. Lee
Executive Vice President and General Counsel

WMATA File Structure No.:
9.12.9 Tariff (WMATA Fare Structure)

PROPOSED

TARIFF

The Washington Metropolitan Area Transit Authority Tariff

on

RIDERSHIP RULES

and

GUIDELINES

Tariff Number 38

Effective _____, 2021

TABLE OF CONTENTS

I.	FORWARD	4
1.	Application of the Tariff	4
2.	Metro Transit Police	4
II.	SERVICE CHANGE OR INTERRUPTION	5
1.	Schedule Changes	5
2.	Accidents and Delays	5
3.	Guaranteed Ride Home	5
III.	PASSENGER CONDUCT	6
1.	Enforcement of Jurisdictional laws	6
2.	Unacceptable and Prohibited Conduct	6
3.	Suspensions	7
4.	Length of Suspensions.Fines	8
5.	Appeals of Suspensions	8
6.	Fare Forfeiture	9
7.	No Limitations or Conflicts with Federal, State or Local Law	9
IV.	PASSENGER CARRY-ONS	10
1.	Ordinary Items	10
2.	Bicycles	10
3.	Automatic Balancing Wheeled Conveyance	11
4.	Carriage of Small Animals	12
5.	Prohibited Carry-Ons	12
V.	ESCALATORS	13
1.	Tampering with Escalators	13
2.	Safety of Escalators	13
3.	Children on Escalators	13
VI.	SENIOR OR DISABLED PASSENGERS	14
1.	Priority Seating & Use of Elevators	14
2.	Medicare Recipients	14
4.	Disabled Veterans	14
5.	Personal Care Assistant	15
6.	Mobility Devices	15
7.	Service Animals	15

VII.	LOST AND FOUND.....	17
1.	Lost Keys and Eyeglasses.....	17
2.	Other Lost Items.....	17
3.	Unclaimed Lost Items	17

Proposed

1. Application of the Tariff

The rules stated herein are applicable to the transportation of passengers on the Metrorail and Metrobus systems of the Washington Metropolitan Area Transit Authority from one point to another within the Washington Metropolitan Area Transit Zone which generally covers territories within 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. For information regarding paratransit service in the above locations, please refer to the Customer Guide to MetroAccess available online at <https://www.wmata.com/service/accessibility/metro-access/>.

2. Metro Transit Police

The Metro Transit Police Department (MTPD) was established by the authority of Congress in 1976. MTPD police officers have tri-state jurisdiction with responsibility for a variety of law enforcement and public safety functions in transit facilities throughout the Washington, DC Metropolitan area. As the only tri-jurisdictional police agency in the country, MTPD police officers have jurisdiction and arrest powers throughout the 1,500 square mile Transit Zone that includes Maryland, Virginia, and the District of Columbia for crimes that occur in or against Transit Authority facilities¹.

Metro Transit Police officers are everywhere in the system on Metrobuses and trains, at stations, and in parking lots. To contact Metro Transit Police in an emergency dial 911 or 202-962-2121. Passengers may also contact Metro Transit Police in non-emergency circumstances by text message to 696873 or "MyMTPD."

¹ WMATA Compact § 76 (2009).

II.

SERVICE CHANGE OR INTERRUPTION

1. Schedule Changes

Metro reserves the right to change schedules of transit service without notice to the public, except as set forth in the Metro Compact and Board Policy Resolutions.

2. Accidents and Delays

Metro will not be liable for delays caused by accidents, breakdowns, road or traffic conditions, severe weather, or other conditions beyond its control and provides no guarantee that passengers will arrive at or depart from any point at any specific time. Metro shall not be liable for a failure to provide service either from the point of origin or to any point en route due to conditions over which Metro has no control such as Acts of God, acts of terrorism or other violence or road conditions that make it inadvisable to operate service in the sole opinion of Metro. In such instances, Metro shall not be liable for damage for any reason whatsoever.

1.1 3. GUARANTEED RIDE HOME

The Metropolitan Washington Council of Governments sponsors Guaranteed Ride Home (GRH), a program that provides regular commuters of the Metro transit system with a free and reliable ride home in the event of an unexpected emergency. Metro passengers may take advantage of GRH up to four times per year to get home for unexpected emergencies such as a personal illness or a sick child. GRH can also be used for unscheduled overtime. GRH is designed to rescue commuters who are worried about how to get home when an emergency arises. Participation is free with registration at <https://www.wmata.com/service/guaranteed-ride-home.cfm> or call 1-800-745-RIDE (7433).

III.

PASSENGER CONDUCT

1. Enforcement of Jurisdictional Laws

Metro shall apply and enforce the criminal codes and all public decency, and lewd/obscenity laws within the multi-jurisdictional transit region at all times on Metro property in compliance with the law of the jurisdiction where the property is located.

2. Unacceptable and Prohibited Conduct

Unacceptable conduct is any conduct that a reasonable person believes is disturbing the peace or quiet enjoyment of other Metro passengers. Jurisdictional codes² in the District of Columbia, Maryland, and Virginia make it unlawful for a person to refuse to leave a bus or rail transit car when ordered to do so by the bus or train operator or other authorized agent. To this end, Metro reserves the right to refuse to transport a person or persons exhibiting unacceptable or prohibited conduct while on Metro property.

The following conduct is prohibited on all Metro property:

- a. Failure to pay established fare;
- b. Failure to wear shoes or other appropriate protective footwear for the outer covering of feet;
- c. To vend, sell or attempt to sell any item, thing or device;
- d. Expectoration (spitting) in or upon any part of any Metro employee/operator, station, railcar, bus, or vehicle;
- e. Smoking or carrying a lighted or smoldering pipe, cigar, or cigarette within the paid area of any Metro station, at Metro-owned or Metro-controlled bus stops or bus bays, or within any railcar, bus, or vehicle;

² DC Code § 35-216, §35-251 (2001); PG County, MD Code Sec. 20A-102 (2015); Montgomery Co., MD Code Sec. 54A-2 (1987); Alexandria, Va. Code §13-1-35 (1985); Fairfax Co. Va. Code Ann., § 85-1-3 (1985); Arlington Co Code Art. IV. §14.2-80 (2015).

- f. Standing in front of the yellow line marked on the forward end of the floor of any bus, or otherwise conduct oneself in such a manner as to obstruct the vision of the operator;
- g. Boarding any bus through the rear exit door, unless directed by a Metro employee or agent;

Continuation of conduct prohibited on all Metro property:

- h. Eating or consuming food or drink in or upon the paid area of the Metro stations, or aboard any railcar, bus, or vehicle;
- i. Discarding litter or trash in or upon any Metrorail station, railcar, bus, or vehicle;
- j. Playing any device or instrument except when the device is connected to an earphone which limits the sound to the individual user;
- k. Displaying signs that overtly communicate a personal or political position but passengers shall be permitted to carry signs in a manner which does not interfere with movement, safety, entry, exit, or convenience of other passengers; and

3. Suspensions

MTPD shall issue a suspension citation, suspending a person immediately from entering or using Metro property or service for a period in excess of 12 hours, where such person while on Metro property (i) engages in a sex or sex-related crime, including crimes of indecency and obscenity; or (ii) engages in criminal conduct involving a firearm or dangerous weapon, including, but not limited to, the possession, carrying, or transporting of a firearm or any other dangerous weapon under any statutory authority in the District of Columbia, State of Maryland, or Commonwealth of Virginia.

Suspension citations shall set forth the reason for the suspension, the length of the suspension, the date the suspension is being issued, and notice that violating the suspension will result in arrest for criminal trespass. Suspension citations shall also inform the person of his or her right to appeal the citation. The appeal process is described on the back of the citation.

A person who is suspended may also be issued a conditional exception from the suspension, which will allow their use of transit facilities and services only under certain conditions. Juvenile passengers, for example, could receive a conditional exception from the suspension when accompanied by a parent or guardian.

Where the conduct that resulted in the suspension also violates local, state or federal law, the violator may be prosecuted by the appropriate authority, in addition to any law enforcement remedies available to Metro.

4. Length of Suspensions/Fines

A person receiving a suspension citation for engaging in a sex or sex-related crime, including crimes of indecency or obscenity or engaging in criminal conduct on Metro property involving a firearm or dangerous weapon shall be suspended for:

14 days for a 1st offense
30 days for a 2nd offense
365 days for a 3rd offense
(in a rolling 12-month period)³.

A person is suspended as soon as he or she is issued a suspension citation. Any person who violates a suspension citation will be arrested for criminal trespass.

5. Appeals of Suspensions

- a. A suspension citation may be appealed by written request sent to WMATA by registered or certified mail, overnight delivery, or hand-delivery, within 5 calendar days of the issuance of such citation.
- b. Upon receipt of a timely appeal, WMATA shall assign the appeal to an appeals officer appointed by the General Counsel or his/her designee. The standard of review is the preponderance of the evidence. The appeals officer shall issue a written decision as provided in subsection c. below and there shall be no right to an in-person appeal hearing.
- c. Within 15 days of receipt of an appeal, the appeals officer will render a written decision on the appeal. If the suspension is upheld, the suspension shall be deemed final and binding. The period while on suspension during the pendency of the appeal shall be counted toward the length of the suspension.
- d. The decision of the appeals officer will be the final and binding determination of the appeal.
- e. If no appeal is requested within 5 calendar days of the issuance of a citation, the suspension shall be deemed final. The 5 calendar day appeals period while a person is suspended shall be counted toward the length of any suspension that is appealed and sustained.
- f. When a person is on suspension, use of Metro services or entry upon Metro property is forbidden and subsequent use of services or entry upon property during the period of suspension shall constitute

³ For the purposes of Section III of this Tariff, the term "days" refers to calendar days. Thus, weekends and holidays are included as countable days for the purposes of Section III. A rolling 12-month period means 365 days from the first day of suspension.

criminal trespass under any statutory authority in the District of Columbia, State of Maryland, or Commonwealth of Virginia. Violation of the suspension shall be grounds for prosecution for criminal trespass, in addition to issuance of an additional suspension from Metro.

6. Fare Forfeiture

An individual who is suspended from Metro will not be entitled to any refund of unused fare media that may expire during the time of his/her suspension.

7. No Limitations or Conflicts with Federal, State, or Local Law

This Section III does not seek to limit or conflict with any federal, state, or local law or ordinance; or to prevent any law enforcement agency or entity from taking any lawful action against any person on a Metro vehicle, Metro facility, or Metro property.

1. Ordinary Items

Passengers may carry ordinary items such as hand baggage and instrument cases, tool cases, folding baby carriages, strollers, wheelchairs, or other small packages and objects that can be handled without inconvenience to other passengers. Bicycles, Segways, mobility devices and other automatic balancing wheeled conveyances may also be carried on under certain terms and conditions. See the applicable section of this Tariff for specific guidelines. Carry-on items and objects shall not interfere with entrance or exit, free use of the aisle, or the proper and safe operation of the vehicle. Passengers must remain with their possessions at all times. Unattended items and objects may be confiscated and/or destroyed for safety and security reasons.

2. Bicycles

Bicycles that are non-collapsible, conventional bicycles, as well as tandem, electric-powered, or folded/collapsible bicycles that measure no longer than 80 inches, no higher than 48 inches, and no wider than 22 inches may be carried on Metrorail and Metrobus and placed in the external bike rack of Metrobus. Motorcycles, mopeds, tricycles, motor-powered bicycles (including but not limited to gasoline-powered bicycles), and any other bicycle that exceeds the size restrictions are prohibited.

Anyone under the age of 16 with a bicycle in 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. At all times, Metro Station Managers and Metro Transit Police may exercise discretion to temporarily deny bicyclists access to rail station mezzanines and platforms during periods of passenger congestion until the congestion is cleared. Passengers are responsible for their bicycles and are also liable for any 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, passengers must observe the following rules of the Metrorail system:

- a. Pay the appropriate fare;
- b. Yield to regular pedestrian traffic;
- c. Enter and exit the system through the extra-wide gates;
- d. Use the elevators to access mezzanines and platforms;
- e. Remain in control of bicycles at all times;
- f. Enter rail cars through the end doors. There is a limit of four bicycles per railcar, two at each end of a railcar;
- g. Passengers shall not ride their bicycle within the station or paid area; and
- h. Passengers shall remove all baggage, backpacks, pouches, baskets or similar storage items from bicycles.

Folded bicycles are permitted inside railcars at all times; however, they must remain folded and securely fastened while in the Metrorail system during the peak hours. Regular bicycles, as defined above, are allowed inside railcars during off peak hours on Mondays through Fridays and 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. Regular bicycles are **NOT** allowed on Metrorail on Inauguration Day and Independence Day. The exterior of bicycles must be free of excess grease and dirt before entering the railcar and not have sharp projections.

Passengers can transport bicycles as defined herein aboard Metrobus in quality, heavy-duty racks attached to the front of each bus free of charge. Up to two bicycles can be stored in each rack, which cyclists can easily load and unload themselves by following the simple instructions affixed to the racks. The racks also have a locking mechanism to prevent bicycles from coming loose. All bicycles, excluding properly enclosed folded or disassembled bicycles, shall not be transported inside Metrobuses at any time.

During emergency evacuation of a Metrobus, bicycles must be left in the bike rack unless permitted by the Metrobus Operator, Metro Transit Police Officer or city/county police or fire officials. Metro assumes no responsibility for lost or damaged bicycles.

3. Automatic Balancing Wheeled Conveyance

Passengers may carry on certain automatic balancing wheeled conveyances (ABWCs), including Segways that have a footprint no greater than 19 x 25 feet during off peak times subject to MTPD's discretion to temporarily deny ABWC users access to station mezzanines and platforms during periods of passenger congestion. Anyone under the age of 16 with an ABWC into the Metrorail system must 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. ABWC users are responsible for their own ABWC and all actions, injuries, losses and/or damages resulting from the ABWC in station areas and aboard trains. Generally, ABWCs are not permitted on Metrobus, except by persons with disabilities who have registered an ABWC as mobility device.

The ABWC shall not be powered on or operated within the Metrorail system unless it is a registered mobility device. All unregistered ABWCs shall be pushed or pulled by the person inside the Metrorail system ABWCs are not allowed on escalators and ABWC owners must obey the following rules:

- a. Pay the appropriate fare;
- b. Yield to pedestrian traffic;
- c. Enter and exit the system through the extra-wide gates;
- d. Use the elevators to access mezzanines and platforms;
- e. Remain in control of their ABWC at all times;
- f. Enter rail cars through the end doors;
- g. Limit of four ABWCs per railcar, two at each end without blocking the aisles;
- h. Wait for trains as far away from the granite edge as possible; and
- i. Shall leave the device on the train or in the station in an emergency that requires evacuation.

4. Carriage of Small Animals

Small animals may be carried free of charge, provided they are securely enclosed in a kennel, cage, box or other container sufficiently small enough to be carried without danger or offense to other passengers. Such containers may not occupy seats on Metrobus and Metrorail vehicles to exclude other passengers.

5. Prohibited Carry-Ons

Passengers are prohibited from bringing any flammable or combustible liquids, explosives, acids, or any other inherently dangerous item within a Metro station or upon any railcar, bus or vehicle. Live animals must be caged unless they are ADA approved service animals.

1. Tampering with Escalators

It is unlawful for any person to stop, impede, interfere with or tamper with an escalator or elevator or any part of an escalator or elevator apparatus or to use an escalator or elevator emergency stop button, unless this action is taken by a person with the knowledge or with a reasonable, good faith belief that an emergency makes the action necessary to preserve or protect human life or property or unless such action is taken by a Metro employee or emergency response personnel or Metro contractor acting pursuant to their official duties.

2. Safety of Escalators

Passengers on escalators should face forward and hold the handrail at all times while riding the escalators. Feet should be kept away from the sides of the escalators and any dangling clothing or loose shoelaces or buckles on shoes should be tied or fastened to avoid getting caught in the escalator. Running, sitting, wheelchairs, bicycles and other wheeled devices on escalators are strictly prohibited.

3. Children on Escalators

Only folded strollers are allowed on the escalator. If stroller is occupied, the elevator must be used. There is no safe way to carry an infant in a stroller on the escalator. If the elevator is out of service, carry the infant in your arms and fold the stroller. Hold small children's hands at all times while on the escalator. Children are not permitted to sit on the escalator.

1. Priority Seating & Use of Elevators

Seats next to the doors on Metrorail and Metrobus are reserved for senior citizens and passengers with disabilities. Seniors and disabled passengers also receive priority entrance into elevators. For information regarding paratransit service, including eligibility requirements for paratransit service, please refer to the Customer Guide to MetroAccess available online at <https://www.wmata.com/service/accessibility/metro-access/>.

2. Medicare Recipients

49 USC Section 5307 (d) (1) (D), as amended, provides that reduced fare shall be given to any person under the age of 65 years upon presenting a valid Medicare card duly issued to that person pursuant to Title II or Title XVIII of the Social Security Act. Regardless of age, 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 on Metrorail and Metrobus through the Metro Reduced Fare Program. Passengers may also display a government issued photo ID and show their Medicare card to pay the discounted rate of senior/disabled fare upon boarding any Metrobus.

Disability ID/SmarTrip® cards are issued on the same day if you meet the eligibility criteria and on a walk in basis at the Metro Transit Accessibility Center located at 600 5th Street NW, Washington, DC. The Disability ID/SmarTrip® card will entitle a passenger to pay half the peak fare on Metrorail and discount rates for Metrobus routes and other regional bus services. See the *Metro Tariff on Fares and Service* for additional information on discount fare rates.

4. Disabled Veterans

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

Disabled veterans may obtain additional information and access applications online at <https://www.wmata.com/service/accessibility/metro-access/>. The Metro Transit Accessibility Center located at 600 5th Street NW, Washington, DC provides walk in assistance on Monday, Wednesday-Friday from 8:15 a.m. to 3:50 p.m. and on Tuesday from 8:15 a.m. to 2:20 p.m. To reach the Metro Transit Accessibility Center by phone, call 202-962-2700 and select option 1 or TTY 202-962-2033.

5. Personal Care Assistant

“Assistant Eligible” may be marked on the passenger’s Disability ID/SmarTrip® card. This designation allows a personal care assistant (PCA) to accompany the eligible disabled passenger on Metrobus or Metrorail at reduced fare. This PCA will be permitted to pay the reduced rate only when accompanying the eligible customer. One PCA SmarTrip® card will be issued to the eligible Reduced Fare Customer. The necessity for PCA will be certified by Metro. Metro reserves the right to verify information provided by applicants, including contacting certifying health care professionals and/or the review of applications by Metro staff physicians.

Additional information regarding PCA eligibility can be obtained online at <https://www.wmata.com/service/accessibility/metro-access/>. The Metro Transit Accessibility Center is located at 600 5th Street NW, Washington, DC and provides walk in assistance on Monday, Wednesday-Friday from 8:15 a.m. to 3:50 p.m. and on Tuesday from 8:15 a.m. to 2:20 p.m. To reach the Metro Transit Accessibility Center by phone, call 202-962-2700 and select option 1 or TTY 202-962-2033.

6. Mobility Devices

ABWCs utilized by persons with disabilities are exempt from the general rules applicable to passenger carry-ons when the ABWC is registered as a mobility device. In order to register as a mobility device, criteria must be met as follows:

- a. The ABWC operator must be approved for the Senior/Disabled Fare Program or the MetroAccess Program;
- b. The ABWC operator must provide certification from a doctor on a form approved by Metro that the person uses an ABWC as a mobility device;
- c. The ABWC operator must participate in orientation conducted by Metro on ABWC operation within the Metrorail system;
- d. The ABWC operator must be registered with Metro and display a registration decal on the ABWC at all times during its use in the Metrorail system; and
- e. The ABWC operator shall not operate at a pace faster than a normal walking speed within the Metrorail system.

7. Service Animals

Trained service animals used by persons with disabilities are permitted on all Metrorail and Metrobus vehicles. Service animals include but are not limited to dogs and miniature horses that have been individually trained to do work or perform tasks for persons with disabilities. 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. Pets, exotic animals or emotional support animals are not permitted on Metrorail or Metrobus without the animal enclosed in a carrier.

Miniature horses performing as service animals must meet the following criteria:

- a. Generally range in height from 24 inches to 34 inches measured to the shoulders;
- b. Generally weigh between 70 and 100 pounds;
- c. Must be housebroken;
- d. Must be under the owner's control;
- e. The vehicle has room to accommodate the miniature horse's type, size, and weight; and
- f. The horse's presence will not compromise legitimate safety requirements necessary for safe operations.

In circumstances where it may not be obvious that a particular animal is a trained service animal, Metro staff may ask the individual with the animal if it is a service animal. Metro 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 and Metrorail vehicles.

1. Lost Keys and Eyeglasses

Lost keys or eyeglasses must be retrieved in person at the Lost and Found office located at **6505 Belcrest Road, Suite 500 Hyattsville, MD 20782** as these items are too numerous and non-descriptive to determine ownership without visual confirmation. Bins of keys and eyeglasses are available for customers to search through Monday-Friday 11 a.m. to 6 p.m., excluding federal holidays.

2. Other Lost Items

All other items lost within the Metrorail or Metrobus system may be reported through the online claims process at www.wmata.com. A confirmation email with an assigned case number will be sent to the registrant. Passengers may also report lost items by phone at 202-962-1195 during business hours. A customer service representative will record the information about the lost item(s) and provide an assigned case number.

Refer to the assigned case number during all interactions with Metro regarding the lost item(s). A Lost and Found customer service representative will search the system for matching found items and contact owners by email or phone to verify ownership of the item. Confirmed matched items can be retrieved on Monday through Friday from 11 a.m. to 6 p.m. at the Lost and Found pick-up window conveniently located near the Prince George's Plaza Metro station on the Green and Yellow lines.

3. Unclaimed Lost Items

Lost items are held for 30 days. After 30 days, unclaimed items are destroyed, disposed of, donated to charity, or sold.

TARIFF

The Washington Metropolitan Area Transit Authority Tariff

on

RIDERSHIP RULES

and

GUIDELINES

Tariff Number ~~37~~38

Effective _____, 2021

TABLE OF CONTENTS

I.	FORWARD	<u>4243</u>
	1. Application of the Tariff	<u>4243</u>
	2. Metro Transit Police	<u>4243</u>
II.	SERVICE CHANGE OR INTERRUPTION	<u>5254</u>
	1. Schedule Changes	<u>5254</u>
	2. Accidents and Delays.....	<u>5254</u>
	3. _Guaranteed Ride Home.....	<u>5254</u>
III.	PASSENGER CONDUCT.....	<u>6265</u>
	1. Enforcement of Jurisdictional Laws	<u>6265</u>
	2. Unacceptable and Prohibited Conduct.....	<u>6265</u>
	<u>3. Suspensions.....</u>	
	<u>4. Length of Suspensions.Fines.....</u>	
	<u>5. Appeals of Suspensions.....</u>	
	<u>6. Fare Forfeiture.....</u>	
	<u>7. No Limitations or Conflicts with Federal, State or Local Law³.....</u>	<u>Abusive</u>
	<u>Behavior.....</u>	<u>7276</u>
III.	PASSENGER CARRY-	
ONS	102117	
IV.	PASSENGER CARRY-	
ONS	102117	
	1. Ordinary Items	<u>102117</u>
	2. Bicycles.....	<u>102117</u>
	3. Automatic Balancing Wheeled Conveyance	<u>112128</u>
	4. Carriage of Small Animals.....	<u>122139</u>
	5. Prohibited Carry-Ons	<u>122139</u>
IV.	ESCALATORS	<u>1321410</u>
	1. Tampering with Escalators	<u>1321410</u>
	2. Safety of Escalators.....	<u>1321410</u>
	3. Children on Escalators	<u>1321410</u>
VI.	SENIOR OR DISABLED PASSENGERS.....	<u>1421511</u>
	1. Priority Seating & Use of Elevators.....	<u>1421511</u>
	2. Medicare Recipients.....	<u>1421511</u>
	4. Disabled Veterans	<u>1421511</u>
	5. Personal Care Assistant.....	<u>1521612</u>
	6. Mobility Devices.....	<u>1521612</u>

7. Service Animals	<u>1521612</u>
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VII. LOST AND FOUND	<u>1721814</u>
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1. Lost Keys and Eyeglasses	<u>1721814</u>
2. Other Lost Items	<u>1721814</u>
3. Unclaimed Lost Items	<u>1721814</u>

I.

FORWARD

1. Application of the Tariff

The rules stated herein are applicable to the transportation of passengers on the Metrorail and Metrobus systems of the Washington Metropolitan Area Transit Authority from one point to another within the Washington Metropolitan Area Transit Zone which generally covers territories within 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. For information regarding paratransit service in the above locations, please refer to the Customer Guide to MetroAccess available online at <https://www.wmata.com/service/accessibility/metro-access/>.

2. Metro Transit Police

The Metro Transit Police Department (MTPD) was established by the authority of Congress in 1976. MTPD police officers have tri-state jurisdiction with responsibility for a variety of law enforcement and public safety functions in transit facilities throughout the Washington, DC Metropolitan area. As the only tri-jurisdictional police agency in the country, MTPD police officers have jurisdiction and arrest powers throughout the 1,500 square mile Transit Zone that includes Maryland, Virginia, and the District of Columbia for crimes that occur in or against Transit Authority facilities¹.

Metro Transit Police officers are everywhere in the system on Metrobuses and trains, at stations, and in parking lots. To contact Metro Transit Police in an emergency dial 911 or 202-962-2121. Passengers may also contact Metro Transit Police in non-emergency circumstances by text message to 696873 or "MyMTPD."

¹ WMATA Compact § 76 (2009).

II.

SERVICE CHANGE OR INTERRUPTION

1. Schedule Changes

Metro reserves the right to change schedules of transit service without notice to the public, except as set forth in the Metro Compact and Board Policy Resolutions.

2. Accidents and Delays

Metro will not be liable for delays caused by accidents, breakdowns, road or traffic conditions, severe weather, or other conditions beyond its control and provides no guarantee that passengers will arrive at or depart from any point at any specific time. Metro shall not be liable for a failure to provide service either from the point of origin or to any point en route due to conditions over which Metro has no control such as Acts of God, acts of terrorism or other violence or road conditions that make it inadvisable to operate service in the sole opinion of Metro. In such instances, Metro shall not be liable for damage for any reason whatsoever.

3. Guaranteed Ride Home

The Metropolitan Washington Council of Governments sponsors Guaranteed Ride Home (GRH), a program that provides regular commuters of the Metro transit system with a free and reliable ride home in the event of an unexpected emergency. Metro passengers may take advantage of GRH up to four times per year to get home for unexpected emergencies such as a personal illness or a sick child. GRH can also be used for unscheduled overtime. GRH is designed to rescue commuters who are worried about how to get home when an emergency arises. Participation is free with registration at <https://www.wmata.com/service/guaranteed-ride-home.cfm> or call 1-800-745-RIDE (7433).

III.

PASSENGER CONDUCT

1. Enforcement of Jurisdictional Laws

Metro shall apply and enforce the criminal codes and all public decency, and lewd/obscenity laws within the multi-jurisdictional transit region at all times on Metro property in compliance with the law of the jurisdiction where the property is located.

2. Unacceptable and Prohibited Conduct

Unacceptable conduct is any conduct that a reasonable person believes is disturbing the peace or quiet enjoyment of other Metro passengers. Jurisdictional codes² in the District of Columbia, Maryland, and Virginia make it unlawful for a person to refuse to leave a bus or rail transit car when ordered to do so by the bus or train operator or other authorized agent. To this end, Metro reserves the right to refuse to transport a person or persons exhibiting unacceptable or prohibited conduct while on Metro property.

The following conduct is prohibited on all Metro property:

- a. Failure to pay established fare;
- b. Failure to wear shoes or other appropriate protective footwear for the outer covering of feet;
- c. To vend, sell or attempt to sell any item, thing or device;
- d. Expectoration (spitting) in or upon any part of any Metro employee/operator, station, railcar, bus, or vehicle;
- e. Smoking or carrying a lighted or smoldering pipe, cigar, or cigarette within the paid area of any Metro station, at Metro-owned or Metro-controlled bus stops or bus bays, or within any railcar, bus, or vehicle;
- f. Standing in front of the yellow line marked on the forward end of the floor of any bus, or otherwise conduct oneself in such a manner as to obstruct the vision of the operator;
- g. Boarding any bus through the rear exit door, unless directed by a Metro employee or agent;

Continuation of conduct prohibited on all Metro property:

² DC Code § 35-216, §35-251 (2001); PG County, MD Code Sec. 20A-102 (2015); Montgomery Co., MD Code Sec. 54A-2 (1987); Alexandria, Va. Code §13-1-35 (1985); Fairfax Co. Va. Code Ann., § 85-1-3 (1985); Arlington Co Code Art. IV. §14.2-80 (2015).

- h. Eating or consuming food or drink in or upon the paid area of the Metro stations, or aboard any railcar, bus, or vehicle;
- i. Discarding litter or trash in or upon any Metrorail station, railcar, bus, or vehicle;
- j. Playing any device or instrument except when the device is connected to an earphone which limits the sound to the individual user;
- k. Displaying signs that overtly communicate a personal or political position but passengers shall be permitted to carry signs in a manner which does not interfere with movement, safety, entry, exit, or convenience of other passengers; and

3. Suspensions

MTPD shall issue a suspension citation, suspending a person immediately from entering or using Metro property or service for a period in excess of 12 hours, where such person while on Metro property (i) engages in a sex or sex-related crime, including crimes of indecency and obscenity; or (ii) engages in criminal conduct involving a firearm or dangerous weapon, including, but not limited to, the possession, carrying, or transporting of a firearm or any other dangerous weapon under any statutory authority in the District of Columbia, State of Maryland, or Commonwealth of Virginia.

Suspension citations shall set forth the reason for the suspension, the length of the suspension, the date the suspension is being issued, and notice that violating the suspension will result in arrest for criminal trespass. Suspension citations shall also inform the person of his or her right to appeal the citation. The appeal process is described on the back of the citation.

A person who is suspended may also be issued a conditional exception from the suspension, which will allow their use of transit facilities and services only under certain conditions. Juvenile passengers, for example, could receive a conditional exception from the suspension when accompanied by a parent or guardian.

Where the conduct that resulted in the suspension also violates local, state or federal law, the violator may be prosecuted by the appropriate authority, in addition to any law enforcement remedies available to Metro.

4. Length of Suspensions/Fines

A person receiving a suspension citation for engaging in a sex or sex-related crime, including crimes of indecency or obscenity or engaging in criminal conduct on Metro property involving a firearm or dangerous weapon shall be suspended for:

14 days for a 1st offense
30 days for a 2nd offense
365 days for a 3rd offense
(in a rolling 12-month period)³.

A person is suspended as soon as he or she is issued a suspension citation. Any person who violates a suspension citation will be arrested for criminal trespass.

5. Appeals of Suspensions

a. A suspension citation may be appealed by written request sent to WMATA by registered or certified mail, overnight delivery, or hand-delivery, within 5 calendar days of the issuance of such citation.

b. Upon receipt of a timely appeal, WMATA shall assign the appeal to an appeals officer appointed by the General Counsel or his/her designee. The standard of review is the preponderance of the evidence. The appeals officer shall issue a written decision as provided in subsection c. below and there shall be no right to an in-person appeal hearing.

c. Within 15 days of receipt of an appeal, the appeals officer will render a written decision on the appeal. If the suspension is upheld, the suspension shall be deemed final and binding. The period while on suspension during the pendency of the appeal shall be counted toward the length of the suspension.

d. The decision of the appeals officer will be the final and binding determination of the appeal.

e. If no appeal is requested within 5 calendar days of the issuance of a citation, the suspension shall be deemed final. The 5 calendar day appeals period while a person is suspended shall be counted toward the length of any suspension that is appealed and sustained.

f. When a person is on suspension, use of Metro services or entry upon Metro property is forbidden and subsequent use of services or entry upon property during the period of suspension shall constitute criminal trespass under any statutory authority in the District of Columbia, State of Maryland, or Commonwealth of Virginia. Violation of the suspension shall be grounds for prosecution for criminal trespass, in addition to issuance of an additional suspension from Metro.

6. Fare Forfeiture

³ For the purposes of Section III of this Tariff, the term “days” refers to calendar days. Thus, weekends and holidays are included as countable days for the purposes of Section III. A rolling 12-month period means 365 days from the first day of suspension.

An individual who is suspended from Metro will not be entitled to any refund of unused fare media that may expire during the time of his/her suspension.

7. No Limitations or Conflicts with Federal, State, or Local Law

This Section III does not seek to limit or conflict with any federal, state, or local law or ordinance; or to prevent any law enforcement agency or entity from taking any lawful action against any person on a Metro vehicle, Metro facility, or Metro property.

IV.

PASSENGER CARRY-ONS

1. Ordinary Items

Passengers may carry ordinary items such as hand baggage and instrument cases, tool cases, folding baby carriages, strollers, wheelchairs, or other small packages and objects that can be handled without inconvenience to other passengers. Bicycles, Segways, mobility devices and other automatic balancing wheeled conveyances may also be carried on under certain terms and conditions. See the applicable section of this Tariff for specific guidelines. Carry-on items and objects shall not interfere with entrance or exit, free use of the aisle, or the proper and safe operation of the vehicle. Passengers must remain with their possessions at all times. Unattended items and objects may be confiscated and/or destroyed for safety and security reasons.

2. Bicycles

Bicycles that are non-collapsible, conventional bicycles, as well as tandem, electric-powered, or folded/collapsible bicycles that measure no longer than 80 inches, no higher than 48 inches, and no wider than 22 inches may be carried on Metrorail and Metrobus and placed in the external bike rack of Metrobus. Motorcycles, mopeds, tricycles, motor-powered bicycles (including but not limited to gasoline-powered bicycles), and any other bicycle that exceeds the size restrictions are prohibited.

Anyone under the age of 16 with a bicycle in 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. At all times, Metro Station Managers and Metro Transit Police may exercise discretion to temporarily deny bicyclists access to rail station mezzanines and platforms during periods of passenger congestion until the congestion is cleared. Passengers are responsible for their bicycles and are also liable for any 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, passengers must observe the following rules of the Metrorail system:

- a. Pay the appropriate fare;
- b. Yield to regular pedestrian traffic;
- c. Enter and exit the system through the extra-wide gates;
- d. Use the elevators to access mezzanines and platforms;
- e. Remain in control of bicycles at all times;
- f. Enter rail cars through the end doors. There is a limit of four bicycles per railcar, two at each end of a railcar;
- g. Passengers shall not ride their bicycle within the station or paid area; and
- h. Passengers shall remove all baggage, backpacks, pouches, baskets or similar storage items from bicycles.

Folded bicycles are permitted inside railcars at all times; however, they must remain folded and securely fastened while in the Metrorail system during the peak hours. Regular bicycles, as defined above, are allowed inside railcars during off peak hours on Mondays through Fridays and 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. Regular bicycles are **NOT** allowed on Metrorail on Inauguration Day and Independence Day. The exterior of bicycles must be free of excess grease and dirt before entering the railcar and not have sharp projections.

Passengers can transport bicycles as defined herein aboard Metrobus in quality, heavy-duty racks attached to the front of each bus free of charge. Up to two bicycles can be stored in each rack, which cyclists can easily load and unload themselves by following the simple instructions affixed to the racks. The racks also have a locking mechanism to prevent bicycles from coming loose. All bicycles, excluding properly enclosed folded or disassembled bicycles, shall not be transported inside Metrobuses at any time.

During emergency evacuation of a Metrobus, bicycles must be left in the bike rack unless permitted by the Metrobus Operator, Metro Transit Police Officer or city/county police or fire officials. Metro assumes no responsibility for lost or damaged bicycles.

3. Automatic Balancing Wheeled Conveyance

Passengers may carry on certain automatic balancing wheeled conveyances (ABWCs), including Segways that have a footprint no greater than 19 x 25 feet during off peak times subject to MTPD's discretion to temporarily deny ABWC users access to station mezzanines and platforms during periods of passenger congestion. Anyone under the age of 16 with an ABWC into the Metrorail system must 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. ABWC users are responsible for their own ABWC and all actions, injuries, losses and/or damages resulting from the ABWC in station areas and aboard trains. Generally, ABWCs are not permitted on Metrobus, except by persons with disabilities who have registered an ABWC as mobility device.

The ABWC shall not be powered on or operated within the Metrorail system unless it is a registered mobility device. All unregistered ABWCs shall be pushed or pulled by the person inside the Metrorail system ABWCs are not allowed on escalators and ABWC owners must obey the following rules:

- a. Pay the appropriate fare;
- b. Yield to pedestrian traffic;
- c. Enter and exit the system through the extra-wide gates;
- d. Use the elevators to access mezzanines and platforms;
- e. Remain in control of their ABWC at all times;
- f. Enter rail cars through the end doors;
- g. Limit of four ABWCs per railcar, two at each end without blocking the aisles;
- h. Wait for trains as far away from the granite edge as possible; and
- i. Shall leave the device on the train or in the station in an emergency that requires evacuation.

4. Carriage of Small Animals

Small animals may be carried free of charge, provided they are securely enclosed in a kennel, cage, box or other container sufficiently small enough to be carried without danger or offense to other passengers. Such containers may not occupy seats on Metrobus and Metrorail vehicles to exclude other passengers.

5. Prohibited Carry-Ons

Passengers are prohibited from bringing any flammable or combustible liquids, explosives, acids, or any other inherently dangerous item within a Metro station or upon any railcar, bus or vehicle. Live animals must be caged unless they are ADA approved service animals.

1. Tampering with Escalators

It is unlawful for any person to stop, impede, interfere with or tamper with an escalator or elevator or any part of an escalator or elevator apparatus or to use an escalator or elevator emergency stop button, unless this action is taken by a person with the knowledge or with a reasonable, good faith belief that an emergency makes the action necessary to preserve or protect human life or property or unless such action is taken by a Metro employee or emergency response personnel or Metro contractor acting pursuant to their official duties.

2. Safety of Escalators

Passengers on escalators should face forward and hold the handrail at all times while riding the escalators. Feet should be kept away from the sides of the escalators and any dangling clothing or loose shoelaces or buckles on shoes should be tied or fastened to avoid getting caught in the escalator. Running, sitting, wheelchairs, bicycles and other wheeled devices on escalators are strictly prohibited.

3. Children on Escalators

Only folded strollers are allowed on the escalator. If stroller is occupied, the elevator must be used. There is no safe way to carry an infant in a stroller on the escalator. If the elevator is out of service, carry the infant in your arms and fold the stroller. Hold small children's hands at all times while on the escalator. Children are not permitted to sit on the escalator.

VI.

SENIOR OR DISABLED PASSENGERS

1. Priority Seating & Use of Elevators

Seats next to the doors on Metrorail and Metrobus are reserved for senior citizens and passengers with disabilities. Seniors and disabled passengers also receive priority entrance into elevators. For information regarding paratransit service, including eligibility requirements for paratransit service, please refer to the Customer Guide to MetroAccess available online at <https://www.wmata.com/service/accessibility/metro-access/>.

2. Medicare Recipients

49 USC Section 5307 (d) (1) (D), as amended, provides that reduced fare shall be given to any person under the age of 65 years upon presenting a valid Medicare card duly issued to that person pursuant to Title II or Title XVIII of the Social Security Act. Regardless of age, 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 on Metrorail and Metrobus through the Metro Reduced Fare Program. Passengers may also display a government issued photo ID and show their Medicare card to pay the discounted rate of senior/disabled fare upon boarding any Metrobus.

Disability ID/SmarTrip® cards are issued on the same day if you meet the eligibility criteria and on a walk in basis at the Metro Transit Accessibility Center located at 600 5th Street NW, Washington, DC. The Disability ID/SmarTrip® card will entitle a passenger to pay half the peak fare on Metrorail and discount rates for Metrobus routes and other regional bus services. See the *Metro Tariff on Fares and Service* for additional information on discount fare rates.

4. Disabled Veterans

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

Disabled veterans may obtain additional information and access applications online at <https://www.wmata.com/service/accessibility/metro-access/>. The Metro Transit Accessibility Center located at 600 5th Street NW, Washington, DC provides walk in assistance on Monday, Wednesday-Friday from 8:15 a.m. to 3:50 p.m. and on Tuesday from 8:15 a.m. to 2:20 p.m. To reach the Metro Transit Accessibility Center by phone, call 202-962-2700 and select option 1 or TTY 202-962-2033.

5. Personal Care Assistant

“Assistant Eligible” may be marked on the passenger’s Disability ID/SmarTrip® card. This designation allows a personal care assistant (PCA) to accompany the eligible disabled passenger on Metrobus or Metrorail at reduced fare. This PCA will be permitted to pay the reduced rate only when accompanying the eligible customer. One PCA SmarTrip® card will be issued to the eligible Reduced Fare Customer. The necessity for PCA will be certified by Metro. Metro reserves the right to verify information provided by applicants, including contacting certifying health care professionals and/or the review of applications by Metro staff physicians.

Additional information regarding PCA eligibility can be obtained online at <https://www.wmata.com/service/accessibility/metro-access/>. The Metro Transit Accessibility Center is located at 600 5th Street NW, Washington, DC and provides walk in assistance on Monday, Wednesday-Friday from 8:15 a.m. to 3:50 p.m. and on Tuesday from 8:15 a.m. to 2:20 p.m. To reach the Metro Transit Accessibility Center by phone, call 202-962-2700 and select option 1 or TTY 202-962-2033.

6. Mobility Devices

ABWCs utilized by persons with disabilities are exempt from the general rules applicable to passenger carry-ons when the ABWC is registered as a mobility device. In order to register as a mobility device, criteria must be met as follows:

- a. The ABWC operator must be approved for the Senior/Disabled Fare Program or the MetroAccess Program;
- b. The ABWC operator must provide certification from a doctor on a form approved by Metro that the person uses an ABWC as a mobility device;
- c. The ABWC operator must participate in orientation conducted by Metro on ABWC operation within the Metrorail system;
- d. The ABWC operator must be registered with Metro and display a registration decal on the ABWC at all times during its use in the Metrorail system; and
- e. The ABWC operator shall not operate at a pace faster than a normal walking speed within the Metrorail system.

7. Service Animals

Trained service animals used by persons with disabilities are permitted on all Metrorail and Metrobus vehicles. Service animals include but are not limited to dogs and miniature horses that have been individually trained to do work or perform tasks for persons with disabilities. 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. Pets, exotic animals or emotional support animals are not permitted on Metrorail or Metrobus without the animal enclosed in a carrier.

Miniature horses performing as service animals must meet the following criteria:

- a. Generally range in height from 24 inches to 34 inches measured to the shoulders;
- b. Generally weigh between 70 and 100 pounds;
- c. Must be housebroken;
- d. Must be under the owner's control;
- e. The vehicle has room to accommodate the miniature horse's type, size, and weight; and
- f. The horse's presence will not compromise legitimate safety requirements necessary for safe operations.

In circumstances where it may not be obvious that a particular animal is a trained service animal, Metro staff may ask the individual with the animal if it is a service animal. Metro 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 and Metrorail vehicles.

VII.

LOST AND FOUND

1. Lost Keys and Eyeglasses

Lost keys or eyeglasses must be retrieved in person at the Lost and Found office located at **6505 Belcrest Road, Suite 500 Hyattsville, MD 20782** as these items are too numerous and non-descriptive to determine ownership without visual confirmation. Bins of keys and eyeglasses are available for customers to search through Monday-Friday 11 a.m. to 6 p.m., excluding federal holidays.

2. Other Lost Items

All other items lost within the Metrorail or Metrobus system may be reported through the online claims process at www.wmata.com. A confirmation email with an assigned case number will be sent to the registrant. Passengers may also report lost items by phone at 202-962-1195 during business hours. A customer service representative will record the information about the lost item(s) and provide an assigned case number.

Refer to the assigned case number during all interactions with Metro regarding the lost item(s). A Lost and Found customer service representative will search the system for matching found items and contact owners by email or phone to verify ownership of the item. Confirmed matched items can be retrieved on Monday through Friday from 11 a.m. to 6 p.m. at the Lost and Found pick-up window conveniently located near the Prince George's Plaza Metro station on the Green and Yellow lines.

3. Unclaimed Lost Items

Lost items are held for 30 days. After 30 days, unclaimed items are destroyed, disposed of, donated to charity, or sold.