

# TARIFF

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The Washington Metropolitan Area Transit Authority Tariff

on

**Chapter 1 METRO FARES & RATES**

**Chapter 2 RIDERSHIP RULES AND REGULATIONS**

Tariff Number 43

Effective June 26, 2023

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# CHAPTER 1 – Tariff Metro Fares and Rates

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## I. OVERVIEW

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### 1. Application of the Tariff

The fares 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, including fares for paratransit service, in the above locations, please refer to the Customer Guide to MetroAccess available online at [wmata.com](http://wmata.com).

### 2. Fare and Service Policies

In compliance with FTA Title VI civil rights requirements, Metro has developed written procedures to evaluate, prior to implementation, Metro's major service changes as well as permanent fare changes to determine whether such proposed changes will have a disparate impact based on race, color, or national origin of transit riders. Metro's procedures seek to ensure that the impacts of service and fare changes are distributed equitably between the minority, low-income, and non-low-income populations. In addition, Metro provides limited English proficient communities with equal opportunities to participate in public input that precedes a decision to change service and fares.

The General Manager and Chief Executive Officer (GM/CEO) is subject to the policy direction of the Board of Directors.<sup>i</sup> The GM/CEO, or his designee, is authorized to adopt rules and regulations for the safe, convenient and orderly use of the transit facilities owned, controlled or operated by the Metro, including the payment and the manner of the payment of fares or charges thereof, the protection of the transit facilities, the control of traffic and parking upon the transit facilities, and the safety and protection of the riding public.<sup>ii</sup>

Fare policy is a major issue as ridership and revenue have yet to recover from the pandemic. When someone avoids paying their fare, it hurts everyone. Metro counts on that revenue to keep buses, trains, and MetroAccess services running. Effective November 1, 2022, Metro launched a systemwide warning campaign focusing on fare evasion and fines associated with failure to pay fares on Metrobus and Metrorail. Citations issued in Maryland and Virginia are criminal offenses. Citations issued in the District are civil offenses. Those adults who don't pay are subject to fines and other penalties associated with failure to pay. Fare evaders can incur the following fines:

Washington DC – \$50  
Maryland – Up to \$100  
Virginia – Up to \$100

### 3. 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.

### 4. Emergency Fare Reduction

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

### 5. WMATA Fare Passes

All Metrorail and Metrobus passes are electronically loaded onto SmarTrip® cards. While the services and fares applicable to the pass vary according to the fare product loaded onto the SmarTrip® card, the card visually appears to be the same card for all fare passes. Virtual cards can also be created by converting plastic cards to the phone. Through the Mobile App, passes and stored value can be loaded onto phones to create a SmarTrip® virtual card. iPhones and Android applications work with the fare equipment. Once successfully added to an iPhone, the card can also be used between the iPhone and Apple Watch too. The apps are available on the “mobile wallet” or the SmarTrip app. The fare media is available on Apple Wallet or Google Wallet.

A fare pass is good for consecutive days beginning on the first day used in the transit system only or for the month of issue. All WMATA fare passes are faregate activated.

The following chart provides a list of WMATA fare products accepted on Metrorail and Metrobus:

<b>WMATA Metrorail &amp; Metrobus Combination Passes<sup>iv</sup></b>	<b>Cost to Rider</b>
1-Day Unlimited Combo Metrorail & Metrobus	\$13.00
3-Day Unlimited Combo Metrorail & Metrobus	\$28.00
7-Day Short Trip Combo Metrorail & Metrobus	\$38.00
7-Day Systemwide Combo Metrorail & Metrobus	\$58.00
Monthly Unlimited Combo Metrorail & Metrobus Passes	Varies

## II.

## METROBUS

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### 1. Metrobus Fares

Metrobus fares are valid for single trip service

<b>Metrobus Service</b>	<b>Regular Fare</b>	<b>Senior/Disabled/ Metro Lift Fare</b>
Regular Metrobus Service	\$2.00	\$1.00
Metrobus Express Service (Designated routes only)	\$4.25	\$2.10
Airport Shuttle Service (Designated airport routes)	\$7.50	\$3.75

### 2. Metrobus Fare Products

Passengers five (5) years of age and older must provide or purchase valid fare products before riding Metrobus. Metrobus passengers may pay for a single trip with cash or a Metro token or may use a SmarTrip® card with a valid pass product or stored value. All Metrorail passes include unlimited Metrobus service at no additional cost. Passengers may not board the Metrobus with a negative balance on their SmarTrip® cards. Passengers may reload value onto their SmarTrip® cards by entering cash into the fare machine.

<b>Metrobus Fare Products</b>	<b>Regular Fare</b>	<b>Senior/Disabled Fare</b>
7-Day Regional Bus Pass <sup>1</sup> (Valid on Metrobus, ART, DC Circulator, CUE (CUE is now Fare Free), Fairfax Connector, The Bus, and Ride On.) (DASH is now "Fare Free ")	\$12.00	\$6.00

**Other fare products are also accepted upon boarding Metrobus as follows:**

<b>Other Fare Products/Passes</b>	<b>Regular Pass Rate</b>
Metrobus Tokens 10 pack (bulk sales to organizations only)	\$20.00
University Pass (Unlimited Metrorail, Metrobus per day during school semesters)	\$1

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<sup>1</sup> Unlimited rides on most regional buses during a consecutive 7-day period, activated on first use. Additional charges may apply on services with fares greater than \$2.00.

DC Kids-Ride-Free (Unlimited Metrorail, Metrobus and DC Circulator)	Varies
Montgomery County Kids Ride Free “Ride On” card (only on Service Type 12 and normal full fare cards on all other Metro service types)	Free <sup>a</sup>
Montgomery County Senior Ride Free “Ride On” Pass only on Service Type 12 buses. ½ price treatment on all other Metro service types.	Free <sup>a</sup>
Fairfax Free Student Bus Pass (on Service Type 1-Regular buses, and for select Virginia Routes that operate in Fairfax co.)	Free <sup>b</sup>
DC Student Tokens 10 pack (bulk sales to DC government only)	\$10.00 <sup>2c</sup>
Monthly TransitLink® Card on MARC and VRE <sup>3**</sup>	\$114.00
Monthly TransitLink® Card on MTA <sup>3</sup>	\$176.00

<sup>a</sup>Valid for select routes that utilize WMATA Metrobuses operating within Montgomery County, subsidized by Montgomery County.

<sup>b</sup> Valid for select routes authorized through the Fairfax County Free Bus Pass Program.

<sup>c</sup> DDOT subsidizes the cost with prepayment of \$1 per token

<sup>3</sup> This card provides access to Metrobus and Metrorail. The price reflects WMATA’s portion of the total price of the card which is priced by regional transit providers.

### III.

## METRORAIL

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### 1. Calculation of Metrorail Regular Fares

Metrorail fares are calculated based on the time of day and day of the week of the trip (fares are categorized as either regular or late night and weekend) and, for regular fare trips, the distance traveled between the origin and destination stations. The distance component of the fare calculation for regular fares only is based on a “composite mile,” which is calculated as the average of (a) the distance traveled along the rail system between the passenger’s origin and destination stations and (b) the distance traveled in a straight line or “as the crow flies” between the two stations. All Metrorail fares are rounded up to the nearest \$0.05, while Senior/Disabled/Metro Lift fares are rounded down to the next lowest \$0.05. The fare for trips taken from 9:30pm to close on Monday through Friday and all day Saturday and Sunday is \$2.00. The maximum rail fare is three times the base fare and the mileage charge is 20% of the base fare. The Metrorail base fare is equivalent to the Metrobus fare.

### 2. Metrorail Late Night Fares \$2 – 9:30pm to Close

Metrorail Fare Structure	Regular Fare	Senior/Disabled/Metro Lift Fare
Late Night Fare	\$2.00	\$1.00

### 3. Metrorail Weekend Fares – Saturday Open to Sunday Close

Metrorail Fare Structure	Regular Fare	Senior/Disabled/Metro Lift Fare
Weekend Fare	\$2.00	\$1.00

### 4. Metrorail Grace Period

For any exit occurring within 15 minutes after entrance and at the same Metrorail station, any fare paid upon such exit will be refunded automatically to the card in the same manner as charged.<sup>y</sup> Passengers using Metrorail passes do not pay fares on an individual trip basis and are, therefore, ineligible for the grace period credit.

## 5. Metrorail Fares

Unless a passenger is under age five or the passenger holds valid fare products for a special rate of fare, the following rates of fare shall apply to Metrorail service except during weekend and weekday late night flat fare periods:<sup>vi</sup>

<b>Metrorail Fare Structure (Effective June 26, 2023)</b>	<b>Regular Fare</b>	<b>Senior/Disabled/ Metro Lift Fare</b>
First 3 composite miles	\$2.00	\$1.00-\$3.00
Each additional composite mile more than 3	\$.40	
Maximum fare (Exclusive of Surcharge and Differentials)	\$6.00	\$3.00

## 6. Metrorail Fare Products

The SmarTrip® physical card, virtual card or emergency trip ticket is accepted as Metrorail payment. Unless the passenger has a valid, unexpired pass, the passenger must have a minimum of \$2.00 in value on their SmarTrip® card to enter the Metrorail system. Senior, disabled and Metro Lift patrons using an appropriate SmarTrip® card must have a minimum of \$1.00 in value on their card to enter the Metrorail system. Passengers may not exit the Metrorail system with a negative balance on their SmarTrip® cards. Such passengers must add value to their fare products using the exit fare machines before exit will be permitted through the faregates.

All Metrorail fare pass products provide unlimited regular Metrobus rides at no extra cost.<sup>vii</sup> The Metro Monthly Unlimited Passes are available at multiple price points calculated by the mileage of a routine pre-determined trip at 32 times the corresponding fare for such routine trip and provide unlimited rides on Metrorail at that fare or lower for the month, depending on whether the actual trip taken is shorter or longer than the routine trip. Longer trips may result in additional fare charges.<sup>viii</sup> For the completion of any trip with a higher corresponding fare, the passenger must pay the difference in fare.

Numbered Emergency trip passes can be acquired only from the onsite Station Manager. Emergency trip tickets are provided at no cost to the passenger when there is a failure of the WMATA fare system at no fault of the passenger. The emergency trip pass is valid for one ride only and should be surrendered to a station manager at the end of the trip.

The following chart provides a list of non-WMATA fare products accepted on Metrorail:

<b>Other Accepted Metrorail Fare Products</b>	<b>WMATA-portion of Cost</b>
Monthly TransitLink on MARC and VRE	\$114.00
Monthly TransitLink on MTA	\$176.00

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## IV.

## TRANSFERS

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### 1. Transfer Period

Passengers transferring among different modes of service within the Metro system, and between Metrobus or Metrorail and other regional bus operators, may be eligible for a transfer discount. The valid transfer period is 120 minutes, beginning at the time of initial boarding<sup>ix</sup>. This 120-minute limit also applies to bus shuttle service when provided between closed Metrorail stations. There is no time limit when transferring between different lines of the Metrorail system. However, the transfer period at Farragut Crossing<sup>4</sup> is 30 minutes, and the transfer period between the gated elevator areas on opposite sides of L'Enfant Plaza North.

### 2. Transfer Eligibility

To receive a transfer discount passengers must use a SmarTrip® card, pay for each leg of the trip using stored value or SmartBenefits, and transfer within the transfer period. Pass products are not eligible for transfer discounts.

### 3. Transfer Discounts

The transfer discount is calculated by subtracting up to \$2.00 of the fare paid for the originating service from the value of the fare for the service to which the rider transfers.

No fare is charged for transfers between different lines of the MetroRail system, at Farragut Crossing and the L'Enfant Plaza North transfer areas, and for bus shuttle service between closed Metrorail stations.

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<sup>4</sup> A No fare is charged upon re-entry to Metrorail from Farragut West or Farragut North when entry is made within 30 minutes from exiting either Farragut West or Farragut North

## V. METRORAIL PARKING FACILITIES

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### 1. Parking Rate Collection Period

The period during which parking rates apply varies according to Metrorail riders and Non-riders. The GM/CEO is authorized to establish parking rate collection hours when Metrorail is open up to one hour after station closure and during Regional Events that occur on weekdays. The parking rate collection period and the applicable rate for a Metrorail rider applies when the SmarTrip® card used for Metrorail fare payment is also used to pay parking rates within two hours of paying for Metrorail except for SmarTrip® cards with U-Pass® and DC Kids Ride Free fare products.<sup>x</sup> Any other payment method will result in the application of the Non-rider parking rate. The parking rate collection periods for Metrorail riders is as follows:

**Monday-Thursday** 7:30 a.m. -- Garage closure (up to 1 hour after station closure)  
**Friday** 7:30 a.m. -- Garage closure (up to 1 hour after station closure)

**Regional Events** posted at parking entrance

The GM/CEO is authorized to establish parking rate collection hours for Non-riders within time periods when Metrorail is open up to one hour after station closure seven days a week, including federal holidays. Parking rate collection periods for Non-riders is as follows:

**Monday-Thursday** 7:30 a.m. -- Garage closure (up to 1 hour after station closure)  
**Friday** 7:30 a.m. -- Garage closure (up to 1 hour after station closure)

For Multi-Day Parking, parking rates are collected 24-hour per day, seven (7) days a week, including holidays.<sup>xi</sup>

### 2. Parking Payment Methods

Parking gates require the use of a SmarTrip® card or credit card for payment of parking rates upon exit of the Park & Ride facility. Cash is not accepted at parking gates. See signage in ungated parking areas for the applicable payment options, including but not limited to cash, online and mobile payment park, multi-space parking pay stations, credit card and SmartTrip® methods.

### 3. Hourly Parking

The parking pay station rates for hourly parking at Metrorail stations is \$1.00 for 60 minutes of parking. Parking pay stations accept coins and credit cards. Change machines are not available at any Metro station or parking facility. ParkMobile will add an additional processing fee that is paid directly to ParkMobile. The GM/CEO is authorized to charge the applicable Daily Rate in lieu of an hourly rate for parking spaces in Kiss & Ride parking areas. See area signage for additional

payment options, including but not limited to parking pay stations, online and mobile payment methods.

#### **4. Reserved Parking**

Reserved parking is available for a limited number of spaces at Park & Ride facilities at a cost of \$45.00-\$65.00/month depending on the location. The parking rate for Reserved Parking is paid in advance and provides a guaranteed parking space from 2:00 a.m. until 10:00 a.m., Monday through Friday.<sup>xii</sup> The applicable daily rate for parking is additional and must be paid upon exit.

To apply for a new reserved parking permit, visit [wmata.com](http://wmata.com) and identify the rail station of your choice to set up a reserved parking account. All reserved parking customers must have a credit card on file to participate in the program.

#### **5. Multiday Parking**

The GM/CEO is authorized to establish Multi-Day Parking spaces (i.e. overnight or long-term parking) within the Parking System to accommodate access to other transportation hubs such as airports, train stations or national bus routes. Multi-day parking is available at four stations: Greenbelt, Huntington, Franconia-Springfield, and Wiehle-Reston for up to 10 consecutive days. Availability is on a first-come, first-served basis in spaces marked with signs that read “multi-day parking.” The Multi-Day Parking rate on the first day will equal the highest applicable rate (e.g., Non-rider Daily Rate, if present) at the facility, plus the lowest applicable Daily Rate (e.g., Daily Rate for Transit Riders) for each subsequent day.

#### **6. Non-Rider Parking**

A Non-rider parking fee<sup>xiii</sup> ranging from \$7.50 up to \$15.00<sup>xiv</sup> per day is charged to persons parking in MetroPark & Ride facilities when parking rates are not paid with the same SmarTrip card used within two (2) hours of riding the Metrorail. Implementation of the Non-rider fee is determined by the WMATA Board of Directors on a station-by-station basis.<sup>xv</sup> The Board has waived the application of the Non-rider fee for MARC and VRE riders parking at Park & Ride facilities under certain terms and conditions.<sup>xvi</sup> See the following Metrorail Park & Ride Facility table for rates in effect at a specific parking facility.

#### **7. Special Event Parking**

The GM/CEO has the authority to determine that an event is a Special Event. An additional fee for Non-riders of up to \$25.00 during Special Event parking may be assessed<sup>xvii</sup>. Special Event parking rates are charged system-wide only to Non-riders and is payable upon exit from the parking facility after the conclusion of the special event. Refer to onsite signage for information on dates and times during which Special Event parking rates are collected.

## 8. Parking Rates at Park & Ride Facilities

In addition to the WMATA-Board approved base parking rate, WMATA collects parking surcharges on behalf of certain local jurisdictions<sup>xviii</sup>. The following chart reflects the daily parking rates, the Non-rider rate and the jurisdictional surcharge, if any. Parking rates may change due to a Regional Event or Special Event; the applicable parking rate will be posted at the entrance to the Park & Ride facility.

<b>Metrorail Park &amp; Ride Facility</b>	<b>Aggregate Daily Rate</b>	<b>Aggregate Non-rider Daily Rates</b>	<b>Jurisdictional Surcharge Amount</b>
<b>District of Columbia:</b>			
Rhode Island Avenue - Brentwood	\$4.95	\$10.00	\$0
Fort Totten	\$4.70	\$4.70	\$0
Minnesota Avenue	\$4.95	\$8.95	\$0
Deanwood	\$4.70	\$4.70	\$0
Anacostia	\$4.45	\$4.45	\$0
<b>Montgomery County MD:</b>			
	<b>Aggregate Daily Rate</b>	<b>Aggregate Non-rider Daily Rates</b>	<b>Jurisdictional Surcharge Amount<sup>xix</sup></b>
Shady Grove	\$5.20	\$5.20	\$1.50
Rockville	\$5.20	\$8.95	\$1.50
Twinbrook	\$5.20	\$8.70 <sup>xx</sup>	\$1.50
North Bethesda	\$5.20	\$8.70 <sup>22</sup>	\$1.50
Grosvenor-Strathmore	\$5.20	\$5.20	\$1.50
Wheaton	\$4.45	\$4.45	\$0.75 <sup>xxi</sup>
Forest Glen	\$5.20	\$5.20	\$1.50
Glenmont	\$5.20	\$5.20	\$1.50
<b>Prince George's County MD:</b>			
	<b>Aggregate Daily Rate</b>	<b>Aggregate Non-rider Daily Rates</b>	<b>Jurisdictional Surcharge Amount<sup>xxii</sup></b>
New Carrollton	\$4.95	\$8.95 <sup>xxiii</sup>	\$0.00
Landover	\$3.00	\$3.00	\$0.00
Cheverly	\$4.95	\$4.95	\$0.00
Addison Rd.-Seat Pleasant	\$4.45	\$4.45	\$0.00
Capitol Heights	\$4.95	\$4.95	\$0.00

West Hyattsville	\$4.95	\$4.95	\$0.00
Hyattsville Crossing	\$4.45	\$4.45	\$0.00
<b>Prince George's County MD:</b>	<b>Aggregate Daily Rate</b>	<b>Aggregate Non-rider Daily Rates</b>	<b>Jurisdictional Surcharge Amount<sup>xxiv</sup></b>
College Park- U of MD <sup>5</sup>	\$4.95	\$4.95*	\$0.00
Greenbelt	\$4.95	\$8.95	\$0.00
Downtown Largo <sup>xxv</sup>	\$4.95	\$8.95**	\$0.00
Morgan Boulevard <sup>6</sup>	\$4.95	\$4.95	\$0.00
Branch Avenue	\$4.95	\$8.95	\$0.00
Suitland	\$4.95	\$8.95	\$0.00
Naylor Road	\$4.95	\$4.95	\$0.00
Southern Avenue	\$4.95	\$4.95	\$0.00
<b>Virginia:</b>	<b>Aggregate Daily Rate</b>	<b>Aggregate Non-rider Daily Rates</b>	<b>Jurisdictional Surcharge Amount<sup>xxvi</sup></b>
Vienna/Fairfax-GMU	\$4.95	\$4.95	\$1.25
Dunn Loring-Merrifield	\$4.95	\$8.95	\$1.25
West Falls Church-VT	\$3.00	\$3.00	\$1.00
East Falls Church	\$4.95	\$4.95	\$1.00
Huntington	\$4.95	\$8.95	\$1.25
Van Dorn St.	\$4.95	\$4.95	\$0.50 <sup>xxvii</sup>
Franconia-Springfield	\$4.95	\$8.95	\$1.25 <sup>xxviii</sup>
Wiehle-Reston East	\$4.95	\$4.95	\$0.00
Ashburn	\$4.95		
Loudon Gateway	\$4.95		
Herndon	\$4.95		
Innovation Center	\$4.95		

## 9. Violation of Parking Rules

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

<sup>5</sup> Special event parking rate on Terrapins game days.

<sup>6</sup> Special event parking rate on Redskins game days beginning three hours before kickoff and ending two hours after the game.

jurisdiction within which the violation occurred. Violations may be charged by Metro Transit Police or by the authorized representatives of the jurisdiction where the parking facility is located.

## VI.

## SPECIAL FARES

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### 1. Promotional & Demonstration Fares

The WMATA Board may approve the implementation of promotional and demonstration fares. These fares can be priced from free to an amount less than the regular fare established in the WMATA Tariff.<sup>xxxix</sup> For a list of short-term promotional and demonstration fares, if any, that are currently in effect for up to six (6) months unless the duration is extended by the FTA, see the Appendix Promotional & Demonstration Fare Programs.

The WMATA Board has authorized reduced fare service on certain bus lines. The cost for this service is absorbed as subsidy by its regional or non-regional designation or through a Fare Buy Down Agreement with a third party to reduce or offset the fare paid by a group of passengers designated in the Fare Buy Down Agreement.<sup>xxx</sup> The applicability of transfers to other rail or bus service is established as part of the authorizing action.

### 2. Current Special Fares and Fare Buy Downs and Group Discounts

Current special fares including paratransit, fare buy downs and group discount programs are as follows:

#### 2.1 Paratransit Service

Pursuant to the requirements of the Americans with Disabilities Act of 1990 (ADA), the public transportation systems in the Washington metropolitan area provide complementary paratransit service to persons with disabilities who are not able to use local, fixed-route systems through MetroAccess regional paratransit service. Paratransit fares are calculated at twice the fastest comparable fixed-route fare rate up to a maximum fare of \$4.00. One Personal Care Assistant (PCA) can ride for free on MetroAccess.

When traveling via Metrorail or Metrobus, MetroAccess customers certified by Metro as 'conditionally eligible' may ride Metrorail and Metrobus at no charge. One PCA will pay the same fare that is charged to the customer they accompany.<sup>xxxi</sup> For additional information on paratransit eligibility and fares, please refer to the Customer Guide to MetroAccess available online at [wmata.com](http://wmata.com).

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

Metrobus provides free rides to Senior Citizens and Persons with Disabilities for all Metrobuses with bus stops in Montgomery County.<sup>xxxii</sup> No transfers will be issued. Valid identification must be displayed.

#### 2.3 Montgomery County "Kids Ride Free" Program

Montgomery County students with a Ride On Youth Cruiser SmarTrip® Card or a valid student ID with an expiration date for the current school year, or if during the summer months, the student must have a student ID with an expiration date for the previous June in order to ride without charge on Metrobus routes with bus stops in Montgomery County.<sup>xxxiii</sup>

## **2.4 Fairfax County Free Student Bus Program**

Certain Fairfax County students can ride Virginia regular routes from 5:00 am to 10:00 pm at no cost with a Fairfax Free Student Bus Pass SmarTrip® card. Eligibility is determined by the County.<sup>xxxiv</sup> Fairfax County also allows eligible students to ride regular Virginia routes and select Metrobus routes as part of the Fairfax Free Student Bus Pass Program.

## **2.5 University Pass Program**

The University Pass (U-Pass®) is a discounted fare medium that allows unlimited riding privileges to full-time college students in accredited post-secondary degree-granting institutions throughout the academic year. The U-Pass® provides students with unlimited travel on Metrorail and Metrobus, express buses and airport shuttles during the academic term.<sup>xxxv</sup> U-Pass® cardholders are assessed parking rates at the applicable Non-rider rate.

## **2.6 Children Under Age 5**

Up to two children under five years of age will be permitted to ride free when accompanying a fare paying passenger. All transit riders aged five years and older must present applicable fare products at the full fare rate to ride any Metro transit vehicle. In case of doubt, Bus Operator or Station Manager may inquire about the age of the accompanying passenger. The accompanying passenger's statement will be accepted.

## **2.7 Police Officers**

Police of the local governing bodies of the WMATA transit zone when in uniform may ride the Metro transit system free of charge. 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 may ride the Metro transit system free of charge.<sup>xxxvi</sup> Parking is not included.

Non-uniformed police officers and members of the sheriff's offices located within the WMATA transit zone may ride free upon presenting a WMATA issued ID card.<sup>xxxvii</sup>

## **2.8 WMATA Members**

When presenting a valid identification card all former and active WMATA Board members and officers, all active and retired WMATA employees, and spouses of designated former Alexandria, Barcroft and Washington Transit (AB&W) employees (collectively, WMATA

Members) may ride the Metrorail and Metrobus transit system free of charge.<sup>xxxviii</sup> Parking is not included; however, the non-rider daily rate is waived for WMATA members by paying for parking rates with the WMATA member's ID badge. If the WMATA or AB&W member is eligible for MetroAccess services, they may ride free of charge on MetroAccess.

## **2.9 Mark Center Employees & Visitors**

Department of Defense employees with a valid employee ID, individuals who possess a valid Military ID or a Mark Center Building Pass may ride free of charge to the Department of Defense Washington Headquarters at the Mark Center on certain Metrobus lines when boarding at Pentagon Transit Center, Mark Center Transit Center or Southern Towers. Metrobus routes to which this program applies are: 7A, and 7M also known as the Landmark-North Fairlington line; and the Mark Center-Pentagon line.<sup>xxxix</sup>

## **2.10 DHS Employees & Visitors**

Department of Homeland Security employees and visitors, including U.S. Coast Guard employees with a valid employee ID and visitors with a valid Military ID or other federal government identification may ride all Metrobus routes to and from the DHS Headquarters free of charge when boarding at the Anacostia Station, or St. Elizabeth's Campus Gate #4. This includes the following Metrobus routes: A4 and W5 routes.

## **2.11 Metro Lift Income-Qualified Fare Program**

**Metro Lift** is a reduced fare program for customers enrolled in SNAP (Supplemental Nutrition Assistance Program) in DC, Maryland or Virginia. Metro Lift is designed to expand access, increase affordability, and advance equity for people across the region by offering a discount of 50% off Metrobus and Metrorail trips (excluding passes).

A free, physical SmarTrip card will be made available upon request to new, eligible, in-person Metro Lift applicants including eligible members of their household. Metro Lift participants must purchase a new SmarTrip card if their free SmarTrip card must be replaced for any reason other than a failure to operate within 30-days of the card being issued. Applicants that find it more convenient to use their existing SmarTrip card to participate in Metro Lift will not receive a credit for the price of that card.

# **VII. SALE OF METRO FARE PRODUCTS**

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## **1. Retail Outlets**

WMATA fare products can be purchased online at [wmata.com](http://wmata.com), via Apple pay or Google Wallet, in person with cash or credit/debit cards at Fare Vending Machines located at all Metrorail stations

or at select area CVS stores, Giant grocery stores and various other authorized retail outlets. The WMATA Treasurer maintains a list of sales outlets and will advertise the locations. For additional information log onto [wmata.com](http://wmata.com) or call 202-637-7000.

## **2. SmarTrip® Cards (physical card, Apple Pay or Google Wallet)**

SmarTrip in Apple Wallet or Google Wallet allows you a contactless way to quickly purchase a transit card to pay for a train, bus or parking wherever SmarTrip is accepted. Adding SmarTrip to your mobile device keeps all your cards in one place and allows you to skip the fare vending machines in stations when you're in a hurry. Manage purchases, tap, and go all from your phone or Apple watch.

The SmarTrip® physical or virtual card costs \$2.00<sup>xi</sup> and eliminates the need to carry cash, coins, and transfers. The value on a registered SmarTrip® card will be replaced if the card is misplaced or damaged. For a \$2.00 replacement fee, a new card auto loaded with the remaining value of the misplaced/damaged SmarTrip® card at the time you notify Metro, and can be provided to the registered SmarTrip® card owner. Tapping the auto-loaded card within 30 days of receipt activates the value on the card. SmarTrip in Apple Wallet is available for regular, full fare and Senior travelers. For more information, go to <https://www.wmata.com/fares/mobilepay/>. **Senior SmarTrip® Cards**

Passengers age 65 and older can purchase a Senior SmarTrip® card for discounted trips on Metrobus and Metrorail. Reduced fare will automatically be deducted with the Senior SmarTrip® card. Parking fees are not reduced with a Senior SmarTrip® card.<sup>xii</sup> To purchase the SmarTrip® card, seniors must show a valid government issued photo ID with proof of age at Transit Accessibility Center at L'Enfant Plaza (655 Virginia Ave SW, Washington, DC). Reduced fare Senior SmarTrip® cards are not sold in vending machines at Metro stations.

## **3. Metrobus Tokens**

Metro tokens are sold in packages of ten (10) at a cost of \$20.00 to organizations only. DC Student tokens are subsidized by the District of Columbia for use in conjunction with official school trips. DC Student tokens can be purchased in packages of ten (10) for \$10.00 via the DDOT bulk purchase process.

# **IX. BULK SALE OF METRO FARE PRODUCTS**

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## **1. Fare Products Available for Bulk Purchase**

Bulk purchases by a convention, visitor or other group of passengers can be acquired for the following fare products: SmarTrip® cards at a cost of \$2.00 per card with each card preloaded in value amounts of \$5.00, \$8.00, \$10.00, \$15.00, \$20.00, \$28.00 or \$30.00. Also available for bulk purchase are the One-Day Metrobus/Metrorail pass for \$13.00, 3-Day Metrobus/Metrorail Pass

for \$28.00, the Weekly Metrorail pass for \$38.00 and the Weekly Unlimited pass for \$58.00 (plus \$2.00 per SmarTrip card for each pass type). Bulk purchase of Metrobus tokens are available for purchase by social services agencies and schools only.

## **2. Bulk Purchase Process**

There is no minimum quantity requirement for bulk purchases. To make a purchase, contact the Bulk Sales Office in writing at 3301 Eisenhower Ave, Alexandria VA 22314-4549 or by facsimile at 703-960-7323 or by telephone at phone number 202-962-5700 during the hours of Monday – Friday, 8am – 4pm. All bulk sales orders must be in writing with the following information: contact name, telephone number, address for order delivery, the fare products requested, and the quantity. A check, money order or cashier’s check in the exact amount of the purchase must be included with the order. For all orders in excess of 75 SmarTrip® cards, a postage paid, self-addressed package must be included with the order. For the amount of postage to include, call the Bulk Sales Office for the weight of the package based on the number of cards ordered.

## **3. Bulk Purchases of Metrobus Tokens**

Only schools and social services agencies that are located within the District of Columbia may purchase Metrobus tokens. Bulk sales of any fare products, including Metrobus tokens by a school requires written approval by the DDOT School Transit Office. Such approval must be provided to WMATA at the time that the order is placed along with a check or purchase order from a school that is located within the District of Columbia. Adult Tokens are available for \$20.00 per pack of 10 tokens and Student Tokens are available for \$8.75 per pack of 10 tokens.

# **X. METRO SERVICE THROUGH OTHER TRANSIT FARE PRODUCTS**

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## **1. DC Kids Ride Free**

The School Transit Subsidy Program offers free rides on Metrobus, Metrorail and DC Circulator for District of Columbia (DC) public school and public charter school students. The program is available to students under 21 years old who live in DC and are enrolled in DC schools or in foster care in DC. The program relies on an electronic pass that is loaded onto a student’s SmarTrip Card. DC Kids Ride Free cardholders are assessed parking rates at the applicable Non-rider rate. The DC Kids Ride Free SmarTrip® card can be acquired through the student’s school or by contacting the District of Columbia Department of Transportation (DDOT) School Transit Office at <https://kidsridefree.dc.gov> or call (202) 673-1740 for additional information.

## **2. U-Pass**

The U-Pass program is available to any accredited college or university in the WMATA service area. U-Pass provides unlimited Metrorail and Metrobus service to university and college students

at a discount price paid in advance by the accredited college or university on behalf of its student. Regional bus service, transfer fees and parking rates are not provided to U-Pass cardholders.

### **3. Fairfax Free Student Bus Pass**

The Fairfax Free Student Bus Pass provides eligible Fairfax County public school students with unlimited free bus service on select Metrobus Routes as well as regional bus routes as determined by Fairfax County. The Fairfax Free Student Bus Pass SmarTrip® card can be acquired through the student's school by students that satisfy eligibility requirements.

### **4. Transit Link Cards**

The Transit Link Card, also known as the TLC pass, is a fare product sold by MARC, VRE, and MTA that provides multi-modal travel that includes unlimited Metrorail and regular Metrobus during the month of issuance for an additional fee. The cost of the TLC pass varies depending on the transit services purchased, the time period of use and the transit zones traversed. See Metrorail section 5 for WMATA's portion of the total price of the card which is processed by the regional transit provider. These cards may be used for Metrobus Express Service by paying a transfer fee. To purchase the TLC card, consult MARC at [mta.gov/marc](http://mta.gov/marc), contact VRE at [vre.org](http://vre.org), and MTA at [mta.gov](http://mta.gov). To purchase the TLC card online, log onto [commuterdirect.com](http://commuterdirect.com).

### **5. MTA CharmCard®**

The MTA CharmCard® can be used throughout Washington, Baltimore and the surrounding region to pay for rail and bus fares and for parking fees at Metro operated parking facilities.

### **6. SmartBenefits®**

SmartBenefits® is an IRS-compliant, web-based program that allows employers/providers to direct employees/recipients' commuting benefits to a SmarTrip® card number with allocation amounts separated among transit, transit pass and parking benefits. The benefits may be used anywhere that the SmarTrip card is accepted. In addition, transit benefits may be allocated to participating third-party transit providers such as vanpools, MetroAccess, VRE, MARC, and MTA Commuter Bus. For additional information and to register for the program, click here: [wmata.com/smartbenefits](http://wmata.com/smartbenefits).

## **XI. METRO FARE EVASION**

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### **1. Fare Evasion**

Except as authorized within Article VII, any person who boards a passenger-carrying vehicle or passes through a fare gate without paying the established fare or presenting a valid Pass is subject

to criminal or civil citations issued by the Metro Transit Police Department (MTPD); and/or arrest and prosecution in accordance with the laws of the jurisdiction in which the offense occurred.

Value added to a SmarTrip® card using SmartBenefits® or other valid transit benefit programs shall be used only by qualified employees/recipients who receive the benefit from their employer/provider. Use by any person not qualified by the employer/provider invalidates the value added, is illegal and may subject the person to arrest and/or prosecution.

## **2. Confiscation of Fare Products**

Metro will not honor fare products purchased from non-authorized sources. The use of any SmarTrip® card or fare product by any person other than the duly authorized registered user, senior disabled cardholder or student for such card may result in the card being confiscated by MTPD or another WMATA agent or employee.

## **XII. REFUNDS & TRANSFERS OF FARE PRODUCTS**

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WMATA fare products are refundable or transferable only as specified in this policy. Patrons experiencing difficulties with SmarTrip® cards should contact SmarTrip Customer Service at 1-888-762-7874.

### **1. Fare Product Refunds (excluding SmartBenefits®)**

All fare product sales are final. Unused SmarTrip® stored value sales are refundable for cash only when the group or passenger resides outside of a one hundred (100) mile radius of the District of Columbia and has no reasonable expectation of utilizing WMATA services in the future. Proof of residence is required.

### **2. Refunds of SmartBenefits®**

SmartBenefits® refunds are treated differently due to IRS Regulations applicable to qualified transportation fringe benefits. SmartBenefits® refunds to employers and non-employers are subject to the SmartBenefits® terms and conditions. Unclaimed SmartBenefits® are not refundable to the benefit employee/recipient. For additional information on SmartBenefits®, visit the website at [wmata.com/smartbenefits](http://wmata.com/smartbenefits).

### **3. Refund of Bulk Purchase Orders**

SmarTrip® cards sold in bulk, regardless of payment method, may be refundable upon return of the cards along with the original invoice and proof of payment such as a canceled check. Refunds will be granted when SmarTrip® cards are unused and non-time sensitive. To receive a refund, return the unused fare products, along with a copy of the original yellow invoice, and proof of payment to WMATA Treasurer, Fare Distribution and Sales, 3301 Eisenhower Ave, Alexandria VA 22314-4549. No refunds will be provided for partially used fare products. Please note that bus tokens are not refundable.

### **4. Exchange of Metrobus Tokens**

Metrobus tokens are non-refundable. The original purchasing school or social service agency may exchange a bulk purchase of fare products for other student fare products, but only if the purchase is returned with the original purchase order. No open token bags will be accepted for exchange.

### **5. Malfunctioning SmarTrip® Dispensers**

SmarTrip® dispensers are located at all Metrorail stations to purchase or add value to SmarTrip® cards. Passengers who lose money in SmarTrip® dispenser machines or failed to receive a card after submitting payment should see the station manager and contact SmarTrip® customer service at 888-762-7874. The passenger should retain the device receipt for verification and

tracking purposes. Adjustments will be delivered electronically via auto-loaded value to a registered SmarTrip® card if the passenger has registered his/her card or to the appropriate SmartBenefits® account. If the passenger has not registered his/her SmarTrip® card, a replacement card fee of \$2.00 will be assessed for a new SmarTrip® card that is auto loaded in the value that was lost.

## **6. Lost or Damaged Fare Products**

WMATA is not responsible for fare products that are lost or damaged from the possession of its owner while using the transit system or after exiting the transit system. Passengers that lose fare products within the Metrorail system will be charged the corresponding fare determined at the time of fare gate exit.

Owners of registered SmarTrip® cards may report their lost or damaged cards to SmarTrip® Customer Service via email at [wmata.com](mailto:wmata.com), or via their SmarTrip® online account or by calling or 1-888-762-7874. The remaining value on lost or damaged SmarTrip® cards will be frozen as of the time of notification to Customer Service. Customer Service will assess a \$2.00 fee and mail a replacement SmarTrip® card to the registered owner with the frozen stored value balance of the lost or damaged card electronically transferred onto the replacement card. Since SmartBenefits® employee/recipients must perform additional steps to complete the transfer of SmartBenefits® and set-up any allocations to third-party transit providers, SmartBenefits® employee/recipients should use the electronic transfer method below.

The registered owner of the lost or damaged card may also request an electronic transfer of value to another SmarTrip® card registered to the owner. The value must be activated within 30 days by tapping the card at a faregate, parking gate, or any SmarTrip® fare vending machine. In addition, SmartBenefits® employees/recipients also must: i) Provide their replacement card number to their employer/provider's SmartBenefits® administrator to complete the transfer of credited SmartBenefits® transit pass benefits, and ii) If the employee/recipient allocates SmartBenefits® to a third-party transit provider (e.g., for commuter rail or a vanpool), then the employee/recipient may need to update their third-party transit provider account with their replacement SmarTrip® card number.

## **7. Special Extenuating Circumstances**

Except as otherwise noted in this policy, all requests for fare adjustments will be processed by the Office of the Treasurer. The GM/CEO or his/her designee may also establish procedures for the approval of refunds and exchanges for special and extenuating circumstances.



## **CHAPTER 2- Ridership Rules and Guidelines**

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The Washington Metropolitan Area Transit Authority Tariff on

**RIDERSHIP RULES**

**AND**

**GUIDELINES**

# I. OVERVIEW

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## 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 facilities<sup>1</sup>.

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."

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<sup>1</sup> WMATA Compact § 76 (2009).

## II.

## RIDERSHIP RULES

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### 1. Federal Mandates

The Centers for Disease Control and Prevention (CDC) issued an Order on January 29, 2021<sup>2</sup>, requiring the wearing of masks by travelers to prevent spread of the virus that causes COVID-19 and federal law requires wearing a face mask on public transit. The TSA has extended the COVID-19 public transportation mask mandate through January 18, 2022. Metro operators must require all persons to wear masks when boarding, exiting and for the duration of travel. All passengers over the age of two (2) years must continuously wear a face mask when riding Metro unless such passenger has been issued a reasonable accommodation pursuant to the American Disabilities Act.

### 2. Mask Wearing

The CDC Order must be followed by all public transit operators and passengers while on transit property, including but not limited to buses, trains, subways, transit stations and bus stops. Metro riders must wear masks that cover both the mouth and nose when awaiting, boarding, traveling on, or entering/exiting transit vehicles and must also wear masks when entering or on the premises of a transportation property.

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<sup>2</sup> <https://www.transportation.gov/safety/mask-travel-guidance>

### **III. SERVICE CHANGE OR INTERRUPTION**

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#### **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 enroute 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)

## IV.

## PASSENGER CONDUCT

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### 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 and where such criminal and public decency or lewd/obscenity acts occurs.

### 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 codes<sup>3</sup> 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 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. Failure to wear a mask or other face covering or personal protective equipment (PPE) in accordance with federal law;
- d. To vend, sell or attempt to sell any item, thing or device;
- e. Expectoration (spitting) in or upon any part of any Metro employee/operator, station, railcar, bus, or vehicle;
- f. 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;

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<sup>3</sup> 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).

Continuation of conduct prohibited on all Metro property:

- g. 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;
- h. Boarding any bus through the rear exit door, unless directed by a Metro employee or agent;
- i. Eating or consuming food or drink in or upon the paid area of the Metro stations, or aboard any railcar, bus, or vehicle;
- j. Discarding litter or trash in or upon any Metrorail station, railcar, bus, or vehicle;
- k. Playing any device or instrument except when the device is connected to a nearphone which limits the sound to the individual user;
- l. 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
- m. Abusive behavior.

### **3. Abusive Behavior**

Abusive behavior is any action that physically or verbally attacks, harms, endangers or injures any person, including oneself, or causes willful damage to property of Metro or property of another passenger or employee/operator. Any person exhibiting abusive behavior shall be subject to ejection and suspension from Metro property. Legal action may be taken.

## V.

## PASSENGER CARRY-ONS

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### 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, Scooters and Skateboards

Recreational devices such as bicycles, scooters and skateboards are allowed on Metro as long as they are under the control of the operator. For the safety of the operator and Metro Customers these devices should never be operated in the station or on Metro.

#### **Metrorail:**

**Bicycles, scooters and skateboards** are welcome on Metrorail during all hours; however, we encourage bicyclists to be considerate of other customers and adhere to these rules when traveling with a bicycle. **None of these devices are allowed on crowded railcars.** Use good judgment and only board cars that can comfortably accommodate you and your device. The middle cars are usually the most crowded, so consider boarding the first or last car of the train.

Senior citizens and people with disabilities always have priority. You must make designated seating areas available if needed by another passenger. Use good judgment and only board cars that can comfortably accommodate you and your device. **Do not block aisles or doors of the train. Do not ride these devices in stations, on platforms or on trains. While wheeling your bicycle, keep both wheels on the ground and the kickstand up. The middle cars are usually the most crowded, so consider boarding the first or last car of the train. When boarding the train, use the doors at either end of the railcar – not the center doors.**

Bicycles may not be carried on escalators. Use elevators only.

**Metro reserves the right to disallow these devices during special events or other days where high ridership is expected.**

**Metrobus:**

You can transport your bicycle free aboard Metrobus in quality, heavy-duty racks attached to the front of each bus. Folded bicycles are allowed aboard Metrobus as long as they remain folded and inside a sturdy (e.g., nylon, canvas, leather) carrying case or bag.

For safety, buses have special mirrors that allow bus operators to see the bicycle racks and riders loading bicycles. There is no additional fee for riders to bring their bicycles on a bus.

For more bike policy details see our [Bikes on Metrobus](#) page.

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 recreational devices 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 recreational devices, 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 the device 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 devices 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.

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.

### **Bicycle Racks**

Metro operates approximately 2,400 bicycle racks, and is replacing some racks with new smart, self-locking racks that are available for bicycle parking at Metrorail parking facilities. Bicycles must be removed within one hour of station closing. Bicycles that are locked to other objects around Metro stations shall be removed without notification.

### **Bicycle Lockers**

Bicycle lockers at Metrorail stations safeguard bicycles from theft, vandalism, and inclement weather. The lockers are designed to hold one bicycle each as well as bicycle gear. Each locker has a unique lock and key. The space inside is approximately: 4 feet high by 6 feet 5 inches deep by 3 feet wide at the door and narrows toward the back of the locker. Most standard bicycles will fit inside. Longer bicycles such as tandem bikes and recumbent bikes may not fit into the lockers, however, there is limited availability of special sized lockers. Metro is replacing all older lockers with new self-locking bike lockers that are available for bicycle parking at Metrorail parking facilities. A mobile phone App or a SmarTrip card that must be registered online at <https://www.wmata.com/service/bikes/bike-and-ride.cfm> will be required to use Metro Smart Bike Lockers.

Bicycle locker rental is available on an hourly, daily, weekly, and monthly basis and rates may vary by station. Payment is accepted with SmarTrip® cards and most major credit cards.

## **VI. Bike & Ride Facilities**

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Bike and Ride facilities provide secured, shared bicycle storage rooms with numerous bicycle racks for free bicycle parking and storage. The Bike and Ride facilities are located on ground levels at Metrorail stations or on the first level of parking garages. A SmarTrip card must be registered online at [wmata.com](http://wmata.com) to use Metro Bike & Ride facilities. Registration provides access to all Metro Bike & Ride facilities after the receipt of an email confirmation which generally takes 24-48 hours. After receiving confirmation, simply tap the SmarTrip®

card to enter any Metro Bike & Ride facility. Currently, facilities are located at College Park-U of Md, Vienna, East Falls Church, Potomac Yard, and Grosvenor-Strathmore Metrorail stations. Metro Bike & Ride facilities are planned at more stations.

Patrons also are encouraged to register bicycles with Metro Transit Police (MTPD) and use a bike lock to further secure bicycles parked in Bike & Ride Facilities. MTPD can assist in the identification and recovery of lost or stolen bicycles that have been registered. Free and easy registration can be completed online at [wmata.com](http://wmata.com)

## 1. 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 are 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.

### **1. 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.

### **2. 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.

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## **VII. ESCALATORS**

### **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.

## VIII. SENIOR OR DISABLED PASSENGERS

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### 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 655 Virginia Ave SW, Washington, DC, near L'Enfant Plaza Metro's 7th and D Street entrance, as well as, the Street elevator at 7th and C St. SW. The Disability ID/SmarTrip® card will entitle a passenger to pay half the 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.

### 3. 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 655 Virginia Ave SW, Washington, DC, near L'Enfant Plaza Metro's 7th and D Street entrance, as well as, the Street elevator at 7th and C St. SW 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.

#### **4. 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 655 Virginia Ave SW, Washington, DC. near L'Enfant Plaza Metro's 7th and D Street entrance, as well as, the Street elevator at 7th and C St. SW 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.

#### **5. 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.

## **6. 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:

- f. Generally range in height from 24 inches to 34 inches measured to the shoulders;
- g. Generally weigh between 70 and 100 pounds;
- h. Must be housebroken;
- i. Must be under the owner's control;
- j. The vehicle has room to accommodate the miniature horse's type, size, and weight; and
- k. 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.

## IX. LOST AND FOUND

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### 1. Wallets and Electronic Devices

Metro provides Lost and Found service for wallets and electronic devices only. Please note, if your item is found, it may take up to five business days to reach the Metro Lost & Found department. The Lost and Found office is located at 6505 Belcrest Road, Suite 500 Hyattsville, MD 20782 and operates during the hours of 9 am to 5 pm Monday through Friday, excluding federal holidays. In accordance with federal law, masks are required for in-person inquiries or pick up of items.

### 2. Report a Lost Item

There are two ways to report an item lost within the Metrorail or Metrobus systems:

#### Online

For items lost within the Metrorail or Metrobus system, the online Lost & Found form is the easiest and most efficient way to report lost items. Information of lost items submitted online will be entered into our tracking system for processing and accessible to Lost & Found personnel. Within 30 minutes, you will receive a confirmation email with a case number.

#### Phone

Lost items may be reported by phone at 202-962-1195 during the following hours: Monday-Friday 9 am - 5 pm, excluding federal holidays. A customer service representative will record your information and provide a case number for the item(s) reported lost. Please reference your case number in all communications regarding your lost item. A Lost & Found customer service representative will search the system for matching found items. If a match is found, you will be contacted by email or phone to verify your item.

## X. REFERENCES

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- <sup>i</sup>WMATA Compact §9(b).
- <sup>ii</sup>WMATA Compact §76(e).
- <sup>iii</sup> Resolution 2016-27.
- <sup>iv</sup> Resolution 2019-09.
- <sup>v</sup>Resolution 2016-14.
- <sup>vi</sup>Resolution 2017-11.
- <sup>vii</sup> Resolution 2019-09.
- <sup>viii</sup> Resolution 2022-06.
- <sup>ix</sup>Resolution 2010-31.
- <sup>x</sup> Resolution 2018-53.
- <sup>xi</sup> Resolution 2018-53.
- <sup>xii</sup> Resolution 2000-58.
- <sup>xiii</sup>Resolution 1986-58.
- <sup>xiv</sup> Resolution 2018-53.
- <sup>xv</sup>Resolution 2014-44; and 2017-31.
- <sup>xvi</sup> Resolution 2018-27.
- <sup>xvii</sup>Resolution 2010-31 and 2017-31.
- <sup>xviii</sup>Resolution 88-67.
- <sup>xix</sup> Resolution 97-24.
- <sup>xx</sup> Resolution 86-58
- <sup>xxi</sup> Resolution 91-24.
- <sup>xxii</sup> Resolution 89-06.
- <sup>xxiii</sup> Resolution 86-58.
- <sup>xxiv</sup> Resolution 89-06.
- <sup>xxv</sup>Resolution 2005-23.
- <sup>xxvi</sup> Resolution 92-42.
- <sup>xxvii</sup> Resolution 91-23.
- <sup>xxviii</sup> Resolution 97-27.
- <sup>xxix</sup> Resolution 94-32.
- <sup>xxx</sup>WMATA Compact §79.
- <sup>xxxi</sup>Resolution 2005-46.
- <sup>xxxii</sup>Resolution 2006-49.
- <sup>xxxiii</sup>Resolution 2011-29.
- <sup>xxxiv</sup> Resolutions 2018-29; 2019-26; and 2020-29
- <sup>xxxv</sup>Resolutions 2016-14; 2016-24; and 2017-16.
- <sup>xxxvi</sup>Resolution 1984-52.
- <sup>xxxvii</sup>Resolution 2005-34.
- <sup>xxxviii</sup>Resolution 1999-36.
- <sup>xxxix</sup>Resolution 2015-45.
- <sup>xl</sup>Resolution 2010-31.
- <sup>xli</sup> Resolution 82-13.