

TARIFF

The Washington Metropolitan Area Transit Authority Tariff on

Chapter 1 METRO FARES AND RATES

Chapter 2 RIDERSHIP RULES AND REGULATIONS

Tariff Number 48

Effective February 23, 2026

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CHAPTER 1 – Metro Fares and Rates

I. OVERVIEW

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 (WMATA, or “Metro”) 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](#).

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 analyzed for impacts on minority, low-income, and non-low-income populations. In addition, Metro provides limited English proficient communities with 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.ⁱ 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, and/or operated by 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.ⁱⁱ

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. Fare Reductions

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; for the professional sports events, concerts, marathons, and other similar organized large scale events where the anticipated attendance is equal to or greater than 10,000 people, so long as staff and the event/venue collaborate to create value for WMATA through co-promotion, co-marketing, advertising, or other similar marketing activities; and for First Amendment activities, national holidays, inaugurations, and other similar events based on public safety considerations.ⁱⁱⁱ The GM/CEO will notify the Board of Directors of any such decision as soon as practicable during or after the event. No other agent or employee shall have the authority to change or deviate from the fare or charges contained herein.

5. Metrorail and Metrobus Unlimited Passes

All Metrorail and Metrobus unlimited 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.

A monthly unlimited pass is good beginning on the first day used in the transit system only for the month of issue. If purchased after the 15th of the month, the pass will be effective for the month following purchase. All WMATA fare passes are faregate, or bus farebox activated.

All Metrorail fare pass products provide unlimited regular Metrobus rides at no extra cost.^{iv} 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.^v For the completion of any trip with a higher corresponding fare, the passenger must pay the difference in fare.

The following chart provides a list of Metrorail and Metrobus unlimited passes:

WMATA Metrorail & Metrobus Unlimited Passes^{vi}	Cost to Rider
1-Day Unlimited Pass	\$13.50
3-Day Unlimited Pass	\$33.75
7-Day Short Trip Pass	\$40.50
7-Day Unlimited Pass	\$60.75
Monthly Unlimited Pass	\$72.00 to \$216.00

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

Other Accepted Metrorail Fare Products	WMATA-portion of Cost
Monthly Transit Link on MARC and VRE ²	\$128.25
Monthly Transit Link on MTA ²	\$198.00

² This card provides access to Metrobus and Metrorail. The price reflects Metro's portion of the total price of the card, which is priced by regional transit providers.

6. Methods of Payment for Use on the Metro System

Metro fare can be paid using:

- SmarTrip® cards or virtual SmarTrip® cards in mobile wallet on Metrorail and Metrobus (preferred method).
- Tap. Ride. Go. using contactless credit or debit cards either with a physical card or a card in mobile wallet on Metrorail and Metrobus.
- Cash when adding stored value or a pass product to a SmarTrip® card or directly at a Metrobus farebox.

SmarTrip® stored value and pass products can be added to a SmarTrip® card at a fare vending machine at any Metrorail station, at a bus farebox (stored value only), at multiple retail locations such as CVS, Giant, and Commuter Stores, through the <https://smartrip.wmata.com/> website, through the SmarTrip® app, and through mobile wallet.

The same payment card used to enter a Metrorail system must be tapped at exit to ensure accuracy of the fare charged. For example, if a SmarTrip® card is tapped at the payment reader upon entering a rail station, the same SmarTrip® card must be tapped at the payment reader when exiting a rail station. With Tap. Ride. Go., the same credit or debit card tapped upon entering a Metrorail station must also be the same credit or debit card tapped when exiting a Metrorail station.

Metro accepts the following credit and debit card payment networks: American Express, Discover, Mastercard, and Visa. International or foreign exchange rates are the responsibility of the customer.

II.

METROBUS

1. Metrobus Fares

Metrobus fares are valid for single trip service. Individual fares may be paid using SmarTrip® with a pass product or stored value, Tap. Ride. Go. or cash.

Metrobus Service	Regular Fare	Reduced Fare
Regular Metrobus Service	\$2.25	\$1.10
Metrobus Express Service (Designated Express Routes F19, F28, F81, and F83)	\$4.80	\$2.40

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, a Metro token, Tap. Ride. Go., or a SmarTrip® card with a valid pass product or stored value. All Metrorail passes include unlimited regular Metrobus service at no additional cost.

Passengers may reload value onto their SmarTrip® cards with cash at a bus farebox (stored value only), at a fare vending machine in a Metrorail station, at multiple retail locations such as CVS, Giant, and Commuter Stores, through the <https://smartrip.wmata.com> website, through the SmarTrip® app, and/or through mobile wallet.

Passengers using Metrobus must have at least \$2.25 on their SmarTrip® card.

Customers that opt to enroll online in the Reduced Fare Program for Seniors cannot purchase a discounted bus pass at a Metrorail fare vending machine. However, those seniors can purchase a discounted bus pass at any WMATA sales location by displaying a government-issued photo ID with their date of birth. For a list of sales locations, go to <https://www.wmata.com/fares/stores.cfm>.

Metrobus Fare Products	Regular Fare	Reduced Fare
7-Day Regional Bus Pass ¹ Valid on Metrobus, ART and Fairfax Connector	\$13.50	\$6.75

¹ 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 \$2.25.

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

Other Fare Products/Passes	Regular Pass Rate
Metrobus Tokens 10 pack (bulk sales to organizations only)	\$20.00
University Pass (Unlimited Metrorail, Metrobus per day during school semesters)	\$1.00/day
DC Kids Ride Free (Metrorail, Metrobus)	Free, administered through school
Montgomery County Kids Ride Free “Youth Cruiser” card (only on identified routes in Montgomery County)	Free, ^a administered through school
Montgomery County Senior Ride Free Ride On Pass only on identified routes in Montgomery County and ½ price treatment on all other Metro service types.	Free, ^a
Arlington County and Fairfax County Free Student Bus Pass (on identified routes in Arlington County, and for select Virginia Routes that operate in Fairfax county.)	Free, ^b administered through school
DC Student Tokens 10 pack (bulk sales to DC government only)	\$10.00 ^c

^a Valid for select routes that utilize WMATA Metrobuses operating within Montgomery County, subsidized by Montgomery County. ^b Valid for select routes authorized through the Fairfax County Free Bus Pass Program. ^c DDOT subsidizes the cost with prepayment of \$1 per token

III. METRORAIL

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/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 reduced 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 between \$2.25 and \$2.50. The maximum rail fare is three times the base fare, and the mileage charge is 20% of the base fare (i.e., the maximum rail fare is \$6.75). The Metrorail base fare is equivalent to the Metrobus fare.

2. Metrorail Fares

Unless a passenger is under age five or holds a valid fare product for a special rate of fare, the following rates of fare shall apply to Metrorail service except during weekend and weekday late night fare periods: ^{viii}

Metrorail Fare Structure	Regular Fare	Late Night and Weekend
Base fare (First 3 composite miles)	\$2.25	\$2.25
Each additional composite mile more than 3	\$0.45	\$0.45
Maximum fare (Exclusive of Surcharge and Differentials)	\$6.75	\$2.50

If a passenger's SmarTrip® card is not tapped into the system upon entry, they will be charged a base fare for the appropriate rider class upon their tap on exit. If a passenger's SmarTrip® card is not tapped upon exit of the system, they will be charged a base fare for the appropriate rider class upon their next tap on entry. If a passenger using Tap. Ride. Go. has an incomplete trip due to a missed entry or exit tap, the passenger's card will be charged a base fare only.

3. Metrorail Late Night Fares – 9:30pm to Close

Metrorail Fare Structure	Regular Fare	Reduced Fare
Late Night Fare	\$2.25 to \$2.50	\$1.10 to \$1.25

4. Metrorail Weekend Fares – Saturday Open to Sunday Close

Metrorail Fare Structure	Regular Fare	Reduced Fare
Weekend Fare	\$2.25 to \$2.50	\$1.10 to \$1.25

5. 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 SmarTrip® card in the same manner as charged.^{vii} Passengers using Metrorail passes do not pay fares on an individual trip basis and are, therefore, ineligible for the grace period credit. Passengers using Tap. Ride. Go. will not be charged for any exit occurring within 15 minutes after entrance at the same Metrorail station.

6. Metrorail Methods of Payment and Minimum Stored Value

Metrorail riders can pay for Metrorail fare at the rail station faregate with Tap. Ride. Go. by tapping valid contactless credit or debit cards, as well as valid credit or debit cards in a mobile wallet at both entrance into and exit from the Metrorail station. Fare is charged upon tapping at the exit fare payment reader with the same debit or credit card used for entrance into the system. Each rider must tap a unique, valid, contactless debit or credit card.

Unless the passenger has a valid, unexpired pass, the passenger must have a minimum balance of the base fare on their SmarTrip® card to enter the Metrorail system. (If the passenger is mid-trip, between a bus-to-rail transfer, the balance on the SmarTrip® card needs to be at least the base fare to enter the rail system). Senior, disabled, and Metro Lift patrons using an appropriate SmarTrip® card must have the appropriate reduced base fare 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.

Trip passes can be provided only by the onsite Station Manager. Trip passes 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 trip pass is valid for one ride only and must be surrendered to a station manager at the end of the trip.

IV. TRANSFERS

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. When using a SmarTrip® card for fare payment the valid transfer period is 120 minutes, beginning at the time of initial boarding.^{ix} 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 Crossing¹ (and the transfer period between the gated elevator areas on opposite sides of L'Enfant Plaza North) is 30 minutes.

¹ 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

2. Transfer Eligibility

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

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.

3. Transfer Discounts

The transfer discount is calculated by subtracting up to \$2.25 of the fare paid for the originating service from the value of the fare for the service to which the rider transfers. Cost to ride and transfer information is available online at <https://wmata.com/fares/basic.cfm>.

V. 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 \$4.50. One Personal Care Assistant (PCA) can ride for free on MetroAccess when accompanying an eligible MetroAccess customer.

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.^x For additional information on paratransit eligibility and fares, please refer to the Customer Guide to MetroAccess available online at [MetroAccess Customer Guide.indd](#)

VI. METRORAIL PARKING FACILITIES

1. Parking Rate Collection Period

The GM/CEO is authorized to establish parking rate collection hours. 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.^{xi} Any other payment method will result in the application of the non-rider parking rate. A rider must have

traveled a minimum of two stops to use the rider parking rate.
The parking collection periods for Metrorail riders is as follows:

Monday - 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 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 collection periods for non-riders are as follows:

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

Except for vehicles parked in Multi-Day and Reserved Parking spaces or authorized by permit or contract with WMATA in accordance with the Board-adopted Use Regulations, no vehicle may park in any parking space for more than 24 hours.

For Multi-Day Parking, parking rates are collected 24-hours per day, seven (7) days a week, including holidays.^{xii}

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 SmarTrip® 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 depending on the location. 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. - 10:00 a.m., Monday - Friday.^{xiii} The applicable daily rate for parking is additional and must be paid upon exit.

To apply for a reserved parking permit, visit 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. Parking permits depend on availability.

5. Multi-Day 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 East 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^{xiv} ranging from \$7.50 up to \$15.00^{xv} per day is charged to persons parking in Metro Park & Ride facilities when parking rates are not paid with either the same SmarTrip® card or the same contactless credit or debit card (Tap. Ride. Go.) used within two (2) hours of the start of a trip on Metrorail. Implementation of the Non-rider fee is determined by the General Manager and Chief Executive Officer on a station-by-station basis.^{xvi} 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.^{xvii} See the 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.^{xviii} 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.^{xix} 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.

Metrorail Park & Ride Facility	Aggregate Daily Rate	Aggregate Non-rider Daily Rate	Jurisdictional Surcharge Amount
District of Columbia:			
Rhode Island Avenue	\$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
Montgomery County MD:			
	Aggregate Daily Rate	Aggregate Non-rider Daily Rate	Jurisdictional Surcharge Amount^{xx}
Shady Grove	\$5.20	\$5.20	\$1.50
Rockville	\$5.20	\$8.95	\$1.50
Twinbrook	\$5.20	\$8.70 ^{xxi}	\$1.50
North Bethesda	\$5.20	\$8.70 ^{xxii}	\$1.50
Grosvenor-Strathmore	\$5.20	\$5.20	\$1.50
Forest Glen	\$5.20	\$5.20	\$1.50
Wheaton	\$4.45	\$4.45	\$0.75 ^{xxii}
Glenmont	\$5.20	\$5.20	\$1.50
Prince George's County MD:			
	Aggregate Daily Rate	Aggregate Non-rider Daily Rate	Jurisdictional Surcharge Amount^{xxiii}
New Carrollton	\$4.95	\$8.95 ^{xxiv}	\$0.00
Landover	\$3.00	\$3.00	\$0.00
Cheverly	\$4.95	\$4.95	\$0.00
Addison Road	\$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
College Park - U of Md ³	\$4.95	\$4.95	\$0.00
Greenbelt	\$4.95	\$8.95	\$0.00
Downtown Largo ^{xxvi}	\$4.95	\$8.95	\$0.00
Morgan Boulevard ⁴	\$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
Virginia:	Aggregate Daily Rate	Aggregate Non-rider Daily Rate	Jurisdictional Surcharge Amount^{xxvii}
Vienna	\$4.95	\$4.95	\$1.25
Dunn Loring	\$4.95	\$8.95	\$1.25
West Falls Church	\$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 ^{xxviii}
Franconia-Springfield	\$4.95	\$8.95	\$1.25 ^{xxix}
Wiehle-Reston East	\$4.95	\$4.95	\$0.00
Ashburn	\$4.95		
Loudoun Gateway	\$4.95		
Herndon	\$4.95		
Innovation Center	\$4.95		

³ Special event parking rate on University of Maryland's football game days.

⁴ Special event parking rate on Washington Commanders' football game days beginning three hours before kickoff and ending two hours after the game.

2. Bicycle Lockers

Bicycle locker rental is available on an hourly or daily basis, and rates may vary by station. A mobile phone app will be required to use Metro Smart Bike Lockers. Metro bicycle lockers have been equipped with an hourly rental feature for fares of \$0.05 per hour up to \$1.00 per day.^{xii}

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

VII.

SPECIAL FARES

1. Promotional and 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.^{xxx} 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.^{xxxi} The applicability of transfers to other rail or bus service is established as part of the authorizing action.

2. Senior Reduced Fare Program Cards and Passes

Customers aged 65 and older are eligible to enroll in the Senior Reduced Fare Program for discounted trips on Metrobus and Metrorail and regional buses that accept SmarTrip®. The discount does not apply to parking fees. A government-issued photo ID with proof of age is required to enroll in the Senior Reduced Fare Program. The \$2.00 SmarTrip® card fee is waived for the Senior SmarTrip® card. Eligible customers that are approved for the Senior Reduced Fare program must use the approved SmarTrip® card for the discount to apply.

To learn where to apply in-person, go to <https://www.wmata.com/reducedfares>.

3. Disability ID/SmarTrip® Card

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 Programs. Passengers may also display a government issued photo ID and show their Medicare card to pay the reduced fare upon boarding any Metrobus.

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.

“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/metroaccess>

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.

4. Regional Fare Buy Downs and Group Discounts

4.1 DC Kids Ride Free

The School Transit Subsidy Program offers free rides on Metrobus and Metrorail for District of Columbia (DC) public school and public charter school students. The program is available to students aged 5 through 21 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. Students 13+ who use an iPhone or Apple Watch, can convert the plastic Kids Ride Free SmarTrip® card to a digital card in Apple Wallet. 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.

4.2 Montgomery County Free Rides for Seniors and Persons with Disabilities

Metrobus provides free rides to Senior Citizens and Persons with Disabilities on all Metrobuses with bus stops in Montgomery County.^{xxxii} No transfers will be issued. Valid identification must be displayed.

4.3 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 to ride without charge on Metrobus routes with bus stops in Montgomery County.^{xxxiii} The use of student IDs as a fare will be discontinued on January 31, 2026; all students will be required to have a valid SmarTrip® card to ride Metrobus.

4.4 Fairfax County Free Student Bus Program

Eligibility is determined by the County.^{xxxiv} 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.

4.5 Arlington County Student iRide Program (SIP)

Arlington County students can ride select Metrobus routes and on Arlington Transit buses with an iRide card. Eligibility is determined by the County.

4.6 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, Metrobus, and express buses during the academic term.^{xxxv} U·Pass® cardholders are assessed parking rates at the applicable Non-rider rate.

4.7 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, the Bus Operator or Station Manager may inquire about the age of the accompanying passenger. The accompanying passenger's statement will be accepted.

4.8 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.^{xxxvi} 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.^{xxxvii}

4.9 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.^{xxxviii} 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.

4.10 Mark Center Employees and 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 when boarding at Pentagon Transit Center, Mark Center Transit Center, or Southern Towers on the A90 (Mark Center-Pentagon) route.^{xxxix}

4.11 DHS Employees and 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 Metrobus routes C11, C17, C21, and C27 to and from the DHS Headquarters free of charge when boarding at the Anacostia Station, or St. Elizabeth's Campus Gate #4

4.12 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 transportation 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. Eligible customers that are approved for the Metro Lift Income Qualified Fare program must use the approved SmarTrip® card for the discount to apply. For more information go to <https://wmata.com/fares/Reduced-Fare-Programs/MetroLift/index.cfm>

VIII. PAYMENT FOR METRO FARE AND SALE OF METRO FARE PRODUCTS

1. Retail Outlets

Metro fare products can be purchased online at 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, or call or text 202-GO-METRO (202-466-3876, TTY 202-962-2033), Monday - Friday, 7 a.m. - 8 p.m.; Saturday - Sunday 8 a.m. - 8 p.m. Automated information is available 24/7.

2. SmarTrip® Cards (physical cards, virtual cards in Apple and/or Google Wallets)

- a. SmarTrip® in Apple Wallet or Google Wallet allows a contactless way to quickly purchase a transit card to pay for a train, bus, or parking wherever SmarTrip® is accepted.
- b. The SmarTrip® physical or virtual card costs \$2.00 and eliminates the need to carry cash, coins, and transfers. The value on a registered SmarTrip® card can be replaced from the time the card is reported as lost or damaged. For a \$2.00 replacement fee, a new card will be issued to the registered SmarTrip® card owner. Tapping the new card within 30 days of issuance will complete the balance transfer from the old card.
- c. To learn more about SmarTrip® cards, go to <https://www.wmata.com/smartrip>.
- d. To learn more about the virtual card options for Apple Wallet and Google Wallet, go to <https://www.wmata.com/mobile>.

3. Tap. Ride. Go. (contactless physical credit or debit cards, and credit or debit cards in a mobile wallet)

Tap. Ride. Go. allows riders to pay for Metrorail, Metrobus, and select parking locations by tapping contactless physical credit or debit cards, as well as credit or debit cards in a mobile wallet, directly at the faregate or fare reader. No prior registration is required, and there is no need to purchase a SmarTrip® card. Tap. Ride. Go. is a direct-pay method and has no stored value capability. Tap. Ride. Go. is offered for full fare only for Metrorail and Metrobus. Metro fare products such as stored value, passes and reduced fares are not available through Tap. Ride. Go. For parking, if customers use Tap. Ride. Go. for Metrorail and then use that same payment method to tap the fare reader on exit from a Metro parking facility that offers Tap. Ride. Go., then the discounted parking rate will apply.

To learn more about Tap. Ride. Go., visit <https://wmata.com/tapridego>.

4. 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 10 for \$10.00 via the DDOT bulk purchase process.

IX. BULK SALE OF METRO FARE PRODUCTS

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 at a cost of \$2.00 per card:

- a. SmarTrip® cards with each card preloaded in amounts of \$5.00, \$8.00, \$10.00, \$15.00, \$20.00, \$28.00, or \$30.00
- b. 1-Day Metrobus/Metrorail Pass
- c. 3-Day Metrobus/Metrorail Pass
- d. 7-Day Short-Trip Metrorail Pass
- e. 7-Day Unlimited Pass

Bulk purchase of Metrobus tokens is 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, by facsimile at 703-960-7323, by telephone at 202-962-5700 (Monday - Friday, 8 a.m. - 4 p.m.), or by email at Fare_MediaServices@wmata.com. 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. 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

1. DC Kids Ride Free

The School Transit Subsidy Program offers free rides on Metrobus and Metrorail for District of Columbia (DC) public school and public charter school students. The program is available to students between ages 5 to 21 enrolled in an elementary or secondary public, charter, private, or parochial school located within the District, or a ward of DC through the foster care system. The program relies on an electronic pass that is loaded onto a student's DC Kids Ride Free 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

Full-time students at accredited post-secondary, degree granting schools within Metro's service area that enter into an agreement with Metro are eligible for the U·Pass program. U·Pass provides unlimited Metrorail and Metrobus service at a discount price paid in advance by the accredited college or university on behalf of its students. Regional bus service, transfer fees, and parking rates are not provided to U·Pass cardholders. Learn more at <https://www.wmata.com/upass>.

3. Arlington, Fairfax, and Montgomery Counties Free Student Bus Pass Programs

Eligible public-school students are provided unlimited free bus service on select Metrobus Routes as well as regional bus routes as determined by each County. Each program is administered by the respective county and cards can be acquired through the student's school by students that satisfy eligibility requirements. Students must tap their SmarTrip® cards to ride. Flashing a SmarTrip® card to pay a fare is unsuitable (i.e., a customer should not just wave or show it).

4. Transit Link Cards

The Transit Link Card, also known as the TLC pass, is a fare product sold by Commuter Direct and provides monthly use of MARC, VRE, or MTA in addition to unlimited monthly travel on Metrorail and Metrobus. The cost of the TLC pass varies depending on the transit services purchased, the period of use, and the transit zones traversed. See Overview section 5 for WMATA's portion of the total price of the card that 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 online, log on to <https://www.commuterdirect.com>.

5. 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 between 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: <https://wmata.com/smartbenefits>.

XI.

METRO FARE EVASION

1. Fare Evasion

Except as authorized within Article VII “Special Fares,” any person who boards a passenger-carrying vehicle or passes through a faregate without paying the established fare or presenting a valid Pass is subject to the suspension or termination of their SmarTrip® card; the suspension or termination of the use of other method(s) of payment on WMATA-operated transit services; 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.

Citations issued in Maryland and Virginia are criminal offenses. Citations issued in the District are civil offenses. Those adults who do not pay are subject to fines and other penalties. Fare evaders can incur the following fines:

Washington DC – \$50

Maryland – Up to \$100

Virginia – Up to \$100

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 by any person other than the duly authorized registered user, senior disabled cardholder, or student for such card is illegal and may result in the card being confiscated by MTPD or another WMATA agent or employee and subjects the person to arrest and/or prosecution.

XII.

REFUNDS AND TRANSFERS OF FARE PRODUCTS

WMATA fare products are refundable or transferable only as specified in this policy. Patrons experiencing difficulties with SmarTrip® cards should call or text SmarTrip® Customer Service at 202-GO-METRO (202-466-3876, TTY 202-962-2033), Monday - Friday, 7 a.m. - 8 p.m.; Saturday - Sunday 8 a.m. - 8 p.m. Automated information is available 24/7; or by email at smartrip@wmata.com.

Customers experiencing difficulties using Tap. Ride. Go. should visit <https://wmata.com/tapridego>, or call or text Customer Service at 202-GO-METRO (202-466-3876, TTY 202-962-2033), Monday - Friday, 7 a.m. - 8 p.m.; Saturday - Sunday 8 a.m. - 8 p.m.. Automated information is available 24/7.

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. Proof of residence is required. Refunds for unused stored value on SmarTrip® cards can be initiated by calling 888-SMARTRIP (888-762-7874), TTY 202-962-2033 (Monday - Friday, 7 a.m. - 8 p.m.). Learn more at <https://wmata.com/refunds>.

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 employee/recipient but instead will be credited back to the employer. For additional information on SmartBenefits®, visit the website at <https://wmata.com/smartbenefits>, or contact SmartBenefits® customer service at 888-SMARTRIP (888-762-7874), TTY 202-962-2033 (Monday - Friday, 7 a.m. - 8 p.m.) or email smartrip@wmata.com.

2. Refund of Bulk Purchase Orders

SmarTrip® cards sold in bulk, regardless of payment method, may be refundable upon return of the cards, the original invoice, and proof of payment. Refunds will be granted when SmarTrip® cards are unused and non-time sensitive. Refund requests must be submitted within 180 days from the date of the original transaction. This limitation applies to all eligible payment types. Customers must initiate a refund request by emailing fare_mediaservices@wmata.com. Upon receipt and review, the Washington Metropolitan Area Transit Authority will provide return instructions for the unused fare media and required documentation.

Refunds will not be issued for partially used fare products. Bus tokens are not refundable.

3. 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.

4. Malfunctioning SmarTrip® Fare Vending Machines

SmarTrip® vending machines 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-SMARTRIP (888-762-7874), TTY 202-962-2033 (Monday - Friday, 7 a.m. - 8 p.m.) or email smartrip@wmata.com. 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.

5. Lost or Damaged Fare Products

WMATA is not responsible for fare products that are lost or damaged in 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 via their SmarTrip® online account (<https://smartrip.wmata.com/Account/Login>), or by calling or texting 202-GO-METRO (202-466-3876, TTY 202-962-2033), Monday - Friday, 7 a.m. - 8 p.m.; Saturday - Sunday 8 a.m. - 8 p.m. Automated information is available 24/7. 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, bus farebox, or any 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.

6. Tap. Ride. Go.

Customers using Tap. Ride. Go. are not eligible for refunds once a trip is complete and the correct fare has been charged. If a customer has been charged an incorrect fare or parking fee, an adjustment or refund will be made to the original payment method. Metro fare products such as stored value, passes, and reduced fares are not available through Tap. Ride. Go. Customers are responsible for ensuring they are using the correct payment method for the fare they wish to pay. Fraudulent charges should be addressed directly with the customer's bank or card issuer. To view Tap. Ride. Go. transactions, corresponding trips, and submit a refund request, visit the Metro Customer Dashboard at <https://wmata.littlepay.com>.

7. Special Extenuating Circumstances

The GM/CEO or his/her designee may establish procedures for the approval of refunds and exchanges for special and extenuating circumstances.

CHAPTER 2- Ridership Rules and Guidelines

The Washington Metropolitan Area Transit Authority Tariff on

RIDERSHIP RULES

AND

GUIDELINES

I.

OVERVIEW

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 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 Department

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.^{xli}

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." Learn more at <https://www.wmata.com/mtpd>.

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 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 with a free and reliable ride home in the event of an unexpected emergency. Passengers may take advantage of GRH up to six 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.commuterconnections.org/programs-and-incentives/guaranteed-ride-home/> or call 1-800-745-RIDE (7433).

III. PASSENGER CONDUCT

1. Enforcement of Jurisdictional Laws

Metro shall apply and enforce the criminal codes including public decency and lewdness/obscenity laws within the multi-jurisdictional transit region on Metro property in compliance with the law of the jurisdiction where the criminal violation occurred.

2. Unacceptable and Prohibited Conduct

Unacceptable conduct is any behavior that a reasonable person would believe is disturbing the peace or quiet enjoyment of other Metro passengers. Jurisdictional codes³ 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 footwear;
- c) Failure to wear a mask or other face covering or personal protective equipment (PPE) in accordance with law if and when applicable;
- d) Vending, selling, or attempting to sell any item, thing, or device;
- e) Expectoration (spitting) in or upon any part of any Metro employee or contractor, station, railcar, bus, or vehicle;
- f) Smoking or carrying a lighted or smoldering pipe, cigar, cigarette, or using any electronic smoking device, within the paid area of any Metro station, at Metro-owned or Metro-controlled bus stops or bus bays, or within any Metro rail car, bus, or vehicle;
- g) Obstructing the vision of the operator;
- h) Boarding any bus through the rear exit door, unless directed by a Metro employee or contractor or if rear-door collection devices are on the bus;
- i) Eating or consuming food or drink in or upon the paid area of the Metro stations, or aboard any railcar, bus, or vehicle;

³ DC Code § 35-253 (2019); PG County, MD Code Sec. 20A-103 (1986); Montgomery Co., MD Code Sec. 54A-3 (1987); Alexandria, Va. Code §13-1-37(e) (1997); Fairfax Co. Va. Code Ann., § 85-1-6 (1985); Arlington Co Code Art. IV. §14.2-80(B) (2024).

- j) Discarding litter or trash in or upon any Metrorail station, rail car, bus, or vehicle;
- k) Playing any device or instrument except when the device is connected to an earphone which limits the sound to the individual user;
- l) Displaying signs or placards that are more than 18" x 18" or are affixed to a pole, 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;
- m) Abusive behavior;
- n) Assaulting or criminally threatening a Metro employee or a Metro contractor while working, or a Metro customer; and
- o) Any conduct or action that constitutes a crime or offense under any statutory authority in the State of Maryland, the District of Columbia, or the Commonwealth of Virginia, or their political subdivisions.

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; property of a passenger; or property of a Metro employee or Metro contractor. Any person exhibiting abusive behavior will be subject to ejection and possible banning from the Metro system, facilities, or property. Legal action may be taken.

4. Bans of 24 Hours or Less

MTPD may ban a person who violates the passenger conduct rules by issuing such person an order to immediately exit Metro's system, facilities, or property. This order may be issued orally or in writing and is effective for up to 24 hours. Bans of 24 hours or less cannot be appealed or reviewed.

If a person refuses to exit Metro's system, facilities, or property immediately and remain off Metro's system, facilities, or property after being banned, they are subject to arrest for criminal trespass.

5. Bans for More Than 24 Hours

A person who, while in or on Metro's system, facilities, or property: (a) engages in obscene, lewd, or lascivious behavior; indecent exposure; or in any sex-related crime, under any law, statute, ordinance, or regulation in Maryland, the District of Columbia, or the Commonwealth of Virginia, or their political subdivisions; or (b) assaults, batters, attempts to assault or batter, or criminally threatens any Metro employee or Metro contractor while working, or a Metro customer, may be banned from Metro's system, facilities, or property for more than 24 hours. Banning occurs when an MTPD officer issues a citation banning such person from entering or using the Metro system, facilities, or property. The banning period starts immediately upon a person being issued a banning citation. If any person refuses to leave Metro's system, facilities, or property immediately upon being issued a banning citation, or, if a person enters Metro's system, facilities, or property after being banned, they are subject to arrest for criminal trespass.

The citations shall set forth the reason for the ban, its length, the date of issuance, and notice that violating the ban will result in arrest for criminal trespass. The citation shall inform the person of their right to appeal the citation. The appeal process is described on the back of the citation.

A person receiving a banning citation shall be banned for:

- 45 days for a 1st offense
- 90 days for a 2nd offense
- 365 days for a 3rd offense

These bans are counted in a rolling 12-month period. For the purposes of Section IV of this Tariff, the term "days" refers to calendar days. Thus, weekends and holidays are included as countable days for the purposes of Section IV. A rolling 12-month period means 365 days from the first day of banning.

A person who is banned may also be issued a conditional exception from the ban, which may allow their use of the Metro system, facilities, or property only under certain conditions. Juvenile passengers, for example, could receive a conditional exception from the ban when accompanied by a parent or guardian.

Where the conduct that resulted in the ban also violates any law, statute, ordinance, or regulation in Maryland, the District of Columbia, or the Commonwealth of Virginia, or their political subdivisions, the violator may be prosecuted by the appropriate authority, in addition to any law enforcement remedies available to Metro. Metro retains its discretion to ban for reasons or circumstances other than those set forth in this Section 5.

6. Appeals of Bans for More than 24 Hours

- a. A citation may be appealed by written request sent by registered or certified mail, overnight delivery, or hand-delivery, within 5 calendar days of the issuance of such citation to Washington Metropolitan Area Transit Authority, PO Box 1440, 3312 Dodge Park Road, Hyattsville, MD, 20785, or hand-delivered to a drop box at the New Carrollton Building, 4100 Garden City Dr, Hyattsville, MD 20785

The ban remains in effect during the appeals process.

- b. Upon receipt of a timely appeal, WMATA shall assign the appeal to an appeals officer appointed by the General Counsel or their designee. The standard of review is the preponderance of the evidence. The appeals officer shall issue a written decision as provided in subsection 6(c) below and there shall be no in-person hearing.
- c. Within 15 days of receipt of an appeal, the appeals officer shall render a written decision on the appeal. If the ban is upheld, the period an individual is banned during the pendency of the appeal shall be counted toward the length of the ban.
- d. The decision of the appeals officer is the final and binding determination of the appeal and is not subject to judicial review nor the processes of any court.
- e. If no appeal is requested within 5 calendar days of the issuance of a citation, the ban is final. The 5-calendar day appeal period when a person is banned shall be counted toward the length of any ban that is appealed and sustained.
- f. When a person is banned, entry on Metro's system, facilities, or property is forbidden. Any entry on Metro's system, facilities, or property during the ban period will subject the person to arrest and prosecution for criminal trespass under the laws, statutes, ordinances, or regulations of Maryland, the District of Columbia, the Commonwealth of Virginia, or of any of their political subdivisions. Violation of the ban is grounds for issuance of an additional banning citation, which will be a progressive offense (e.g., second or third banning offense as the case may be) under Section 5 above.

7. Fare Forfeiture

Whether the ban is upheld or reversed on appeal, an individual who is banned from Metro is not entitled to any refund of unused fare media that may expire during the time of their ban^{xlii}.

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

This Section does not limit or conflict with any federal, state, or local law or ordinance, or prevent any law enforcement agency or entity from taking any lawful action against any person in or on Metro's system, facilities, or 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. Customers travelling with luggage are encouraged to use accessible faregates and elevators at Metrorail stations whenever possible. 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 if they are under the control of the operator (this includes electric scooters if they are folded). 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 customers to be considerate of others 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. 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:

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.

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, visit <https://www.wmata.com/bikes>.

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 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 (i.e., a person 18 or over). 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. Passengers are responsible for their recreational devices and are also liable for any injuries, losses, and/or damage resulting from their devices in station areas, aboard Metrorail trains, or 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;
- 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) Do not ride devices within the station or paid area; and
- h) Remove all baggage, backpacks, or similar storage items from bicycles.

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 inches. These devices 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 in the Metrorail system must be accompanied by an adult (i.e., a person 18 or older). 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;
- 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) 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 unless they are ADA approved service animals. 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 items within a Metro station or upon any railcar, bus, or vehicle.

V. BIKE FACILITIES

1. Bike & Ride

Bike & Ride facilities provide secured, shared bicycle storage rooms with numerous bicycle racks for free bicycle parking and storage. The Bike & Ride facilities are located on ground levels at Metrorail stations or on the first level of parking garages. A physical SmarTrip® card must be registered online at wmata.com to use Metro Bike & Ride facilities. Registration provides access to all Metro Bike & Ride facilities after 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 to 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.

2. Bicycle Racks

Metro operates over 2,000 bicycle racks, and is replacing some racks with new smart, self-locking racks that are available for bicycle parking at Metrorail facilities. Bicycles that are locked to other objects around Metro stations shall be removed without notification.

3. 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 will be required to use Metro Smart Bike Lockers.

VI. 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. For your safety, customers traveling with luggage are encouraged to use elevators whenever possible. 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 the 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.

VII. RESTROOMS

Metrorail stations have restrooms available to customers except for the following stations: Anacostia, Pentagon, Rhode Island Avenue, Addison Road, U Street Cardozo and Congress Heights. Where restrooms are not located in a public space, customers must be escorted by station personnel to the ancillary hallway where the restrooms are located. Metro reserves the right to close customer restrooms on occasion due to personnel safety, Department of Homeland Security alert levels, terrorist attacks, or potential threats to transit operations.

VIII. SENIOR OR DISABLED PASSENGERS

1. Priority Seating and Use of Elevators

Seats next to the doors on Metrorail and Metrobus are reserved for senior citizens and passengers with disabilities. Seniors and passengers with disabilities 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 at <https://www.wmata.com/metroaccess>.

2. 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 faster pace than a normal walking speed within the Metrorail system.

3. Service Animals

Trained service animals used by people 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 people 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. Range in height from 24 inches to 34 inches measured to the shoulders;
- b. 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.

IX. LOST AND FOUND

1. Wallets and Electronic Devices

Metro's Lost and Found is located at 4000 Garden City Drive, 8th Floor, Suite 804, Hyattsville, MD 20782. Customers may pick up lost and found items Monday - Friday, 9 a.m. - 5 p.m. Proper identification is required.

Customers opting to have items returned via mail must incur the cost of mailing.

Non-returnable items such as perishables, clothing, umbrellas, and bikes will not be kept by Lost & Found.

2. Report a Lost Item

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

2.1 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.

2.2 Phone

Lost items may be reported by phone at 202-962-1195 during the following hours: Monday - Friday, 9 a.m. - 5 p.m., 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 to match found items. If a match is found, you will be contacted by email or phone to verify your item.

Learn more at <https://www.wmata.com/rider-guide/lost-found/index.cfm>.

X.

REFERENCES

- ⁱ WMATA Compact §9(b).
- ⁱⁱ WMATA Compact §76(e).
- ⁱⁱⁱ Resolution 2016-27; and 2023-30.
- ^{iv} Resolution 2019-09.
- ^v Resolution 2022-06.
- ^{vi} Resolution 2019-09.
- ^{vii} Resolution 2016-14.
- ^{viii} Resolution 2017-11.
- ^{ix} Resolution 2010-31.
- ^x Resolution 2005-46.
- ^{xi} Resolution 2018-53.
- ^{xii} Resolution 2018-53.
- ^{xiii} Resolution 2000-58.
- ^{xiv} Resolution 1986-58.
- ^{xv} Resolution 2018-53.
- ^{xvi} Resolution 2014-44; and 2017-31.
- ^{xvii} Resolution 2018-27.
- ^{xviii} Resolution 2010-31 and 2017-31.
- ^{xix} Resolution 88-67.
- ^{xx} Resolution 97-24.
- ^{xxi} Resolution 86-58
- ^{xxii} Resolution 91-24.
- ^{xxiii} Resolution 89-06.
- ^{xxiv} Resolution 86-58.
- ^{xxv} Resolution 89-06.
- ^{xxvi} Resolution 2005-23.
- ^{xxvii} Resolution 92-42.
- ^{xxviii} Resolution 91-23.
- ^{xxix} Resolution 97-27.
- ^{xxx} Resolution 94-32.
- ^{xxxi} WMATA Compact §79.
- ^{xxxii} Resolution 2006-49.
- ^{xxxiii} Resolution 2011-29.
- ^{xxxiv} Resolutions 2018-29; 2019-26; and 2020-29
- ^{xxxv} Resolutions 2016-14; 2016-24; and 2017-16.
- ^{xxxvi} Resolution 1984-52.
- ^{xxxvii} Resolution 2005-34.
- ^{xxxviii} Resolution 1999-36.
- ^{xxxix} Resolution 2015-45.
- ^{xl} Resolution 2010-31.
- ^{xli} Resolution 2024-12.
- ^{xlii} Resolution 2025-05