

1. System Name: WMATA MetroAlerts.
2. System Location: 300 7th Street SW, Washington, DC 20024.
3. Categories of Individuals Covered by System: Customers who register for MetroAlerts.
4. Categories of Records in the System: Customer name, email address, SMS enabled phone number, MetroAlerts, customer preference data (alerts, advisories, press releases, and selected services from: Rail Lines, Metrorail Stations, Metrobus Routes, and MetroAccess).
5. Principal Purpose: MetroAlerts delivers customized alert and advisory information via email and/or SMS based on the criteria selected by the customer. Alerts may be sent for unexpected changes to Metrorail, Metrobus, or MetroAccess service, or related to specific Metrorail Stations. Advisories may also be sent for planned service changes, including schedule adjustments or long-term repairs. Depending on customer opt-ins, MetroAlerts may also deliver Metro promotional information and press releases.
6. Routine Uses of Records maintained in the System: General Routine Uses A (Disclosure for Law Enforcement Purposes); B (Disclosure Incident to Requesting Information); C (Disclosure to Requesting Agency); D (Disclosure to Congressional/Legislative Offices); F (Disclosure of Contractor, Grantees, and Others); H (Disclosure in Connection with Litigation); and J (Disclosure to the Government Accountability Office (GAO), Federal Transit Administration (FTA), or Other Government Oversight Agencies) apply to this system.
7. Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

Retrieved by: Customer name, email address, SMS enabled phone number, MetroAlerts, customer preference data.

Storage: Database information (via Microsoft Dynamics 365).

Safeguards: Electronic records are maintained in an access-controlled (username/password) database.

Retention and Disposal: Electronic files are stored permanently, unless a customer requests their information be deleted.

8. Systems Manager/Administrator:
 - A. Application Processes – MetroAlerts Application Administrator, Office of Transit Operations, Digital Modernization, 300 7th Street SW, Washington, DC 20024; and
 - B. Database Processes – MetroAlerts Database Administrator, Office of Transit Operations, Digital Modernization, 300 7th Street SW, Washington, DC 20024.

9. Procedure for Notice, Access, and Contesting: Any individual who wants to know whether this system of records contains a record about him/her, who wants access to his/her record, or who wants to contest the contents of a record, should make a written request to **the Privacy Administrator, Office of General Counsel, 300 7th Street SW, Washington, DC 20024**. Requesters will be required to provide adequate identification, such as a driver's license, WMATA employee ID, contractor identification card, or a government-issued identification document. Requests for correction or amendment must identify the information to be changed and the corrective action sought. Complete Privacy Policy Procedures are set out in WMATA's Privacy Policy (Policy/Instruction 9.2), which is posted on WMATA's website.
10. Records source categories: Input from customers who register for MetroAlerts.