

EXHIBIT F

WMATA Tariff

# TARIFF

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The Washington Metropolitan Area Transit Authority Tariff

on

**RIDERSHIP RULES**

and

**GUIDELINES**

Tariff Number 37

Effective June 25, 2017

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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).

## **I.**

## **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 en route due to conditions over which Metro has no control such as Acts of God, acts of terrorism or other violence or road conditions that make it inadvisable to operate service in the sole opinion of Metro. In such instances, Metro shall not be liable for damage for any reason whatsoever.

### **3. Guaranteed Ride Home**

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

## II.

## 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.

### 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>2</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 other authorized agent. To this end, Metro reserves the right to refuse to transport a person or persons exhibiting unacceptable or prohibited conduct while on Metro property.

The following conduct is prohibited on all Metro property:

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

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<sup>2</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:

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

### III.

### 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

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

Anyone under the age of 16 with a bicycle in the Metrorail system shall be accompanied by an adult (a person over the age of 18). An adult shall accompany only one child with a bicycle at a time. At all times, Metro Station Managers and Metro Transit Police may exercise discretion to temporarily deny bicyclists access to rail station mezzanines and platforms during periods of passenger congestion until the congestion is cleared. Passengers are responsible for their bicycles and are also liable for any injuries, losses and/or damages resulting from their bicycles in station areas, aboard Metrorail trains or on Metrobuses.

While in the Metrorail system with bicycles, passengers must observe the following rules of the Metrorail system:

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

Folded bicycles are permitted inside railcars at all times; however, they must remain folded and securely fastened while in the Metrorail system during the peak hours. Regular bicycles, as defined above, are allowed inside railcars during off peak hours on Mondays through Fridays and all day Saturday and Sunday; and all day on the following holidays: Martin Luther King's Birthday observed, President's Day observed, Memorial Day, Labor Day, Columbus Day observed, Veterans Day, Thanksgiving Day, Christmas Day and New Year's Day. Regular bicycles are **NOT** allowed on Metrorail on Inauguration Day and Independence Day. The exterior of bicycles must be free of excess grease and dirt before entering the railcar and not have sharp projections.

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

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

### **3. Automatic Balancing Wheeled Conveyance**

Passengers may carry on certain automatic balancing wheeled conveyances (ABWCs), including Segways that have a footprint no greater than 19 x 25 feet during off peak times subject to MTPD's discretion to temporarily deny ABWC users access to station mezzanines and platforms during periods of passenger congestion. Anyone under the age of 16 with an ABWC into the Metrorail system must be accompanied by an adult (a person over the age of 18). An adult shall accompany only one child with an ABWC at a time. ABWC users are responsible for their own ABWC and all actions, injuries, losses and/or damages resulting from the ABWC in station areas and aboard trains. Generally, ABWCs are not permitted on Metrobus, except by persons with disabilities who have registered an ABWC as mobility device.

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

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

#### **4. Carriage of Small Animals**

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

#### **5. Prohibited Carry-Ons**

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

## IV.

## ESCALATORS

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### **1. Tampering with Escalators**

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

### **2. Safety of Escalators**

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

### **3. Children on Escalators**

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

### **1. Priority Seating & Use of Elevators**

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

### **2. Medicare Recipients**

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

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

### **4. Disabled Veterans**

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

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

## **5. Personal Care Assistant**

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

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

## **6. Mobility Devices**

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

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

## **7. Service Animals**

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

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

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

In circumstances where it may not be obvious that a particular animal is a trained service animal, Metro staff may ask the individual with the animal if it is a service animal. Metro will not request written assurances before permitting the service animal to accompany the person with the disability. Service animals are not allowed to ride on seats in Metrobus and Metrorail vehicles.

## VI.

## LOST AND FOUND

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### 1. Lost Keys and Eyeglasses

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

### 2. Other Lost Items

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

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

### 3. Unclaimed Lost Items

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



# TARIFF

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The Washington Metropolitan Area Transit Authority Tariff

on

**METRO FARES**

Tariff Number 37

Effective June 25, 2017

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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 <https://www.wmata.com/service/accessibility/metro-access/>.

## 2. Emergency 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. 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, charges, or rules and regulations contained herein.

## II.

## METRORAIL

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### 1. Calculation of Metrorail Fares

Metrorail fares are calculated based on (1) the time of day and day of the week that the trip is taken (categorized as either peak or off-peak) and (2) the distance traveled between the origin and destination stations. The distance component of the fare calculation 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 except Senior & Disabled fares are rounded to the nearest \$0.05, while Senior & Disabled fares are rounded down to the next lowest \$0.05.

### 2. Peak and Off-Peak Fares

Metrorail service is generally in operation on Monday through Thursday from 5:00 a.m. to 11:30 p.m.; Friday from 5:00 a.m. to 1:00 a.m.; Saturday from 7:00 a.m. to 1:00 a.m. and Sunday from 8:00 a.m. to 11:00 p.m. Due to the nature of the service provided, first-train and last-train times may be later than the posted times as the train continues through the stations on a specific line. Station-specific timing information is provided at each station. General operation hours are subject to change and service availability may be altered during periods of preventative maintenance.

In 1988, the WMATA Board authorized an additional rate of charge to be applied during weekday commuter rush hours (i.e., during “peak” periods), beginning when the transit system opens for business. Peak fares are in effect from opening (approximately 5:00 a.m.) through 9:30 a.m. and from 3:00 p.m. to 7:00 p.m. on weekdays, except for national holidays. Off-peak fares are in effect during all other hours on weekdays, all day on Saturdays and Sundays, and on all national holidays. The off-peak fare structure is designed to be a 25% discount off the peak fares. The applicability of peak or off-peak fare is determined by the fare gate’s internal clock at the time of entry to the Metrorail System.

### 3. Metrorail Grace Period

For any exit occurring within 15 minutes after entrance and at the same station, any fare paid upon such exit will be refunded back to the card in the same manner as charged.

### 4. Metrorail Fare Structure

Unless a passenger is under age five or the passenger holds valid fare media for a special rate of fare, the following rates of fare shall apply to Metrorail service:

<b>Metrorail Fare Structure (Effective July 1, 2017)</b>	<b>Regular Fares</b>		<b>All Senior &amp; Disabled Fares are ½ Peak Fare</b>
	<b>Peak</b>	<b>Off-Peak</b>	
First 3 composite miles	\$2.25	\$2.00	\$1.10-\$3.00
Each additional composite mile more than 3 and less than or equal to 6	\$0.326	\$0.244	
Each additional composite mile greater than 6	\$0.288	\$0.216	
Maximum peak fare (Exclusive of Surcharge and Differentials)	\$6.00	\$3.85	\$3.00

## 5. Metrorail Fare Media

Only a SmarTrip® Card or an emergency trip ticket are accepted as rail payment. Passengers must have a minimum of \$1.50 in value on their SmarTrip® card to enter the Metrorail system. Seniors and disabled patrons must have a minimum of \$0.60 in value on their SmarTrip® card to enter the Metrorail system. Passengers may not exit the Metrorail system with a negative balance in excess of \$1.50 on their SmarTrip® cards. Such passengers must add value to their fare media using the exit fare machines before exit will be permitted through the fare gates.

Emergency trip tickets 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 ticket is valid for one ride only and should be surrendered to a station manager at the end of the trip.

All passes are good for consecutive days only or for the month issued. Metrorail-only passes are gate activated and begin on the first day used in the transit system. Metrorail fare media can be purchased online, at Metrorail stations, at the Metro Sales Office located at 600 Fifth Street NW, Washington, DC 20001 and at various other locations. The WMATA Office of Marketing will maintain a list of sales outlets and will advertise the locations. For additional information log onto [www.wmata.com](http://www.wmata.com) or call 202-637-7000.

The following chart provides a list of fare media accepted on Metrorail:

<b>Passes</b>	<b>Cost to Rider</b>
1-Day Unlimited Combo Rail & Bus	\$14.75
7-Day Short Trip Rail	\$38.50
7-Day Fast Pass Rail	\$60.00
SelectPass® Rail <sup>1</sup>	Varies
30-Day DC One Kids-Ride-Free (Metrobus with discounted monthly Metrorail service added) <sup>2</sup>	\$30.00
DC One Card Kids-Ride-Free (Rail and Bus trips within DC only) <sup>3</sup>	\$0.00
U·Pass (University Student Program)	Varies
<b>Other Fare Media</b>	
Monthly TransitLink on MARC and VRE <sup>4</sup>	\$114.00
Monthly TransitLink on MTA <sup>4</sup>	\$176.00

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<sup>1</sup> The monthly SelectPass® is available at multiple prices calculated at 36 times the corresponding fare. The pass holder may take an unlimited number of trips at that fare or lower. For the completion of any trip with a higher corresponding fare, the difference in fare must be paid. The SelectPass® Rail can be upgraded with unlimited Metrobus at a discounted price of \$54 per month.

<sup>2</sup> Unlimited Metrobus travel for private and parochial school students under 21 years old who live and attend school in the District of Columbia. DC private and parochial school students can purchase additional student transit products at a discount and such Passes are accepted for travel within DC only on regular service routes and is not valid toward express services.

<sup>3</sup> Unlimited Metrobus and Metrorail travel for public and charter school students under 21 years old who live and attend school in the District of Columbia. Cost is subsidized by the District of Columbia and is not valid on express service routes.

<sup>4</sup> This price reflects WMATA's portion of the total price of the pass which is priced by regional transit providers. Patron's cost to purchase may vary.

### III.

## METRORAIL PARKING FACILITIES

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### 1. Paid Parking

Metro Park & Ride facilities (non-metered) charge a daily fee to park Monday through Friday between the hours of 9:30 a.m. until 1:00 a.m. or after the last train stops at the station served by the parking facility. Parking at non-metered facilities on weekends and holidays is free of charge. All non-metered parking facilities require the use of a SmarTrip® card or credit card for payment of parking fees upon exit of the facility. Cash is not accepted for payment upon exit.

### 2. Metered Parking

The rate for metered parking at Metrorail stations is \$0.25 per 15 minute increment or \$1.00 for 60 minutes of parking. Meters accept quarters or dollar coins only. Change machines are not available at any Metro station or parking facility.

### 3. Monthly Reserved

Monthly reserved parking is available for a limited number of spaces at Metro-operated facilities at a cost of \$45.00-\$65.00/month depending on the location. The monthly premium, paid in advance, provides a guaranteed parking space from 2:00 a.m. until 10:00 a.m., Monday through Friday. The posted daily rate for parking is additional and must be paid upon exit.

To apply for a new reserved parking permit, visit [www.wmata.com/service/parking](http://www.wmata.com/service/parking) 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.

### 4. Multi-Day Parking

Multi-day parking (i.e. overnight or long-term parking) is available at four stations: Greenbelt, Huntington, Franconia-Springfield, and Wiehle-Reston East. Multi-day parking spaces are available at these locations 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.” There is no additional charge for multi-day parking beyond the regular daily fee applied to the length of the stay.

### 5. Parking Violations

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 within the jurisdiction where 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.

## 6. Non-Metrorail User Parking

A non-Metrorail user parking fee ranging from \$8.60 up to \$25.00 per day may be charged to persons parking in Metrorail station park-and-ride facilities who do not ride the Metrorail system. Implementation of the Non-Metrorail User fee is determined on a station-by-station basis.

## 7. Special Event Parking

An additional fee may be assessed up to \$25.00 for special event parking. Special event parking rates are charged only to Non-Metrorail users upon exit from the parking facility during the time period of up to three hours before a scheduled special event and up to two hours after the conclusion of the special event.

## 8. Parking Rates at Metrorail Park and Ride Facilities

In addition to the WMATA-Board approved base parking rate, WMATA collects parking surcharges on behalf of certain local jurisdictions. The following chart reflects the daily parking rates, effective as of June 25, 2017, and inclusive of applicable jurisdictional surcharges. Parking rates may change based on jurisdictional agreements with the local or state government in which the parking facility is located.

<b>Metrorail Park &amp; Ride Facility</b>	<b>Daily Rate</b>	<b>Non-Metrorail User Rates</b>
<b>District of Columbia:</b>		
Rhode Island Avenue - Brentwood	\$4.95	
Fort Totten	\$4.70	
Minnesota Avenue	\$4.95	
Deanwood	\$4.70	
Anacostia	\$4.45	
<b>Montgomery County MD:</b>		
Shady Grove	\$5.20	
Rockville	\$5.20	
Twinbrook	\$5.20	\$8.70
White Flint	\$5.20	\$8.70
Grosvenor-Strathmore	\$5.20	
Wheaton	\$4.45	
Forest Glen	\$5.20	
Glenmont	\$5.20	

**Parking Rates at Metrorail Park and Ride Facilities continued:**

<b>Metrorail Park &amp; Ride Facility</b>	<b>Daily Rate</b>	<b>Non-Metrorail User Rates</b>
<b>Prince George's County MD:</b>		
New Carrollton	\$5.20	\$8.85
Landover	\$4.70	
Cheverly	\$5.20	
Largo Town Center	\$5.20	\$15.00 <sup>5</sup>
Morgan Boulevard	\$5.20	\$15.00 <sup>5</sup>
Addison Rd.-Seat Pleasant	\$4.70	
Capitol Heights	\$5.20	
West Hyattsville	\$5.20	
Prince George's Plaza	\$4.70	
College Park- U of MD	\$5.20	\$15.00 <sup>6</sup>
Greenbelt	\$5.20	
Branch Avenue	\$5.20	
Suitland	\$5.20	
Naylor Road	\$5.20	
Southern Avenue	\$5.20	
<b>Virginia:</b>		
Vienna/Fairfax-GMU	\$4.95	
Dunn Loring-Merrifield	\$4.95	
West Falls Church-VT/UVA	\$4.95	
East Falls Church	\$4.95	
Huntington	\$4.95	
Van Dorn St.	\$4.95	
Franconia-Springfield	\$4.95	
Wiehle Reston East	\$4.95	

<sup>5</sup> Special event parking rate on Redskins game days beginning three hours before kickoff and ending two hours after the game.

<sup>6</sup> Special event parking rate on Terrapins game days.

## IV.

## METRO BICYCLE PARKING

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### 1. Bicycle Racks

Metro operates approximately 2,400 bicycle racks, and is replacing older racks with new inverted-U racks that are available for bicycle parking at no charge at Metrorail parking facilities. Bicycles that are locked to other objects around Metro stations shall be removed without notification.

### 2. Bicycle Lockers

Metro operates approximately 1,300 bicycle lockers at Metrorail parking facilities that 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.

### 3. Bicycle Locker Rates

All bicycle locker rental cost \$120 per year, and are subject to availability. Payments are accepted by credit cards, checks, and money orders.

### 4. Bike & Ride Facilities

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 <https://www.wmata.com/service/bikes/bike-and-ride.cfm> 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, Vienna and Falls Church Metrorail stations with construction 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 <https://www.wmata.com/about/transit-police/bikeregistration.cfm>

**V.****METROBUS****1. Metrobus Boarding Fees**

Metrobus fares are valid for single trip service upon boarding. Eligible seniors and disabled patrons can ride Metrobus at half the regular fare, rounded down to the nearest \$.05 listed as follows:

<b>Metrobus Service</b>	<b>Regular Fare</b>	<b>Senior/Disabled Fare</b>
Regular Metrobus Service	\$2.00	\$1.00
Metrobus Express Service (Designated routes only) <ul style="list-style-type: none"> <li>Maryland: J7, J9, P17, P19, W13, W19</li> <li>Virginia: 11Y, 17A, 17B, 17G, 17H, 17K, 17L, 17M, 18E, 18G, 18H, 18P, 29E, 29G, 29H, 29X</li> </ul>	\$4.25	\$2.10
Airport Shuttle Service (Designated airport routes only) <ul style="list-style-type: none"> <li>Maryland: B30</li> <li>Virginia: 5A</li> </ul>	\$7.50	\$3.75

**2. Metrobus Fare Media**

Passengers five years of age and older must provide or purchase valid fare media before riding Metrobus. Passengers may pay for a single trip with cash or a Metro token, or may use a SmarTrip® card to pay with stored value.

<b>Metrobus Fare Media</b>	<b>Regular Fare</b>	<b>Senior/Disabled Fare</b>
7-Day Regional Bus Pass <sup>7</sup>	\$17.50	\$8.75
Monthly Unlimited Bus Add-on to SelectPass® Rail	\$54.00	N/A

<sup>7</sup> Valid for unlimited travel on regular Metrobus service during a consecutive seven day period, activated on first use and valid for regular bus fare value upon transfer to express service bus routes.

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

Other Fare Media/Passes	Regular Pass Rate	Senior/Disabled Pass Rate
30-Day DC One SmartStudent (Rail & Bus trips within DC only) <sup>8</sup>	\$30.00	N/A
Metrobus Tokens 10 pack (bulk sales to organizations only)	\$20.00	N/A
DC One Card “Kids-Ride-Free” (Rail and Bus trips within DC only) <sup>9</sup>	\$0.00	N/A
DC Student Tokens 10 pack (bulk sales to DC government only)	\$10.00	N/A
MARC Issued Weekly/Monthly Pass <sup>10</sup> VRE Issued Weekly/Monthly Pass	Varies	N/A
Monthly TransitLink® Card on MARC and VRE <sup>10</sup>	\$114.00	N/A
Monthly TransitLink® Card on MTA <sup>10</sup>	\$176.00	N/A
U·Pass (University student unlimited bus & rail)	Varies	N/A

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<sup>8</sup> Unlimited travel for students under 21 years old who live and attend school in the District of Columbia. Passes accepted as payment for travel within DC only on regular service routes and is not valid toward express services.

<sup>9</sup> Unlimited travel for public school students under 21 years old who live and attend school in the District of Columbia. Cost is subsidized by the District of Columbia and is not valid on express service routes.

<sup>10</sup> This price reflects WMATA’s portion of the total price of the card which is priced by regional transit providers.

## VI.

## TRANSFERS

### 1. Transfer Period for Linked Trips

Passengers transferring among different modes of services within the Metro system, and between Metro and other bus operators in the region, may be eligible for a transfer discount. The valid transfer period is 120 minutes, beginning at the time of initial boarding. During the transfer period, the SmarTrip® system will look first for a bus transfer. Therefore a bus-to-rail-to-bus trip will be calculated using the bus fare transfer discount, except when passenger is using a Pass, including but not limited to the 7-Day Unlimited Bus or the 7-Day Unlimited Rail passes. There is no fare charged when transferring between different lines of the Metrorail system.

### 2. SmarTrip® Card Required for Transfer Discount

To receive a bus-to-rail or rail-to-bus transfer discount, or to transfer free of charge from bus-to-bus, passengers must use a SmarTrip® card. With a SmarTrip® card, transfer rates also apply to transfers to an upgraded or premium bus service from a lower cost service. Passengers with the 7-day Regional Bus and the 7-day Regional Senior and Disabled Bus passes do not pay transfer fees.

### 3. Bus-to-Bus Transfer Discount Rates

The transfer rate for bus-to-bus transfers is calculated by subtracting the base fare of the originating bus service from the value of the fare for the bus service to which the rider transfers. These transfer rates are summarized in the chart below. A rate of \$0.00 indicates a free bus-to-bus transfer.

#### Full Fare Transfers Rates:

Transfer Originates From Metrobus	Base Fare	Metrobus Regular Route	Metrobus Express Service	Metrobus Airport Shuttle
Metrobus Regular Routes	\$2.00	\$0.00	\$2.25	\$5.50
Metrobus Express Service	\$4.25	\$0.00	\$0.00	\$3.25
Metrobus Airport Shuttle	\$7.50	\$0.00	\$0.00	\$0.00
Transfer Originates from a Regional Bus	Regional Base Fare	Metrobus Regular Route	Metrobus Express Service	Metrobus Airport Shuttle
TAGS (Transportation Authority of Greater Springfield)	\$0.50	\$2.00	\$4.25	\$7.50
ART (Arlington Transit)	\$2.00	\$0.00	\$2.25	\$5.75
CUE (Fairfax City-University Energysaver)	\$1.75	\$0.25	\$2.50	\$5.25
DASH (Driving Alexandria Safely Home)	\$1.60	\$0.40	\$2.65	\$5.90
D.C. Circulator	\$1.00	\$1.00	\$3.25	\$6.50
Fairfax Connector (Local)	\$2.00	\$0.00	\$2.25	\$5.50
Fairfax Connector (Tyson's Shuttle)	\$0.50	\$1.50	\$3.75	\$7.00
Fairfax Connector (Express 2)	\$4.25	\$0.00	\$0.00	\$3.25
Fairfax Connector (Express 1)	\$7.50	\$0.00	\$0.00	\$0.00

**Continuation of Full Fare Transfer Rates:**

<b>Transfer Originates from a Regional Bus</b>	<b>Regional Base Fare</b>	<b>Metrobus Regular Route</b>	<b>Metrobus Express Service</b>	<b>Metrobus Airport Shuttle</b>
Fairfax Connector (Reserve)	\$1.00	\$1.00	\$3.25	\$6.50
Fairfax Connector (Wolf Trap Express)	\$5.00	\$0.00	\$0.00	\$2.50
Loudoun Commuter Bus	N/A	N/A	N/A	N/A
PRTC OmniRide	\$6.90	\$0.00	\$0.00	\$0.60
PRTC Metro Direct	\$3.45	\$0.00	\$0.80	\$4.05
PRTC Local Service	N/A	N/A	N/A	N/A
Ride On (Montgomery County, MD)	\$2.00	\$0.00	\$2.25	\$5.50
Ride On Express (Montgomery County, MD)	\$4.25	\$0.00	\$0.00	\$3.25
The Bus (Prince George's County, MD)	\$1.25	\$0.75	\$3.00	\$6.25

**Senior/Disabled Transfer Rates:**

Transfer Originates From Metrobus	Base Fare	Metrobus Regular Route <b>\$1.00</b>	Metrobus Express Service <b>\$2.10</b>	Metrobus Airport Shuttle <b>\$3.75</b>
Metrobus Regular Routes	\$1.00	\$0.00	\$1.10	\$2.75
Metrobus Express Service	\$2.10	\$0.00	\$0.00	\$1.65
Metrobus Airport Shuttle	\$3.75	\$0.00	\$0.00	\$0.00
Transfer Originates from a Regional Bus	Regional Base Fare	Metrobus Regular Route <b>\$1.00</b>	Metrobus Express Service <b>\$2.10</b>	Metrobus Airport Shuttle <b>\$3.75</b>
TAGS (Transportation Authority of Greater Springfield)	\$0.50	\$0.50	\$1.60	\$3.25
ART (Arlington Transit)	\$1.00	\$0.00	\$1.10	\$2.75
CUE (Fairfax City-University Energysaver)	\$0.85	\$0.15	\$1.25	\$2.90
DASH (Driving Alexandria Safely Home)	\$1.60	\$0.00	\$0.50	\$2.15
D.C. Circulator	\$0.50	\$0.50	\$1.60	\$3.25
Fairfax Connector (Local)	\$1.00	\$0.00	\$1.10	\$2.75
Fairfax Connector (Tyson's Shuttle)	\$0.50	\$0.50	\$1.60	\$3.25
Fairfax Connector (Express 2)	\$2.10	\$0.00	\$0.00	\$1.65
Fairfax Connector (Express 1)	\$3.75	\$0.00	\$0.00	\$0.00
Fairfax Connector (Reserve)	\$0.50	\$0.50	\$1.60	\$3.25

**Continuation of Senior/Disabled Transfer Rates:**

Transfer Originates from a Regional Bus	Regional Base Fare	Metrobus Regular Route <b>\$1.00</b>	Metrobus Express Service \$2.10	Metrobus Airport Shuttle \$3.75
Fairfax Connector (Wolf Trap Express)	\$5.00	\$0.00	\$0.00	\$0.00
Loudoun Commuter Bus	N/A	N/A	N/A	N/A
PRTC OmniRide	\$4.60	\$0.00	\$0.00	\$0.00
PRTC OmniRide (Peak)	\$6.90	\$0.00	\$0.00	\$0.00
PRTC Metro Direct	\$2.10	\$0.00	\$0.00	\$1.65
PRTC Metro Direct (Peak)	\$3.45	\$0.00	\$0.00	\$0.30
PRTC Local Service	N/A	N/A	N/A	N/A
Ride On (Montgomery County, MD)	\$1.00	\$0.00	\$1.10	\$2.75
Ride On (Montgomery County, MD) – Seniors Free in Montgomery County	\$0.00	\$0.00	\$0.00	\$0.00
Ride On Express (Montgomery County, MD)	\$2.10	\$0.00	\$0.00	\$1.65
Ride On Express (Montgomery County, MD) – Seniors Free in Montgomery County	\$0.00	\$0.00	\$0.00	\$0.00
The Bus (Prince George’s County, MD)	\$0.00	N/A	N/A	N/A

**4. Rail-to-Bus and Bus-to-Rail Transfers**

The 120 minute transfer period begins when a trip starts on either bus or rail when a SmarTrip® Card is used and a \$0.50 discount is applied to transfers made between bus and rail. The bus fare will be calculated by subtracting \$0.50 from the value of the fare for the service to which the rider transfers, unless free transfers are included in the fare media presented. After the expiration of the 120 minute transfer period, full fare is incurred and a new transfer period begins. Please see the chart below.

Rail-to-Bus Transfer Category	Rail to Bus Transfer Discount	Metrobus Regular Routes	Metrobus Express Service	Metrobus Airport Shuttle
General Peak and Off-Peak Transfers	\$0.50	\$1.50	\$3.75	\$7.00
Anacostia Bus Route	\$1.00	\$1.00	NA	NA
Seniors and Disabled Riders	\$0.50	\$0.50	\$1.60	\$3.25
Transfers to DC Bus Routes: 94, A2, A4, A6, A7, A8, W1, W2, W3, W5, W6 and W8	\$1.00	\$1.00	\$3.25	\$6.50
U·Pass (University Student Unlimited Bus & Rail)	Free Transfer	Free Transfer	Free Transfer	Free Transfer

## **VII.**

## **SPECIAL FARES**

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### **1. Policy for Major Fare and Service Changes**

In compliance with Title VI civil rights requirements, Metro has developed written procedures to evaluate, prior to implementation, Metro's major service changes as well as all fare changes to determine whether such proposed changes will have an adversely discriminatory impact based on race, color, or national origin of transit riders. Metro procedures ensure that the impacts of service and fare changes are distributed equitably to minority and low-income populations and are not discriminatory. Metro also seeks to ensure that minority, low-income, and limited English proficient communities have an equal opportunity to participate in the public input that precedes a decision to change service and fares.

### **2. Promotional & Demonstration Fares**

In 1994, the WMATA Board approved a policy that provided for 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. Before such fare is implemented, the specific promotional or demonstration fares must be approved by the WMATA Board. The WMATA Board also has the authority to adjust rail and bus fares for specific special events. Special event fares of no more than five times the normal rate for fares and passes on bus and rail may be instituted.

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. The applicability of transfers to other rail or bus service is established as part of the authorizing action.

Current special fare 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 \$6.50. When traveling via Metrorail or Metrobus, MetroAccess Customers certified by Metro as 'conditionally eligible' may ride Metrorail and Metrobus at no charge. Personal Care Assistants will pay the same fare that is charged to the customer they accompany. For additional information on paratransit eligibility and fares, please refer to the Customer Guide to MetroAccess available online at <https://www.wmata.com/service/accessibility/metro-access/>.

## **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 buses operating in Montgomery County on the following routes: C2, C4, C8, D5, F4, J1, J2, J3, J4, J7, J9, K6, K9, L8, Q1, Q2, Q5, Q6, T2, Y8, Z2, Z6, Z9, Z11, and Z29. No transfers will be issued. Valid identification must be displayed. Bus routes J7 and J9 will be eliminated in October 2017.

## **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 all bus trips taken between 2:00 PM and 8:00 PM Mondays through Fridays on the following routes: C2, C4, C8, D5, F4, J1, J2, J3, J4, J7, J9, K6, K9, L8, Q2, Q4, Q6, T2, Y7, Y8, Z2, Z6, Z7, Z8, and Z11. Such students will pay \$2.25 to ride J7 and J9 bus routes during the program hours of operation through October 2017, after which such routes will be eliminated from the Kids Ride Free Program. During all other days and hours, such students will pay the same fares as other passengers.

## **2.4. 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® product allows students unlimited travel on Metrorail and Metrobus, express buses and airport shuttles during the academic term.

## **2.5. 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 age five years and older must present applicable fare media at the full fare rate to ride any Metro transit vehicle. In case of doubt, operator may inquire the age of the accompanying passenger. The accompanying passenger’s statement will be accepted.

## **2.6. 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.

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.

## **2.7. 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 may ride the Metrorail and Metrobus transit system free of charge. If the WMATA or AB&W member is eligible for MetroAccess services, they may ride free of charge on MetroAccess.

## VIII.

## SALE OF METRO FARE MEDIA

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### 1. Retail Outlets

Fare media can be purchased online, in person at Fare Vending Machines located at all Metrorail stations or at the Metro Sales Office located at 600 Fifth Street NW, Washington, DC and authorized retail outlets.

### 2. SmarTrip® Cards

The SmarTrip® card costs \$2 and eliminates the need to carry cash, coins, and transfers. The value on a registered SmarTrip® card cannot be lost if the card is misplaced or damaged. For a \$2 replacement fee, a new card auto-loaded with the remaining value of the misplaced/damaged SmarTrip® card at the time you notify Metro, 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® cards can be purchased at WMATA Fare Vending Machines located at all Metro Stations and can be purchased at the Metro Sales Office located at 600 Fifth St, NW, Washington DC and from authorized retail outlets, or online at <https://smartrip.wmata.com>. Only cards purchased online will be registered at the time of purchase. To register cards purchased from other retail outlets, go to <https://smartrip.wmata.com>.

### 3. 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. To purchase the SmarTrip® card, seniors must show a valid government issued photo ID with proof of age at either the Metro Sales Office at 600 Fifth St, NW, Washington DC, at authorized retail outlets or at selected public libraries located in Montgomery County. Reduced fare Senior SmarTrip® cards are not sold in vending machines at Metro stations.

### 4. Metrorail and Metrobus Passes

All Metrorail and Metrobus passes including SelectPass® and the 7-day Regional Bus Pass are fare media that are electronically loaded onto SmarTrip® cards. While the services and fares vary according to the fare product loaded onto the SmarTrip® card, the card visually appears to be the same card for all fare products.

### 5. 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 MEDIA**

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### **1. Fair Media Available for Bulk Purchase**

Bulk purchases by a convention, visitor or other group of passengers can be acquired for the following fare media: SmarTrip® cards at a cost of \$2 per card with each card preloaded in value amounts of \$5, \$8, \$10, \$15, \$20, \$28 or \$30. Also available for bulk purchase are the One-Day Metrobus/Metrorail pass and the Weekly Metrorail pass. 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. All bulk sales orders must be in writing with the following information: contact name, telephone number, address for order delivery, the fare media 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 media, including Metrobus tokens by a school requires written approval by the DDOT Office of Mass Transit. 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.

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

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### **1. DC One Card – Kids Ride Free on Bus/Rail Pass**

The School Transit Subsidy Program offers free rides on Metrobus and Metrorail for District of Columbia (DC) public school and public charter school students to travel to and from school and school-related activities within DC. The program is available to students under 21 years old who live in the DC and are enrolled in DC schools. The program relies on an electronic pass that is loaded onto a student's school identification card, the DC One Card. The card can be acquired through the student's school or consult [www.dconecard.dc.gov](http://www.dconecard.dc.gov) for other locations.

### **2. DC One Card – Kids Ride Free on Bus Pass**

The School Transit Subsidy Program offers free rides on Metrobus for DC Private, Parochial and foster youth students. The program is available to students under 21 years old who live in DC and are enrolled in DC schools. The program relies on an electronic pass that is loaded onto a student's school identification card, the DC One Card. The card can be acquired through the student's school or consult [www.dconecard.dc.gov](http://www.dconecard.dc.gov) for other locations.

### **3. DC One Card – Student Monthly Pass**

Private, parochial and foster youth students in DC that are eligible for the Transit Subsidy Program as stated above do not have access to free rail and therefore may purchase at a discount rate an electronic monthly pass that is loaded onto the DC One Card for unlimited Metrorail rides. The pass is subsidized through the District of Columbia Department of Transportation (DDOT) and after the first purchase may be renewed monthly during the school year. Private and parochial school students must preregister online to qualify for the transit pass at [www.dconecard.dc.gov](http://www.dconecard.dc.gov).

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

The Transit Link Card, also known as the TLC pass is fare media 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 <https://mta.maryland.gov/marc-fares>, contact VRE at <http://www.vre.org>, and MTA at <https://mta.maryland.gov/>. To purchase the TLC card online, log onto [www.commuterdirect.com](http://www.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. The card costs \$2.50 and comes with \$7.50 in stored value already on the card for a total price of \$10. Additional value can be added to the card at MTA ticket vending machines, MTA bus farebox, Metrorail stations, on Metrobus or buses at participating transit agencies.

## **6. SmartBenefits®**

SmartBenefits® is an IRS-compliant, web-based program that facilitates employers in directing the dollar value of employees commuting benefits to a SmarTrip® card that can be used for parking (if the employer funds a parking benefit separate from a transit benefit), rail, bus or van pool travel throughout the D.C. metropolitan region. SmartBenefits® provides for the electronic delivery of monthly transit and parking benefits from employers to employees and transit providers. For additional information and to register for the program, log onto [www.wmata.com/about/business/smartbenefits](http://www.wmata.com/about/business/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 arrest and prosecution. Metro Transit Police Department (MTPD) is authorized in each jurisdiction to issue fines ranging from \$50-\$100 and other penalties, including criminal or civil citations to adult and juvenile offenders. The specific fine amount is determined by the law 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 who receive the benefit from their employer or a WMATA agent. Use by any other person invalidates the value added, is illegal and may subject the person to arrest and/or prosecution.

## **2. Confiscation of Fare Media**

Metro will not honor fare media purchased from non-authorized sources. The use of any SmarTrip® and/or DC One card by any person other than the duly authorized registered user or student for such card may result in the card being confiscated by MTPD or another WMATA agent or employee. Confiscated SmarTrip® cards will be canceled and destroyed. Confiscated DC One cards will be returned to the authorized government agent(s) of the District of Columbia.

## **3. Lost or Stolen Fare Media**

WMATA is not responsible for fare media that is lost or stolen from the possession of its owner while using the transit system or after exiting the transit system. Passengers that lose fare media within the Metrorail system will be charged the maximum peak or off-peak fare at the station exited with peak or off-peak fare determined at the time of fare gate exit.

Owners of registered SmarTrip® cards may report their lost or stolen cards to SmarTrip® Customer Service at 1-888-762-7874, via email at [smartrip@wmata.com](mailto:smartrip@wmata.com), or by creating an online account at [www.smartrip.com](http://www.smartrip.com). The remaining value on lost or stolen 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 balance of the lost or stolen card electronically transferred onto the replacement card. The registered owner of the lost or stolen 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 the fare gate or other SmarTrip fare processing machine.

## **XII. REFUNDS & EXCHANGES OF FARE MEDIA**

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

### **1. Unused Fare Media**

Patrons may exchange unused fare media for SmarTrip® value at the WMATA Sales Office located in the Jackson Graham Building located at 600 Fifth Street NW, Washington, DC 20001. No exchange will be made after the start of a pass period or if the fare media already has been activated.

Fare media (except Smart Benefits®) is 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 to utilize WMATA service. Proof of residence is required.

### **2. Damaged or Non-Working SmarTrip® Cards**

When a SmarTrip® card with sufficient value fails to work upon exiting the fare gate, see the Station Manager for immediate assistance. If the SmarTrip® card is damaged, contact SmarTrip® Customer Service at 1-888-762-7874, via email at [smartrip@wmata.com](mailto:smartrip@wmata.com), or by creating an online account at [www.smartrip.com](http://www.smartrip.com) to report the card as damaged. The remaining value on a damaged SmarTrip® card will be transferred to a replacement card. The owner will be assessed \$2.00 for each replacement of a SmarTrip® card. The transfer value will be auto-loaded and the replacement card must be activated within 30 days by tapping the card at a fare gate or other SmarTrip® fare machine.

### **3. 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.

#### **4. 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 media, 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 media. Please note that bus tokens are not refundable.

#### **5. Exchange of Metrobus Tokens**

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

#### **6. 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.