

1. System Name: My Metro Transit Police Department (MTPD) Text Tips.
2. System Location: Records are maintained in WMATA-owned or contractor-operated information systems, including authorized cloud-based environments (e.g., Software-as-a-Service, Platform-as-a-Service, and Infrastructure-as-a-Service). Data may be stored at WMATA facilities and at approved service provider locations.
3. Categories of Individuals Covered by System: Individuals who send a text message to MYMTPD (696873).
4. Categories of Records in the System: Customer SMS/MMS enabled phone number, Text Messages Originating from the Customer to MTPD (Mobile Originated), Text Message Responses from MTPD to the Customer (Mobile Terminated).
5. Principle Purpose: Allows individuals in the WMATA Transit Zone to send text messages to MYMTPD (696873) to report public safety issues, including but not limited to, safety concerns, medical emergencies, property damage, and operational disruptions..
6. Routine Uses of Records maintained in the System:
 - General Routine Use A (Disclosure for Law Enforcement Purposes);
 - General Routine Use B (Disclosure Incident to Requesting Information);
 - General Routine Use C (Disclosure to Requesting Agencies);
 - General Routine Use E (Disclosure to Courts or Administrative Bodies);
 - General Routine Use H (Disclosure in Connection with Litigation);
 - General Routine Use J (Disclosure to the Government Accountability Office (GAO), Federal Transit Administration (FTA), or Other Government Oversight Agencies).
7. Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:

Retrieved by: Customer SMS/MMS enabled phone number, MYMTPD Text Tips 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.
8. Systems Manager/Administrator: – MYMTPD Text Tips Systems 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 them, who wants access to their record(s), or who wants to contest the contents of a record, should make a written request to the Privacy Administrator at (1) **PARP@wmata.com**; or (2) **Office of General Counsel 7E, PO Box 44390, Washington, D.C. 20026-4390**. Requesters will be required to provide adequate identification, such as a driver's license, WMATA personnel identification card, or government-issued identification document. Requests for correction or amendment must identify the information to be changed and the corrective action sought. Additional information is available in WMATA's Policy/Instruction 9.2 (Privacy Policy), which is posted on WMATA's website.

10. Records source categories: Text messages sent to/from MYMTPD Text Tips from individuals reporting activity in the WMATA Transit Zone.