

1. System Name: Traffic Ticket and Citation Management App (TTCM).
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: WMATA employees and contractors who operate registered WMATA revenue, non-revenue, and Metro Access vehicles.
4. Categories of Records in the System: WMATA employee and contractor personal information (phone number, WMATA-furnished personnel identification number, and WMATA email address); DC, MD, & VA traffic, parking violation, and unpaid toll tickets and notices; collection notices; notices of traffic court hearings; dispositions of traffic court hearings; ticket and toll paid receipts; and traffic violation investigation reports.
5. Principle Purpose: TTCM will increase the rate of infraction payment by the responsible vehicle operator, significantly reduce administrative burden, and increase vehicle operator compliance with traffic regulations.
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 D (Disclosure to Congressional Offices or Offices of Elected Officials in the Transit Zone);
 - General Routine Use E (Disclosure to Courts or Administrative Bodies);
 - General Routine Use F (Disclosure to Contractors, Grantors, Grantees, Federal Government Agencies, and Others);
 - General Routine Use G (Disclosure for Administrative Claims, Complaints, and Appeals);
 - General Routine Use H (Disclosure in Connection with Litigation);
 - General Routine Use I (Disclosure to WMATA Unions); and
 - 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**: Ticket or Notice number; Employee/Contractor name, WMATA-furnished personnel identification number, Vehicle Control Officer (VCO), Vehicle Supervisor, WMATA Division, WMATA Department, Ticket Date, and Issuing Jurisdiction.
 - Storage**: Database information (via ServiceNow).
 - Safeguards**: Electronic records are maintained in an access-controlled (username/password) database.

Retention and Disposal: Electronic files are stored permanently.

8. Systems Manager/Administrator:

- A. Application Processes – TTCM – App Application Administrator, Office of Operations Technology, Digital Modernization, 300 7th Street SW, Washington, DC 20024; and/or
- B. Database Processes – TTCM – App Database Administrator, Office of Operations Technology, 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: Applicable DC, MD, and VA Traffic Ticket and Tolls Systems (including all governmental entities located within the WMATA Transit Zone as it exists on the effective date of this SORN or as may be modified by WMATA Board resolution pursuant to WMATA Compact section 83).