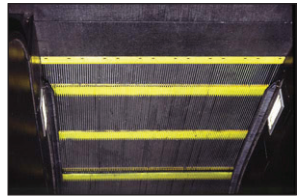


Answers to frequently asked questions

Who is eligible for Metro's reduced fare programs?
People under the age of 65 with disabilities (which are medically certified by a health care provider), senior citizens age 65 and older and Medicare eligible customers UNDER the age of 65.

How do I get a Metro Reduced Fare SmarTrip® ID for the reduced fares?
Complete an application with certification by one of the health care professionals listed on the application and return it to Metro. Provide audiogram if hearing loss is 70db or greater, VA disability rating showing a least a 60% service connected disability, or valid Medicare card and photo ID for Medicare eligible customers UNDER age 65. For an application, please call 202-962-2700 (RELAY/TTY 202-962-2033).

Large ♿ symbols on pylons outside stations direct you to the elevators. Raised letters and Braille identify the station and the Metro lines that serve it. Priority parking spaces near the station entrance are reserved for vehicles that display DMV permits or license plates. On escalators, the yellow stripe defines the edge of the step to help customers with low vision.



Elevators are equipped with security cameras and emergency intercoms to contact Metro staff. In-elevator chimes and audio messages announce the elevator's level and the direction it will travel. Most elevators that only serve two levels automatically travel to the other level. Lower panels on farecard machines make it easy for customers in wheelchairs to buy fares. Instructions at fares. Instructions at farecard machines also are in Braille, raised letters and audio.



Every station entrance has one wide faregate to make access easy for customers in wheelchairs. Other features include SmarTrip® targets located inside the faregates. Platform tiles change from smooth to bumpy domes to alert you that you are near the edge. Customers who are blind or have low vision may use their cane or foot to detect the change. Lights flash on the platform edge when a train is arriving to assist customers who are deaf or hard of hearing.



Large signs on the platform wall name the station and street exits, and the ♿ symbol direct you to the nearest elevator. Emergency intercoms at each platform are marked with a white stripe or the word HELP. Use the intercom to call the station manager in an emergency. Instructions are in Braille and raised letters. If you cannot speak, simply press the button and knock.

Helpful phone numbers

Customer Information..... 202-637-7000
RELAY/TTY 202-962-2033

Customer Relations..... 202-637-1328
RELAY/TTY 202-962-2033

Elevator Status and Service Disruptions 202-962-1212
RELAY/TTY 202-962-2033

MetroReady Travel Training..... 202-962-2703

Metro Reduced Fare Program 202-962-2700
RELAY/TTY 202-962-2033

Elevator Outage/ Shuttle Service..... 202-962-1825
RELAY/TTY 202-962-2033

Office of ADA Policy and Planning 202-962-1100
RELAY/TTY 202-962-2033

Metro's free travel training helped me get to my job.



The training is free. The benefits are life-changing.

If you know a senior citizen or someone with a disability who doesn't use Metrobus or Metrorail because they don't know how, let us show them. For more information about Metro's free travel training, Contact the Office of Eligibility Certification and Outreach at 202-962-2703.



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Tips for Riding Metro for People with Disabilities and Senior Citizens



Answers to frequently asked questions

If I am Medicare eligible AND under the age of 65 may I use my Medicare card to get the discount fare?

Yes. Present your Medicare card and valid ID to the bus operator or when buying fare at a sales location.

How do I get the reduced fare?

On Metrobus—Use your Metro Reduced Fare SmarTrip® ID or Senior SmarTrip® card.

If you pay with cash, show your valid Medicare card and a valid photo ID card (proof of age 65 or older) to the driver.

On Metrorail—Use your Metro Reduced Fare SmarTrip® ID or Senior SmarTrip® card. One-half the regular fare will be deducted when you exit.

Is my Metro Reduced Fare SmarTrip® ID or Senior SmarTrip® card for reduced fares accepted on other local buses or rail service?

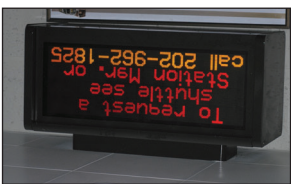
Yes. ART, CUE, Fairfax Connector, Ride On, TheBus, AmTrak and MARC accept it.

Where may I buy a card?

Senior SmarTrip® cards can be purchased at all Metro sales offices, transit stores and select public libraries in Montgomery and Prince George's counties. See wmata.com for locations.

To find out if you're eligible for a Metro Reduced Fare SmarTrip® ID and how to purchase one, call 202-962-2700 or email traveltraining@wmata.com.

Large electronic signs on each mezzanine and platform list elevator outages and shuttle bus locations. They also display the destination and arrival time of the next trains, and service delays. Rail car gap reducers shorten the space between the car and platform to make it easier for people who use wheelchairs or other mobility devices. Chimes, audio announcements and a flashing light above the doors alert you when car doors open and close. Barriers between rail cars prevent riders who are blind or have low vision from mistaking the space for a doorway.



Priority seats are next to the center train doors. Audio announcements advise you of the next station and the next station and doors will open. All rail cars have intercoms at both ends of the car; the 6000 and 7000 series cars have additional intercoms in the center of the car. Use the intercom only to report an emergency to the train operator. Instructions are in Braille and raised letters. If you cannot speak, simply press and hold the call button for assistance.



Metro is a convenient, accessible and safe way for people with disabilities and senior citizens to get around.

Learn about accessibility features and how to qualify for reduced fares in this brochure.

Free system orientations

Sign up for free one-on-one or group orientation sessions which offer familiarization with and hands-on training on Metrobus and Metrorail.

To schedule a session, customers may contact the Office of Eligibility Certification and Outreach: 202-962-2703 or traveltraining@wmata.com

ADA customer service

Metrobus Operators and Metrorail Station Managers and Train Operators receive sensitivity training and are trained to operate vehicles and equipment when providing Metro services to individuals with disabilities.

Elevators at Metro stations



To check the status of an elevator at a specific station before traveling, call 202-962-1212. You can map your trip online using The Metro Trip Planner and plot an alternative route in case an elevator is out of service. If the elevator is not working, you may call 202-962-1825 (TTY 202-962-2033) to arrange for shuttle service.

You may sign up for the ELstat that alerts you in advance about elevator outages and service disruptions so you may make alternate arrangements. ELstat alerts subscribers by e-mail, cell

phone text message, pager or personal digital assistant. Register online at wmata.com under Rider Tools.

Options if an elevator is out of service

- Please let the station manager or a Metro employee know if you need assistance or would like to arrange for shuttle bus service.
- If you are at a station with a split platform, you may ride to the nearest station with a center platform. Then return to your destination station but from the opposite direction to access the working elevator.
- If you are downtown where stations are closer together, you may locate the next closest station to your destination with a working elevator. Then you may ride to that station and exit.

Locations of street level elevators at Metrorail stations

Station	Elevator location
Addison Road	Central Ave., east of Addison Rd.
Anacostia	Shannon Pl. between Martin Luther King & Firth Sterling Aves. SE; North of Howard Rd. & Anacostia Frwy.
Archives	North of Pennsylvania Ave, west of 7th St. NW
Arlington Cemetery	North side of Memorial Dr.
Ballston-MU	SW & NW corners of Fairfax Dr. & N. Stuart St.
Benning Road	North of E. Capitol St.
Bethesda	West side of Wisconsin Ave. at Montgomery Ln.
Braddock Road	North side of Braddock Rd. at West St.
Branch Ave	East of Branch Ave at Auth & Old Soper Rds.
Brookland-CUA	Michigan Ave. & Bunker Hill Rd. NE
Capitol Heights	SE corner E. Capitol St. & Southern Ave.
Capitol South	NW corner of First & D Sts. SE
Cheverly	Columbia Park Rd., south of Rt. 50
Clarendon	Between Clarendon & Wilson Blvds. at N. Highland St.
Cleveland Park	East side of Connecticut Ave. NW north of Ordway St.
College Park-U of Md	East & west sides of Calvert Rd. between Rt. 1 & Kenilworth Ave.
Columbia Heights	West side of 14th St. NW at Irving St.
Congress Heights	North & south sides of Alabama Ave. SE at 13th St.
Court House	Clarendon & Wilson Blvds. at N. Uhle St.
Crystal City	North side of 18th St. between Clark Pl. & Jefferson-Davis Hwy.
Deanwood	North side of Minnesota Ave. NE between Nash & 48th Sts.
Dunn Loring	Median of I-66 at Gallows Rd.
Dupont Circle	SW corner of Connecticut Ave. & Q St. NW
Eastern Market	SE corner of Pennsylvania Ave. & 7th St. SE
East Falls Church	Median of I-66 at N. Sycamore St.
Eisenhower Ave	Eisenhower Ave. at Stovall St.
Farragut North	East side of Connecticut Ave. between K & L Sts. NW
Farragut West	NW corner of 18th & I Sts. NW
Federal Center SW	SW corner of 3rd & D Sts. SW
Federal Triangle	West side of 12th St. NW between



Station	Elevator location
	Pennsylvania & Constitution Aves. NW
Foggy Bottom-GWU	On I St. between 23rd & 24th Sts. NW
Forest Glen	Georgia Ave. at Forest Glen Rd.
Fort Totten	Galloway St. NE, east of S. Dakota Ave.
Franconia-Springfield	Franconia-Springfield Pkwy. at Frontier Dr.
Friendship Heights	East side of Wisconsin Ave. at Western Ave. SW corner of Wisconsin Ave. at Jenifer St.
Gallery Place	NE side of 7th St. NW, between F & G Sts.
Georgia Ave-Petworth	East & west sides of Georgia Ave. NW at New Hampshire Ave.
Glenmont	Georgia Ave. at Glenallen Ave.
Greenbelt	Cherrywood Ln. at CSX/MARC RR
Greensboro	Leesburg Pike & SAIC Dr.
Grosvenor-Strathmore	East side of Rockville Pk. between Montrose Ave. & Tuckerman Ln.
Huntington	N. Kings Hwy, north of Fort Dr.
Judiciary Sq	South side of F St. NW between 4th & 5th Sts.
King St-Old Town	King St. & Cameron St, east of Commonwealth Ave. and King St, west of Commonwealth Ave.
Landover	West side of Pennsy Dr., north of Landover Rd.
Largo Town Center	Harry S. Truman Dr. & Largo Dr.
L'Enfant Plaza	SW corner DOT courtyard, D St. SW between 6th & 7th Sts.
McLean	Dolley Madison Blvd. between Old Meadow Rd. & Colshire Dr.
McPherson Sq	SW corner 14th & Eye Sts. NW
Medical Center	SW corner Rockville Pk. & South Dr.
Metro Center	East side of 12th St. between G & H Sts. NW
Minnesota Ave	Minnesota Ave. NE, north of Grant St.

Station	Elevator location
Morgan Boulevard	Garrett A. Morgan Blvd. & Fieldstone Way
Mt. Vernon Sq	SW corner 7th & M Sts. NW
Navy Yard-Ballpark	NW corner of M St. SE at New Jersey Ave.
Naylor Road	Suitland Pkwy. at Naylor Rd.
New Carrollton	West of Garden City Dr., north of John Hanson Hwy.
NoMa-Gallaudet U	Florida Ave. & 2nd St. NE; M & 2nd Sts. NE
Pentagon	Metro Transit Center
Pentagon City	NE corner of S Hayes St. & 12th St. S
Potomac Ave	NE corner 14th St. & Potomac Ave. north of Pennsylvania Ave. SE
Prince George's Plaza	South side of East-West Hwy. west of Belcrest Rd.
Rhode Island Ave	South side of Rhode Island Ave., west of 8th St. NE
Rockville	East side of Hungerford Dr. (Rt. 355) & Rockville Pike
Ronald Reagan Washington National Airport	Opposite main terminal w/connecting walkway
Rosslyn	East side of N. Moore St. between Wilson Blvd. & 19th St.
Shady Grove	Rt. 355, north of Redland Rd.
Shaw-Howard U	NE corner of 7th & S Sts. NW
Silver Spring	South side of Colesville Rd. between East-West Hwy. & Second Ave.
Smithsonian	NW corner of 12th St. & Independence Ave. NW
Southern Ave	Southern Ave., southwest of 23rd Pkwy.
Stadium-Armory	East side of 19th St. SE between C & Burke Sts.
Spring Hill	Leesburg Pike between Spring Hill Rd. & Tyco Blvd.
Suitland	Suitland Pkwy. west of Silver Hill Rd.
Takoma	Cedar St. at Carroll Ave.
Tenleytown-AU	East side of Wisconsin Ave. NW, north of Albemarle St.
Twinbrook	Halpine Rd. & Twinbrook Pkwy.
Tysons Corner	Chain Bridge Rd. & Tysons Blvd.
U Street	SE corner of 13th & U Sts. NW
Union Station	Entrance to Amtrak, east side of First St. NE
Van Dorn St	S. Van Dorn St. & Eisenhower Ave.
Van Ness-UDC	West side of Connecticut Ave., south of Veazey St. NW
Vienna	Median of I-66 at Leesburg Pk.
Virginia Sq-GMU	SW corner of Fairfax Dr. & N. Monroe St.
Waterfront	M St. SW at 4th St.
West Falls Church	Median of I-66 at Leesburg Pk.
West Hyattsville	West side of Ager Rd., north of Queens Chapel Rd.
Wheaton	Georgia Ave. at Reedie Dr.
White Flint	East side of Rockville Pk. at Marinelli Rd.
Wiehle-Reston East	Route 267 & Wiehle Ave.
Woodley Park	SW corner of Connecticut Ave. & Woodley Rd.