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 Metrorail and Metrobus.

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

**ADA customer service**

Metrorail 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.

### 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 Metrorail—Use your Metro Reduced Fare 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 Metrobus—Use your Metro Reduced Fare SmarTrip® ID or Senior SmarTrip® card. One-half the regular fare will be deducted when you pay with cash.

**Is my Metro Reduced Fare SmarTrip® card valid 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.

### Helpful phone numbers

- Customer Information: 202-637-7000 RELAY/TTY 202-962-2333
- Customer Relations: 202-637-1328 RELAY/TTY 202-962-2333
- Elevator Status and Service Disruptions: 202-962-1212 RELAY/TTY 202-962-2333
- MetroReady Travel Training: 202-962-2703
- Metro Reduced Fare Program: 202-962-2700 RELAY/TTY 202-962-2333
- Elevator Outage/ Shuttle Service: 202-962-1825 RELAY/TTY 202-962-2333

**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 Metrorail or Metrobus 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.

Tips for Riding Metro for People with Disabilities and Senior Citizens

- Look for the “Metro Handicap Accessible” logo.
- If you need assistance to board, ask the operator.
- Digital signs and audio systems announce stops, intersections and transfers on most Metrobuses.
- Wheelchairs and mobility devices are secured by tie downs. There is a lap belt for safety.
- Priority seats are located behind the driver. If you need priority seating, it’s okay to ask.
- Digital signs and audio systems announce stops, intersections and transfers on most Metrobuses.
- All buses have accessible, low floor ramp buses.
- Low floor ramp buses make it easy for you to get on and off the bus. Please tell the driver if you need to use the ramp to get on or off the bus.
- The wheelchair securement area is near the front of the bus.
- Wheelchairs and mobility devices are secured by tie downs. There is a lap belt for safety.
- Priority seats are located behind the driver. If you need priority seating, it’s okay to ask.
- Digital signs and audio systems announce stops, intersections and transfers on most Metrobuses.

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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 plan an alternative route if 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

1. Please let the station manager or a Metro employee know if you need assistance or would like to arrange for shuttle bus service.
2. 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.
3. 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

<table>
<thead>
<tr>
<th>Station</th>
<th>Elevator location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adderton</td>
<td>Central Ave., east of Adderton Rd.</td>
</tr>
<tr>
<td>Anacostia</td>
<td>Shannon Pl., between Martin Luther King &amp; Ninth Sterling Aves., SE or Howard Rd. &amp; Anacostia Frwy.</td>
</tr>
<tr>
<td>Archives</td>
<td>North of Pennsylvania Ave, west of 7th St. NW</td>
</tr>
<tr>
<td>Arlington Cemetery</td>
<td>North side of Memorial Dr.</td>
</tr>
<tr>
<td>Balston-MU</td>
<td>SW &amp; NW corners of Fairfax Dr. &amp; N. Stuart St.</td>
</tr>
<tr>
<td>Benning Road</td>
<td>North of E. Capitol St.</td>
</tr>
<tr>
<td>Bethesda</td>
<td>West side of Wisconsin Ave. at Montgomery Ln.</td>
</tr>
<tr>
<td>Braddock Road</td>
<td>North side of Braddock Rd. at West St.</td>
</tr>
<tr>
<td>Branch Ave</td>
<td>East of Branch Ave at Auth &amp; Old Soper Rds.</td>
</tr>
<tr>
<td>Brookland-CUA</td>
<td>Michigan Ave. &amp; Bodies Hill Rd. NE</td>
</tr>
<tr>
<td>Capital Heights</td>
<td>SE corner E. Capitol St. &amp; Southern Ave.</td>
</tr>
<tr>
<td>Capital South</td>
<td>NW corner of First &amp; D Sts. SE.</td>
</tr>
<tr>
<td>Chevy Chase</td>
<td>Columbia Park Rd., south of Rt. 50.</td>
</tr>
<tr>
<td>Clarendon</td>
<td>Between Clarendon &amp; Wilson Blvds., at N. Highland St.</td>
</tr>
<tr>
<td>Cleveland Park</td>
<td>East side of Connecticut Ave., NW north of Ordway St.</td>
</tr>
<tr>
<td>College Park-U of Md</td>
<td>East &amp; west sides of Calvert Rd. between Bl. 1. &amp; Klarsonworth Rd.</td>
</tr>
<tr>
<td>Columbia Heights</td>
<td>West side of 14th St. NW at Irving St.</td>
</tr>
<tr>
<td>Congress Heights</td>
<td>North &amp; south sides of Alabama Ave, SE at 13th St.</td>
</tr>
<tr>
<td>Court House</td>
<td>Clarendon &amp; Wilson Blvds. at N. Ulbe St.</td>
</tr>
<tr>
<td>Crystal City</td>
<td>North side of 18th St. between Clark Pl. &amp; Jefferson-Davis Hwy.</td>
</tr>
<tr>
<td>Deanwood</td>
<td>North side of Minnesota Ave. NE between Nash &amp; 46th Sts.</td>
</tr>
<tr>
<td>Dunn Loring</td>
<td>Median of I-66 between Gallows Rd.</td>
</tr>
<tr>
<td>Dupont Circle</td>
<td>SW corner of Connecticut Ave. &amp; Q St. NW</td>
</tr>
<tr>
<td>Eastern Market</td>
<td>SE corner of Pennsylvania Ave. &amp; 7th St. SE</td>
</tr>
<tr>
<td>East Falls Church</td>
<td>Median of I-66 at N. Sycamore St.</td>
</tr>
<tr>
<td>Eisenhower Ave</td>
<td>Eisenhower Ave. at Stovall St.</td>
</tr>
<tr>
<td>Farragut North</td>
<td>East side of Connecticut Ave. between K. L. Sts. NW</td>
</tr>
<tr>
<td>Farragut West</td>
<td>NW corner of 18th &amp; J Sts. NW</td>
</tr>
<tr>
<td>Federal Center SW</td>
<td>SW corner of 3rd &amp; D Sts. SW</td>
</tr>
<tr>
<td>Federal Triangle</td>
<td>West side of 12th St. NW between</td>
</tr>
</tbody>
</table>

Elevators at Red Line

Elevators are available at each of the 22 stations on the Red Line.

Elevators at Blue/Yellow Line

Elevators are available at each of the 38 stations on the Blue/Yellow Line.

Elevators at Orange Line

Elevators are available at each of the 17 stations on the Orange Line.

Elevators at Green Line

Elevators are available at each of the 20 stations on the Green Line.

Elevators at Silver Line

Elevators are available at each of the 22 stations on the Silver Line.

Elevators at Yellow Line

Elevators are available at each of the 20 stations on the Yellow Line.

Elevators at Purple Line

Elevators are available at each of the 20 stations on the Purple Line.

Elevators at Blue-Green Line

Elevators are available at each of the 30 stations on the Blue-Green Line.

Elevators at Red-Orange Line

Elevators are available at each of the 11 stations on the Red-Orange Line.

Elevators at Silver-Green Line

Elevators are available at each of the 20 stations on the Silver-Green Line.