

# Using Metro's Senior SmarTrip Card



## Senior SmarTrip Card: a “must” for DC residents 65 years and older

### What is the Senior SmarTrip Card?

- ▶ The yellow Senior SmarTrip card is a “must” for people 65 and older who want to benefit from reduced fares on public transit.
- ▶ Older adults ride for half the peak fare on Metrorail, for \$1.00 on regular Metrobus routes and at discounted fares on other participating bus service providers, including the Circulator.
- ▶ Older adults must apply in person for the card and present a government issued photo ID (see next page).



### How does the Senior SmarTrip Card work?

- ▶ The customer receives the senior card at time of purchase. The card is then “filled” or “loaded” from a credit or ATM/debit card with the desired amount to pay for upcoming Metrobus and Metrorail trips.
- ▶ To pay for a trip, the user taps the card on the Metro fare box inside a station (<https://www.wmata.com/fares/smartrip/>). The fare amount is then deducted from the total on the card. Metro users tap the card upon both entering and exiting. Bus users tap upon entering the bus.
- ▶ Cards can be refilled at machines at Metro stations, using an online Metro account, at Metro Sales Offices or select commercial vendors. Search here for locations in or near your zip code: <https://www.wmata.com/fares/stores.cfm#retail>.
- ▶ The Senior SmarTrip card makes it easier and more economical to take advantage of public transit alternatives and exercise non-driving options.

## Using Metro's Senior SmarTrip Card *continued*

### Where can I use the Senior SmarTrip card?

- ▶ Cardholders pay half the peak fare on Metrorail. This discount is good for all rides.
- ▶ On regular Metrobus routes and other regional bus services, cardholders pay \$1.00 when using their card.
- ▶ Cardholders get a discount on a 7-Day regional pass.
- ▶ Transfers from Metrobus to Metrobus are free when using the card. Unlimited connections within a two-hour window are allowed, including round trip rides.
- ▶ The card can also be used on the Circulator Bus. Rides for seniors and persons with disabilities are 50 cents.

### How do I add value to my card online?

- ▶ Cardholders can open an online account with Metro; this allows them to add value to their card. To open an online Metro account, visit: <https://smartrip.wmata.com/Account/Create>. You will provide an email address and be asked to set up security questions. After you activate your account and log in, the senior card can be linked to your Metro account.
- ▶ Family members or friends can manage balances for older members who may not do transactions online.
- ▶ Although a SmarTrip card will be registered by Metro upon purchase, users are encouraged to create an online Metro account linked to their card. This will make it easier to replace the card if it is lost, stolen or damaged. For a \$2 fee, the

card balance will be transferred onto a new card and mailed to the cardholder.

### How do I get a Senior SmarTrip Card?

- ▶ To apply, seniors present a government issued photo ID and pay \$2 at the Metro sales office at the Metro Center Station from 8am-6pm weekdays. Enter Metro at 12 & F Streets NW to access this sales office. (Metro re-opened this sales office in early 2018. Metro's outdoor window sales office at Metro Headquarters is now closed.)
- ▶ To learn about purchasing the Senior SmarTrip card at commercial businesses or at the Rosslyn and Ballston Metro Stations, visit <https://www.wmata.com/fares/stores.cfm#retail>. Under "Retail Outlet Search" at the bottom of that page, enter a zip code to check if nearby CVS, Giant or other stores sell the Senior SmarTrip cards. Be sure to call the store ahead to verify they have the *senior* cards in stock.
- ▶ Older adults visiting the area may pay the reduced bus fare by showing the bus operator a valid government-issued photo ID that includes your date of birth and address. They may also purchase the Senior SmarTrip card and/or the \$8.75 Metrobus Weekly Senior Pass at any of the locations listed above.
- ▶ Senior SmarTrip cards cannot be purchased at Metro vending machines although value may be added.

### Is assistance available by telephone?

- ▶ Yes. Contact the SmarTrip call center (888-762-7874) or Metro Customer Service (202-637-1328).