



# U·Pass<sup>®</sup>

A Metro University Pass  
for American University  
students





Metro has partnered with American University to bring you U•Pass<sup>®</sup>. U•Pass is a convenient and smart way for college students to travel around DC, Maryland and Virginia. For the equivalent to \$1 a day (included in the cost of attendance), you have unlimited rides on Metrorail, Metrobus and WMATA express/shuttle buses during these U•Pass validity dates:

**8/16/2021 – 12/29/2021**

The University Pass cannot be used with MetroAccess paratransit services or regional partners services (i.e. ART, CUE, DASH, D.C. Circulator, Fairfax Connector, Loudoun Commuter Bus, PRTC, Ride On, Ride On Express, The Bus and MTA).

# FAQs



## **How much does it cost?**

The price of the U•Pass is included in your cost of attendance for a flat fee of \$1.00 a day.

## **Can my family use my U•Pass?**

The U•Pass can't be used by anyone other than the student to whom the card is issued, is non-transferable and may be confiscated by WMATA if misused. WMATA reserves the right to request a school ID to verify the card holder.

## **What are the hours of operation?**

Visit [wmata.com/schedules/timetables](http://wmata.com/schedules/timetables) for Metrorail hours of operation and Metrobus Timetables.

## **Where can I find travel information?**

The Metro website is [wmata.com](http://wmata.com) and the website for U•Pass is [wmata.com/Upass](http://wmata.com/Upass).

## **What if I lose my U•Pass?**

Contact your U•Pass administrator directly to report a lost or stolen card. A \$20 replacement fee will be charged in person. Only one replacement card will be issued per semester.

## **What if my U•Pass card doesn't work?**

Before you contact your U•Pass administrator regarding a damaged or non-functioning card, please give your card to a station manager to review. Your card may have become "inverted" by failure to "tap out" of the rail system properly. **Please be sure to tap in and tap out to complete your trip.**

## **Can I transfer funds from my SmarTrip® card to my U•Pass?**

At this time you may not combine SmartTrip® funds with your U•Pass.

# Quick References



## Emergency Contacts

WMATA Customer Service: **(202) 637-7000**

Transit Police: **(202) 962-2121**



## Trip Planner

Know where you want to go but don't know the way? Use our Trip Planner at

[wmata.com/schedules/trip-planner/](http://wmata.com/schedules/trip-planner/) to map the route. The Trip Planner is also available for mobile devices or over the phone by calling **(202) 637-7000**.

## metroAlerts



## MetroAlerts

MetroAlerts is a free email and text message service that notifies you of Metro changes and disruptions. Alerts can be sent to any device capable of receiving email or text messages. This is an automatic service that you receive. To opt out go to [metroalerts.info/login.aspx](http://metroalerts.info/login.aspx)





## busETA

Wondering when the bus will arrive? Call busETA at **(202) 637-7000** to find out.

You can also access busETA predictions via cell phone by simply sending a text message. Simply locate the three or seven digit bus stop code number (example ID 1001024) located on the bus stop sign and text WMATA 1001024 to 41411. Within moments, you will receive estimated arrival times for your bus stop code.



## Accessibility

All Metrorail stations, railcars, and buses are easily accessible. Our stations feature: accessible parking near station entrances, station information in Braille, and extra wide faregates. All stations have elevators and directional signs indicating elevator locations. Railcars feature gap reducers between the car and platform, barriers between cars, and emergency intercoms accessible to wheelchair users that include instructions in Braille. Metrobuses lower for easy boarding, include wheelchair securements, and feature audio and visual stop announcements on certain buses. Both railcars and buses offer priority seating for senior citizens and people with disabilities. For detailed information including other Metro accessibility features, see our Metro Accessibility page: [wmata.com/services/accessibility/](http://wmata.com/services/accessibility/)



# Places to Go

Metro offers you access to tons of internships, educational experiences, shopping, sporting events, concerts, museums, and dining.

Let U•Pass open the gates to travel across the region using both Metrobus and Metrorail wherever and whenever you want.

## AIRPORTS

### Ronald Reagan Washington National

Ronald Reagan Washington National Airport ●●

### Baltimore-Washington International Thurgood Marshall

Greenbelt ● Transfer to Metrobus B30 airport shuttle

### Dulles International

Wiehle-Reston East ● Transfer to Washington Flyer

## HISTORIC NEIGHBORHOODS

### Adams Morgan

Woodley Park ●

### Capitol Hill

Capitol South ●●●, Union Station ●, Eastern Market ●●●,  
Potomac Ave ●●●

### Chinatown

Gallery Place ●●●

### Dupont Circle

Dupont Circle ●

### Georgetown

Foggy Bottom-GWU ●●●, Rosslyn ●●●

### Logan Circle

Dupont Circle ●

### Old Town Alexandria

King Street-Old Town ●●





## ENTERTAINMENT/SPORTS CENTERS

### Walter E. Washington Convention Center

Mt. Vernon Sq ●●

### D.C. Armory

Stadium-Armory ●●●

### FedEx Field

Morgan Boulevard ●●

### GWU Charles E. Smith Athletic Center

Foggy Bottom-GWU ●●●

### Nationals Park

Navy Yard-Ballpark ●

### RFK Stadium

Stadium-Armory ●●●

### Verizon Center

Gallery Place ●●●

## GALLERIES, MUSEUMS & LIBRARIES

### Renwick Gallery

Farragut North ●, Farragut West ●●●

### Newseum

Archives ●●

### National Museum of African Art

Smithsonian ●●●

### Library of Congress

Capitol South ●●●



# Metro System Map

- Legend**
- RD** Red Line • Glenmont / Shady Grove
  - OR** Orange Line • New Carrollton / Vienna
  - BL** Blue Line • Franconia-Springfield / Largo Town Center
  - GR** Green Line • Branch Ave / Greenbelt
  - YL** Yellow Line • Huntington / Fort Totten
  - SV** Silver Line • Wiehle-Reston East / Largo Town Center



Metro is accessible.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY © 2019



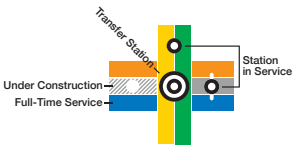




**Station Features**

- Bus to Airport
- Parking
- Hospital
- Airport

**Connecting Rail Systems**



# Safety Tips



## See Something Say Something



See a package or behavior that doesn't seem quite right? Report it right away to police or transit employees in person, or call **(202) 962-2121**

### Suspicious Objects:

- Bags, boxes, or other packages left unattended on the buses, trains, in stations, or on train tracks
- Exposed wiring, leaks, strange smells, or other signs of potential tampering on buses and trains

### Suspicious Behavior:

- Placing packages or luggage in different compartments other than those occupied
- Tampering with cameras, safety systems, machinery, or other sensitive equipment
- Entering unauthorized areas of trains or bus stations
- Clothing that's disproportionate to the body type of a person



## **Safety**

At Metrorail our main priority is keeping passengers safe. We're dedicated to helping our customers get to their destinations safely and on time. Here are some helpful tips to ensure your safety:



### **Escalator Safety:**

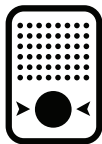
- Don't run
- Don't trip on the escalator; lift your feet
- Don't block the escalator
- Hold the handrail while the escalator is in motion
- Don't push
- Keep loose clothing away from sides where it can be caught

### **Rail Safety:**

- Don't push other passengers
- Don't run to the train, floors could be slippery and wet
- Stand away from the edge of the platform until the train comes to a complete stop
- Don't try to hold the doors open
- Keep your personal belongings clear of the closing doors

# Safety Tips

## Emergencies



If there's a problem or emergency on your train, look for the intercom at either end of the car. Push and release the red button once to call the train operator and report the problem. Do not hold the

button in.

In an emergency, please stay on the train and follow the operator's instructions. You are much safer on the train than on the tracks or tunnel walkways because the train's electric power runs along the rails. Until an official guides you, it's not safe to be on the tracks.

## Protecting Your Property

Be sure to protect all of your belongings while traveling throughout the Metro system.

### Tips:







- When listening to music, keep it to a moderate level so you can hear surrounding activity
- When you're not using your phone, keep it out of sight
- When using electronic devices, avoid standing or sitting near doors of railcars and buses

Report lost items online anytime at [wmata.com](http://wmata.com) or by phone from 11am – 5pm (TU – FR) at **(202) 962-1195**

# Covid-19

As we work to keep our system moving to get you from class to home, work and play, please know that safety is still our top priority. We have remained in lockstep with the Transportation Security Administration (TSA), requiring masks on trains and buses at all times. Here are some actions Metro continues to take to keep you and others around you safe.

## What Metro Does to Make Everyone Safer

-  All riders and Metro employees must wear a face covering. If you need one, we have extras.
-  New air filtration systems on buses trains and stations circulate fresh air from outside every three minutes.
-  You'll find hand sanitizing stations throughout the system.
-  Restoration of certain routes, expansion of late night service and more frequent buses along selected routes gives riders greater flexibility.
-  Using advanced hospital-grade cleaner, we are scrubbing down our vehicles and trains every day.
-  Using their smart phones, riders can access crowdedness estimates of trains and buses from the Metro website and participating apps.

**See the following page for ways you can keep yourself and others safer.**

# Covid-19



There's a lot to keep track of with Covid-19. Here are some helpful tips you can follow to keep you and others around you safe.

## What You Can Do to Make Yourself and Others Safer



Cover your nose and mouth. A properly fitted face covering protects those around you.



Wash your hands for at least 20 seconds before and after you ride.



If a vehicle is too crowded, consider moving to another railcar or waiting for the next bus or train.



Maintain social distancing by keeping at least six feet of distance between you and other riders.



If you feel sick, stay home. It's not worth the risk.

# At Your Service



## Bikes

Metro rail is bike-friendly. You can bring your bike through the front or back (not the middle doors) during off-peak hours (7:00am – 10:00am & 4:00pm-7:00pm). You can also put your bike on Metrobuses using the front rack.



## MetroAccess



MetroAccess is a shared ride, door-to-door, paratransit service for people whose disability prevents them from using the bus or rail. MetroAccess customer service representatives are available during all MetroAccess operating hours.

Call **(301) 562-5360**, press 2 for trip status, and press 2 once more to speak to a customer service representative.

## Internships

Metro knows that—as a college student—you want to play hard, but also work hard. Not only does our city provide you with shopping, sporting events, concerts, and museums, but it also connects you to some of the most prestigious jobs and internships in the nation. If you're interested in working on the Hill, take the Orange or Blue Line to Capitol South station. Want to be a zoologist? Take the Red Line to Woodley Park station and visit the National Zoo.



Interested in working at Metro? Review open opportunities at [wmata.com/careers](http://wmata.com/careers)

# Conduct

## **When it comes to stopping sexual harassment, we're all on board.**

Every rider has the right to safe and comfortable transit. In an effort to stop harassment, Metro continues to work closely with Metro Transit Police, SSH (Stop Street Harassment), and CASS (Collective Action for Safe Spaces). If you experience (or witness) any instance of sexual harassment, please report it using one of the following methods:

- text "MyMTPD"
- call 202.962.2121
- email [harassment@wmata.com](mailto:harassment@wmata.com)
- tell a station manager

## **Additional Tips to Combat Harassment**

- Before leaving, share your travel itinerary with someone close.
- Familiarize yourself with Metro's hours of operation.
- Plan your trip using Metro's Trip Planner tools.
- Get to know our rail safety features (emergency call boxes, station managers, etc.)
- Understand your surroundings. Public transit can create a false sense of security. Make people earn your trust over time.



# Terms and Conditions

## Terms of Use

The University Pass, is not transferable and may be confiscated by WMATA and its holder may be subject to criminal prosecution if it is misused or presented for transportation by any person other than the Eligible full-time student to whom it is issued. The School will notify its students of the requirements of this provision.

WMATA maintains the right to inspect the University Pass used by an Eligible full-time student and to ask the Eligible full-time student for another form of identification to ensure that the University Pass is being used by the person to whom it is issued. Further, WMATA maintains the right to deny an Eligible full-time student access to WMATA transit system if the Eligible full-time student does not possess both the University Pass and a photo ID to verify that the University Pass holder is actually the Eligible full-time student identified on the University Pass.

The Student acknowledges that changes may be made by WMATA in the level and/or times of Metrobus and Metrorail service during the term of this Agreement for the safe and efficient operation of the WMATA transit system. Student agrees that neither she/he nor the school shall be entitled to a refund or credit of all or a portion of the cost of the University Pass if service is delayed, is not provided, or if the student's University Pass is destroyed, lost, misplaced, damaged, defective, misused or stolen.

## Student Privacy Waiver

Student hereby agrees to the release of his or her full name or student number by School to WMATA for University Pass activation, registration and fare enforcement by WMATA.

## MetroAlerts

Students may opt-in or opt-out of MetroAlerts at any time at <https://www.metroalerts.info/Login.aspx>. MetroAlerts is a free alert service that delivers information on applicable Metrorail and Metrobus service changes to subscriber's desktop or mobile device.

**Examples of Possible Problems:** Metro provides information to our customers on the status of Metro operations and services via text messaging as soon as the serving computer receives the information. However, there may be a slight delay during the time that the information is received and recorded. In addition, there may be minor delays between the time that the serving computer sends the information and the time that the customer's service provider delivers the information to the customer. In the event of a computer network system crash, Metro may not be able to update information for longer periods of time. There is also the possibility of human error in entering the data, which may affect the accuracy of the information provided.

**Possible Charges:** Customers may be charged by their service providers for providing the text messaging service. Moreover, customers may be unable to receive text messaging in some geographical areas due to the unavailability of service by their service providers.

**Opt-Out:** Customers may opt-in or opt-out of MetroAlerts at any time. Customers may also call:

- Status of elevator and escalator operations - 202-962-1212
- Status of rail service - 202-637-7000

## SmarTrip® Registration

Registration provides enhanced protection to privacy rights; facilitates contact with WMATA to report problems with the student's card; and provides review of transaction history on the University Pass. University Pass registration in the WMATA SmarTrip database at <https://smartrip.wmata.com> shall be made available to individual students or to School at School's sole discretion.



**U learn. U work. U play. U•Pass**



**[wmata.com/Upass](http://wmata.com/Upass)  
(202) 637-7000**