

## **Metrorail**

We can accommodate riders with:

Guide Animals

,

Hearing Impairment

,

Manual wheelchairs

,

Personal Care Attendants

,

Powered wheelchairs

,

Scooters

,

Vision Impairment

To accommodate riders, we offer:

Elevators in multi-level station

,

Visual announcements

,

Voice announcements

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Intake Contact

SmarTrip Customer Support

Intake Process

Call, visit the website, or walk-in at the station.

Intake Contact Telephone

(202) 637-7000

Provider Refer

Yes

Self Refer

Yes

Washington Metropolitan Area Transit Authority (Metro)

<http://www.wmata.com/>

<https://www.wmata.com/service/rail/>

<https://www.facebook.com/MetroForward>

<https://twitter.com/wmata>

Main

(202) 637-7000

Phone Emergency

(202) 962-2121

TTY/TTD

(202) 962-2033

300 7th Street Southwest

20024 DC

United States

Monday: 5:00 am-11:59 pm

Tuesday: 5:00 am-11:59 pm

Wednesday: 5:00 am-11:59 pm

Thursday: 5:00 am-11:59 pm

Friday: 5:00 am-11:59 pm

Saturday: 7:00 am-11:59 pm

Sunday: 7:00 am-11:59 pm

Additional Availability Comments

Mobile and website alerts relay transit schedule interruptions. Live agents are available Monday-Friday 9 am - 4 pm.

Fee Structure

Fee Range

Payment Method(s)

Private Pay

Languages Spoken

English

Metrorail provides transit service throughout the Washington DC metropolitan area. Stations and rail cars are fully accessible, and elevators are in all stations. Each station has an accessible fare vending machine with lower panels and easy-to-use

instructions in Braille-raised alphabet and audio.

Extra-wide, accessible fare gates are available for customers who use wheelchairs or other mobility devices. A TTY-equipped telephone is on each mezzanine. Bumpy domes are in all key and new stations to alert customers who are blind or have low vision that they are near the edge of the platform.

The Metrorail system has six color-coded rail lines: Red, Orange, Silver, Blue, Yellow, and Green. The layout of the system makes it possible to travel between any two stations with no more than a single transfer. Metro also operates parking facilities at the 45 Metrorail stations. For information about the [Metrorail Silver Line in Loudoun County](#), visit the website.

[Fare information](#), [trip planning](#), and [other rider tools](#) are available on the website.

The Metrorail, Metrobus, and local bus systems use a SmarTrip® card to pay fares. The [SmarTrip® card](#) is a permanent, rechargeable, plastic card, like a credit card, and is embedded with a special computer chip that keeps track of the value of the card. You can purchase a card, add value and passes to a card, and create and manage your online account. If you have questions about the SmarTrip®, call 888-762-7874, Monday through Friday, 7:00 AM-8:00 PM.

The emergency contact telephone number connects to the Metro Police. Text Message police contact is 696873.

Service Area(s)

Alexandria City

,

Arlington County

,

Fairfax City

,

Fairfax County

,

Falls Church City

,  
Loudoun County

,  
Washington DC