

# Follow these simple instructions to use your DC One Card for student travel on Metrorail and Metrobus

## DC Student Pass Products

Regular Session Monthly Bus/Rail Pass	Unlimited trips for one calendar month Can be purchased between August 16 - June 15	\$30.00
Summer Session Monthly Bus/Rail Pass	Unlimited trips for one calendar month Can be purchased between June 16 - August 15	\$30.00
10-Trip Metrorail Pass	Ten Metrorail trips Can be purchased any dates.	\$9.50
10-Trip Bus Pass	Ten Bus trips – will allow bus-to-bus transfers within a two hour time period, Can be purchased any dates.	\$7.50

## How to Enroll in the School Transit Subsidy Program

- Check if your school is part of the DC One Card Student Transit Pass program at <http://ddot.dc.gov/schooltransitsubsidy>
- Register and log onto the DC One Card website <http://dconecard.dc.gov/manage>
- Apply for the Student Transit Subsidy Program
- Receive and **PRINT** your Student Transit Subsidy Eligibility Letter
- Take your Eligibility Letter and DC One Card to a Metro-operated Sales Office (Metro Center, Anacostia Station, 600 5<sup>th</sup> Street, NW and 4615 14<sup>th</sup> Street, NW) for activation.
- Register your DC One Card with Metro's SmarTrip® Card registration website at <http://www.smartrip.com>. **Only registered cards can receive refunds if the card is lost or stolen.**

## How to Purchase Your DC Student Passes

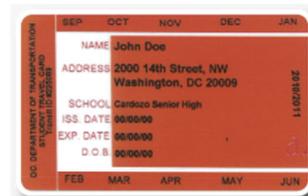
Purchase any of the DC Student Passes at any of the following Metro Sales Offices:

600 5<sup>th</sup> Street, NW (Mon - Fri 9 a.m. – 3 p.m.)

Metro Center (Mon - Fri 8 a.m. – 6 p.m.)

Anacostia (Mon, Tue, Wed, Fri 7:30 a.m. – 4:30 p.m., Thurs 7:30 a.m. – 7 p.m.)

4615 14<sup>th</sup> Street, NW (Sat, Sun, Mon 8:30 a.m. – 1 p.m.)



**X** OLD



**✓** NEW

1. Show your DC One Card and your DDOT approved Student Transit Subsidy Eligibility Letter to the sales clerk at any Metro Sales Office window.
2. The sales clerk will verify that your DC One Card and your Eligibility Letter are valid.
3. Tell the sales clerk the type of pass that you want to add to your card.
4. Make your payment to the sales clerk.
5. The sales clerk will add the pass to your card.
6. Receive your card with pass added from the sales clerk.

## How to Renew Your DC Student Monthly Pass

Only the Monthly Bus/Rail Pass (Both Summer and Regular Session) can be renewed. The 10-Trip Pass (Metrorail and Bus) can only be purchased at the Metro Sales Offices with a valid DC One Card and Student Transit Subsidy Eligibility Letter.

To renew your Monthly Bus/Rail Pass, **you MUST renew before the Pass expires prior to the end of the month.** You may renew at a Passes & Farecards machine located inside every Metrorail Station, or at a Metro Sales Office.

### Renew your regular session or summer session monthly pass at any Metrorail station Passes & Farecards machine:

1. Touch your card to the card reader (circular target) at any Passes & Farecards machine. Press the C button: "RENEW PASS". The next screen will show the student pass with how many days remain on the pass. Then press the B button: "DC MNTH R..." (For summer session, the B button will display "DC MNTH S..." but works the same way.)

A	SMART BENEFITS
B	ADD VALUE
C	RENEW PASS

A	
B	DC MNTH R

2. Follow the prompts to purchase the pass and add it to your card.

### Renew your regular session or summer session monthly pass, or purchase 10-trip passes at a Metro Sales Office:

1. Take your DC One Card and eligibility letter to any Metro Sales Office.
2. Present the DC One Card and eligibility letter to the sales clerk.
3. Request and pay for a monthly pass renewal or 10-trip purchase.

## Lost or Stolen Card Procedures:

If you lose your DC One Card, and the card was registered with Metro's SmarTrip Office, you may be eligible for a refund of the unused amount of the pass. Follow the steps below:

1. Call 1-888-SMARTRIP (1-888-762-7874) to report your card lost or stolen. Only previously registered cards can be reported lost or stolen.
2. Request a new DC One Card from your school or DC One Card center. The card will be delivered to your school.
3. Once you receive your replacement DC One Card, register the new card with Metro at <http://www.smartrip.com>.
4. Call 1-888-SMARTRIP (1-888-762-7874) to receive a prorated balance of what was on your lost card. Only previously registered cards can receive a transfer balance. The refund balance will depend on how much of the pass was unused when the card was reported lost or stolen.
5. Enroll the new DC One Card in the student transit subsidy program at <http://dconecard.dc.gov/manage> and print out your new eligibility letter associated with the new card.
6. Take your new DC One Card and eligibility letter to a Metro Sales Office (Metro Center Station, Anacostia Station, 4615 14<sup>th</sup> Street, NW and 600 5<sup>th</sup> Street, NW) to purchase your replacement student pass. Any refunded amount can be used to offset the cost of the replacement pass.

## Customer Services

District Department of Transportation – School Transit Subsidy Program 202-673-1740 <http://ddot.dc.gov/schooltransitsubsidy>

DC One Card 201-671-CARD <http://dconecard.dc.gov>

Metro's SmarTrip® Card registration 1-888-762-7874 <http://www.smartrip.com>

