



U.S. Department of  
Transportation  
Office of the Secretary  
of Transportation



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**Bulletin Number:** TSB 2013-05R Attachment D

## METRO ACCESS / EZ-PAY

Below are supplemental instructions to provide TRANServe **Metro Access participants** with steps to transition to the TRANServe Debit Card.

1. Contact your agency POC for information regarding distribution, activation and use of the TRANServe Debit Card.
2. Coordinate with EZ-Pay vendor to prepay your MetroAccess fare by phone, the Internet, or in person with cash at the Metro Center Sales Office to initiate purchase of January fare.
  - a. For EZ-Pay payment instructions on WMATA's website (as detailed below): [http://wmata.com/accessibility/metroaccess\\_service/EZ-Pay.cfm?](http://wmata.com/accessibility/metroaccess_service/EZ-Pay.cfm?)
    - i. To pay by phone:
      1. Call MetroAccess at 301-562-5360 and select option 4 for your EZ-Pay account.
      2. You will be forwarded to the EZ-Pay system where you will be prompted to log in.
        - a. Enter your MetroAccess customer ID, followed by the # key.
        - b. Enter your MetroAccess password followed by the # key. Your default password is your eight-digit date of birth.

3. Once your login is confirmed, the system will announce your MetroAccess EZ-Pay account balance. Please note that the balance reflects trips booked but not yet taken. When you book a trip, the amount of the fare will be deducted from the balance at that time. If you subsequently cancel the trip, the fare will be automatically refunded to your account immediately.
  4. Press 1 to add value to your EZ-Pay account using your Visa, MasterCard, American Express or Discover card.
  5. Press 2 to hear your EZ-Pay account balance again.
  6. Press 0 to return to the MetroAccess Call Center.
- ii. To pay by internet:
1. Go to [MetroAccess EZ-Pay](#) and log into or set up your account.
  2. Log in to your MetroAccess EZ-Pay Account.
    - a. Your login is your MetroAccess customer ID number.
    - b. Your default password is your eight-digit date of birth.
  3. Once you've successfully logged in, select from the following options: View Balance, View Transactions, Add Value or Log Out.
  4. Select View Balance to display the current balance on your account. Please note that the balance reflects trips that have been booked but not yet taken. When you book a trip, the amount of the fare will be deducted from the balance at that time. If you subsequently cancel the trip, the fare will be automatically refunded to your account immediately.
  5. Select View Transactions and then enter a date range to display a description of your transactions. Keep in mind that the transaction date is the date you booked the trip. To view booked trips that have been cancelled, select the "Display all transactions" checkbox.

6. Select Add Value to add value to your EZ-Pay account using your Visa, MasterCard, American Express or Discover card. Enter the value you want to add, your credit card information and billing address. Once you complete the purchase, the value will appear immediately in your transactions list.
7. When you are finished adding value to your EZ-Pay account or reviewing your account balance and transactions, click Log Out.

iii. To pay in person:

1. Go to the Metro Center Sales Office in the Metro Center Metrorail station, 12th and F Street, NW, Washington, DC. The sales office is open 8 a.m. to 6 p.m., Monday through Friday.
2. Tell the sales agent that you would like to add money to your MetroAccess EZ-Pay account. Please note that the balance provided to you by the agent reflects trips that have been booked but not yet taken.
3. Show your MetroAccess photo ID to the sales agent. Cash, Visa, MasterCard, American Express and Discover are accepted.

- b. Additional Metro Access EZ-Pay information can be found on WMATA's website at [http://wmata.com/accessibility/metroaccess\\_service/](http://wmata.com/accessibility/metroaccess_service/)
3. Discuss enrollment timelines and funding dates associated with the debit card with your agency Point of Contact.

**INFORMATION:** For information concerning the TRANServe Debit Card, please visit <http://transerve.dot.gov> or [sign up for automatic updates](#) .