

1. **System Name:** MetroAccess Service and Reduced Fare Program (RFP) for Persons with Disabilities.
2. **System Location(s):**
 - A. Database Information - Network Operations Center (B1), Jackson Graham Building (JGB), 600 Fifth Street, NW, Washington, DC 20001 (accessed via Citrix by WMATA staff and specifically authorized contractor personnel located at Suite 501 and 502, 6505 Belcrest Rd., Hyattsville, MD 20782, and by WMATA staff at JGB.
 - B. Eligibility Applications - Transit Accessibility Center, also at JGB.
3. **Categories of Individuals Covered by System:** Applicants for, and customers of WMATA Services and Programs for People with Disabilities (MetroAccess Paratransit Service and the Reduced Fare Program (RFP)).
4. **Categories of Records in the System:**
 - A. Applications for Reduced Fare Program - customer name; address; date of birth; phone number; email address; gender; emergency contact name, customer ID, address and phone; disability guideline, type/code, and expected duration of disability; requirement for Personal Care Assistant (PCA).
 - B. Applications for MetroAccess - customer name; customer ID; address; date of birth; phone number; email address; gender; emergency contact name, address and phone; mobility device and use of service animal; diagnosis, and expected duration of disability; history of medical conditions; requirement for PCA; Health Care Provider (HCP) assessment of disability, medication, and customer assessment results (walking endurance, stairs, basic safety awareness, etc.).
5. **Principle Purpose:** Applications and assessments are used to determine customers' eligibility for WMATA services for people with disabilities. Demographic and personal data are utilized to contact customers and to disburse information relating to WMATA services for people with disabilities and to track, improve, plan and report on service and safety. WMATA (or its authorized contractors or agents) may use customer information to plan, and execute paratransit service and coordinate with regional transportation providers in order to deliver more efficient service, and make accessible pathway improvements.
6. **Routine Uses of Records maintained in the System:** General Routine Uses; A (Disclosure for Law Enforcement Purposes); B (Disclosure Incident to Requesting Information); C (Disclosure to Requesting Agency); D (Disclosure to Congressional Offices or Offices of Elected Officials in the Transit Zone); E (Disclosure to Courts or Administrative Bodies); F (Disclosure to Contractors, Grantors, Grantees, Federal Government Agencies, and Others); G (Disclosures for Administrative Claims, Complaints and Appeals); H (Disclosure in Connection with Litigation); J (Disclosure to the Government Accountability Office (GAO), Federal Transit Administration (FTA), or Other Government Oversight Agencies); K (Customer Information is shared with third-party paratransit providers in order to meet regulatory requirements for paratransit customer visitor status); and L

(Customer information is shared with regional transit providers to coordinate transportation services). **Any record released pursuant to the following Routine Uses – B, C, D, F, K and L – requires the written approval of AGM, Access Services prior to release.**

7. **Policies and practices for storing, retrieving, accessing, retaining, disposing and transferring records in the system:**

- A. **Retrieved by:** Customer name, and/or customer ID number, and/or DOB, and/or phone number, and/or address.
- B. **Storage:** Hard copies and electronic copies. Hard copies are kept in the Transit Accessibility Center, JGB until processed in accordance with paragraph D (below). Database information (via Trapeze applications and archived SQL databases) is stored and accessed from the Network Operations Center (JGB, B1).
- C. **Safeguards:** All hard copies and tapes are filed in a file cabinet in a locked office. Office space is locked after duty hours. Electronic records are maintained in an access-controlled (user name/password) database.
- D. **Retention and Disposal:** Paper copies older than 6 months are stored at the Stone Straw Building, 900 Franklin St., N.E. Washington, D.C. 20017. **All paper copy records are kept on site for 6 months and then archived. Paper records are destroyed five (5) years after certification or denial and all administrative appeals are exhausted. Electronic files are stored permanently.**
- E. **Electronic Release:** Electronic records provided to other authorized parties shall be encrypted and password protected.

8. **Systems Manager(s)/Administrator(s):**

- A. Application Processes - Director, Office of Eligibility Certification and Outreach, WMATA, 600 Fifth Street, NW, Washington, DC 20001.
- B. Database Processes – Project Controls Office, Office of MetroAccess Service, WMATA, 6505 Belcrest Road, Suite 501, Hyattsville, MD 20782.

9. **Procedure for Notice, Access, and Contesting:** Any individual or individuals outlined in paragraph 6 above, who wants to know whether this system of records contains a record about, who wants access to a record, or who wants to contest the contents of a record, should make a written request to **the Privacy Administrator, Office of General Counsel, 600 Fifth Street, NW, Washington, DC 20001**. Requesters will be required to provide adequate identification, such as a driver's license, WMATA employee ID, contractor identification card, or a government-issued identification document. Requests for correction or amendment must identify the information to be changed and the corrective action sought. Complete Privacy Policy Procedures are found in WMATA's Privacy Policy Instruction 9.2/2, which is posted on WMATA's website.

10. **Records source categories:** Information is provided by the applicant, a legal guardian or representative and licensed healthcare providers.