

RIDER



Convenient, affordable commuter rail service between Perryville, Baltimore, Martinsburg, WV, Frederick and Washington, DC





Welcome to MARC Train Services	3
MARC Train Service Contact	
Information	5
Service Area & Schedules	6
Map/Station Locations	6
Schedules	9
Holidays	9
Weather Impacts & Information	10
Severe Weather and Special Service	10
Fares	.11
Discounted Fares	17
Ticket Cross-Honored	20
Purchasing Tickets	21
Ticket Validity	24
Refund Policy	26
Travel Tips	28
Lost and Found	28
Electric Vehicle (EV) Charging Stations	28
Passenger Safety and Comfort	29
Carry-On Policy	31
Bicycles on MARC Trains	32
Pets and Service Animals	33
Wheelchairs	33
Rider Responsibilities	33
BaltimoreLink Connections	35
Washington, DC METRO Rail Connections	36
MDOT MTA Connections	38
Committees/Public Involvement	39
MARC Riders Advisory Council	39
TVIANC Nacis Advisory Courier	

Welcome to MARC Train Service

MARC Train Service is the commuter railroad in Maryland connecting passengers into Baltimore and Washington, DC from the Maryland and West Virginia suburbs.

- The Penn Line serves passengers from Cecil, Harford, Baltimore, Anne Arundel and Prince Georges Counties in Maryland into Baltimore and Washington, DC.
- The Brunswick Line serves passengers from Martinsburg WV, Frederick and Montgomery counties in Maryland into Washington, DC.
- The Camden Line serves passengers from Baltimore, Howard, Anne Arundel and Prince Georges counties in Maryland into Baltimore and Washington, DC.

The Penn Line offers service between Baltimore and Washington, DC seven days a week and provides weekday service to Harford and Cecil County during the morning and evening peak commute periods.

The Brunswick Line offers service into Washington, DC during the weekday morning commute and from Washington, DC terminating in Frederick, MD, Brunswick, MD or Martinsburg, WV during the weekday evening commute. The Brunswick Line does not offer midday or weekend service.



The Camden Line connects downtown Baltimore at Camden Yards to downtown Washington, DC with stops in the Maryland suburbs between the two cities during the morning and afternoon/ evening commutes. The Camden Line does not offer midday or weekend service.

All MARC Train schedules can be viewed online at www.mta.maryland.gov.

MARC Train Service is operated under contract with the National Railroad Passenger Corporation (Amtrak) and Alstrom America.

While every effort is made to maintain published schedules, the train schedules, fares and other information shown in MARC timetables and this brochure are subject to change without notice. The Maryland Department of Transportation

(MDOT) Maryland Transit Administration (MTA) and/or its contract operators do not assume responsibility for inconvenience or damages resulting from missed stops, canceled or delayed trains, failures to make connections or shortages of equipment.

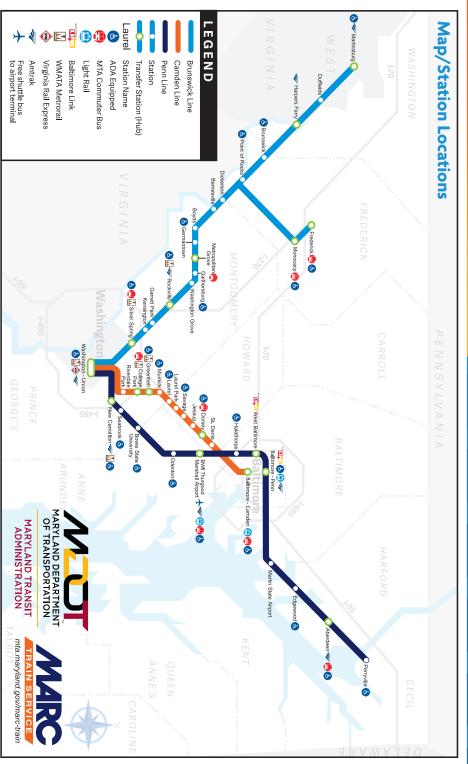
MARC Train Service Contact Information

For more information on MARC services:

- Visit our website at www.mta.maryland.gov
- Send us an email at marc@mta.maryland.gov
- Tweet us at @mtamaryland
- Find us on Facebook at facebook.com/mtamaryland
- Call us at 1-800-325-RAIL

Sign up for e-alert notices (train delays, alerts, service advisories) at www.mtamarylandalerts.com





	Penn Line
Station	Address
Perryville	650 Broad Street Perryville, MD 21903
Aberdeen	18 E. Belair Avenue @ US Rt. 40 East Aberdeen, MD 21001
Edgewood	2127 Old Edgewood Road Edgewood, MD 21040
Martin State Airport	2710 Eastern Boulevard Middle River, MD 21220

Bowie State	Odenton	BWI Thurgood Marshall Airport	Halethorpe	West Baltimore	Baltimore - Penn
13900 Old Jericho Park Road Bowie, MD 20720	1400 Odenton Road Odenton, MD 21113	7 Amtrak Way Linthicum, MD 21240	5706 Southwestern Boulevard Baltimore, MD 21227	401 Smallwood Street Baltimore, MD 21223	1500 N. Charles Street Baltimore, MD 21202

Washington - Union	New Carrollton	Seabrook
Massachusetts Avenue & First Street N.E. Washington, DC 20002	4300 Garden City Drive @ New Carrollton Metro Station New Carrollton, MD 20784	6221 Seabrook Road Lanham, MD 20706

В	runswick Line
Station	Address
Frederick	100 South East Street Frederick, MD 21704
Monocacy	7800 Genstar Drive Frederick, MD 21703
Martinsburg, WV	229 E. Martin Street Martinsburg, WV 25401
Duffields, WV	5057 Flowing Springs Road Duffields, WV 25414
Harper's Ferry, WV	120 Potomac Street Harper's Ferry, WV 25425
Brunswick	100 S. Maple Avenue Brunswick, MD 21716
Point of Rocks	4000 Clay Street Point of Rocks, MD 21777
Dickerson	22211 Mt. Ephraim Road Dickerson, MD 20842
Barnesville	8 Beallsville Road Barnesville, MD 20838
Boyds	15031 Clopper Road Boyds, MD 20841
Germantown	19311 Mateny Hill Road Germantown, MD 20874
Metropolitan Grove	3 Metropolitan Court Gaithersburg, MD 20878
Gaithersburg	5 S. Summit Avenue Gaithersburg, MD 20877
Washington Grove	100 Railroad Street Gaithersburg, MD 20877
Rockville	307 S. Stonestreet Avenue Rockville, MD 20850
Garrett Park	11015 Rokeby Avenue Garrett Park, MD 20852
Kensington	3701 Howard Avenue Kensington, MD 20902
Silver Spring	1170 Bonifant Street Silver Spring, MD 20910
Washington - Union	Massachusetts Avenue & First Street N.E. Washington, DC 20002

	Camden Line
Station	Address
Baltimore - Camden	S. Howard Street & W. Conway Street Baltimore, MD 21201
St. Denis	1734 Arlington Avenue Baltimore, MD 21227
Dorsey	7000 Deerpath Road @ MD 100 between US 1 & MD 295 Elkridge, MD 21075
Jessup	8 Old Jessup Road Jessup, MD 20794
Savage	9009 Dorsey Run Road Annapolis Junction, MD 20701
Laurel Park	20 Racetrack Road Laurel, MD 20725
Laurel	22 Main Street Laurel, MD 20707
Muirkirk	7012 Muirkirk Road Beltsville, MD 20705
Greenbelt	5600 Greenbelt Metro Drive Greenbelt, MD 20770
College Park	7202 Bowdoin Avenue College Park, MD 20740
Riverdale Park Town Center	4700 Queensbury Road Riverdale, MD 20737
Washington - Union	Massachusetts Avenue & First Street N.E. Washington, DC 20002

Real-Time Information

Visit the MARC Tracker at www.marctracker.com for real-time train status information, or download Transit App on Google or the Apple Store. You can also sign up for email and text alerts regarding delayed trains and service changes at www.mtamarylandalerts.com.

Schedules

Schedules are available at MARC stations or online at www.mta.maryland.gov. MARC also participates in Google Transit; schedules are available within Google Maps at www.maps.google.com.

B

Holidays

There is no MARC Train service on any line on the following holidays:

- New Year's Day
- Memorial Day
- Labor Day
- Thanksgiving Day
- Christmas Day

MARC Train operates a limited schedule on the following holidays:

- Martin Luther King, Jr. Day
- Presidents Day
- Juneteenth
- Independence Day
- Columbus Day
- Veterans Day
- The day after Thanksgiving

Please note: MARC reserves the right to modify the above service and non-service dates. The operational status of each of the three MARC Train lines will be posted on the MARC service advisory page on the MDOT MTA website at www.mta.maryland.gov, no later than 30 days prior to the above holidays. Details about changes to MARC Train service during the Christmas/ New Year's holiday season are posted on the MDOT MTA website by November 30.

Weather Impacts & Information

Severe Weather and Special Service

During periods of severe weather, MARC may also operate the "R" (Reduced Service) schedules. Please note, certain trains will make additional station stops when the "R+" (Enhanced R) schedule is in effect. These stops are listed in the schedule



footnotes for each MARC line. In the event of inclement weather, passengers should check the MARC Service Alerts page on the MDOT MTA website at www.mta.maryland.gov for the operational status of MARC Train service

Extreme changes in temperature affect the operation of MARC trains. CSX Transportation, which owns the Camden and Brunswick Lines, may impose heat-related speed restrictions or heat orders. Trains operate 20 mph slower than normal, but not less than 40 mph. Amtrak, which operates the Penn Line, imposes heat-related speed restrictions that vary based on the intensity of the heat and location.

Fares

MARC one-way fares vary depending on the distance traveled. Discounted weekly and monthly passes are available for sale. A full fare policy, including the surcharge for travel to West Virginia and discounts for seniors, individuals with disabilities and students, is available on subsequent pages.

One-way

Good for a single one-way trip between the stations indicated on the ticket. Tickets are valid for travel in either direction between the two stations. Unused tickets expire six months from the purchase date.

Charm*Pass* tickets are valid for 90 minutes after activation. For passengers connecting from the Camden or Penn Line to the Brunswick Line with a journey time exceeding 90 minutes, show the Conductor the expired ticket on your mobile device and it will be honored.

	ONE-WAY FARES PENN LINE														
Depature Stations	Arrival Stations	Pernville	Aberdeen	Edgewood	Martin State Airport	Balto/Penn Station	West Baltimore	Halethorpe	BWI Airport	Odenton	Bowie State	Seabrook	New Carroliton	Washington, DC	_
Perryville			6.00	7.00	8.00	9.00	9.00	10.00	10.00	11.00	11.00	12.00	12.00	13.00	Ĺ
Aberdeen		6.00		6.00	7.00	8.00	8.00	9.00	9.00	10.00	10.00	11.00	11.00	12.00	
Edgewood		7.00	6.00		6.00	7.00	7.00	8.00	8.00	9.00	9.00	10.00	10.00	11.00	ı
Martin State Airport		8.00	7.00	6.00		6.00	6.00	7.00	7.00	8.00	8.00	9.00	9.00	10.00	
Balto/Penn Station		9.00	8.00	7.00	6.00		6.00	6.00	6.00	7.00	7.00	8.00	8.00	9.00	ı
West Baltimore		9.00	8.00	7.00	6.00	6.00		6.00	6.00	7.00	7.00	8.00	8.00	9.00	
Halethorpe		10.00	9.00	8.00	7.00	6.00	6.00		6.00	6.00	6.00	7.00	7.00	8.00	ı
BWI Airport		10.00	9.00	8.00	7.00	6.00	6.00	6.00		6.00	6.00	7.00	7.00	8.00	
Odenton		11.00	10.00	9.00	8.00	7.00	7.00	6.00	6.00		6.00	6.00	6.00	7.00	ı
Bowie State		11.00	10.00	9.00	8.00	7.00	7.00	6.00	6.00	6.00		6.00	6.00	7.00	
Seabrook		12.00	11.00	10.00	9.00	8.00	8.00	7.00	7.00	6.00	6.00		6.00	6.00	
New Carrollton		12.00	11.00	10.00	10.00	8.00	8.00	7.00	7.00	6.00	6.00	6.00		6.00	
Washington, DC		13.00	12.00	11.00	10.00	9.00	9.00	8.00	8.00	7.00	7.00	6.00	6.00		

	ONE-WAY FARES CAMDEN LINE													
Departure Stations	Arrival Stations	Baltimore	St. Denis	Dorsey	Jessup	Savage	Laurel Park	Laurel	Muirkirk	Greenbelt	College Park	Riverdale	Washington, DC	
Baltimore			6.00	6.00	7.00	7.00	7.00	7.00	7.00	8.00	8.00	8.00	9.00	ĺ
St. Denis		6.00		6.00	6.00	6.00	6.00	6.00	6.00	7.00	7.00	7.00	8.00	
Dorsey		6.00	6.00		6.00	6.00	6.00	6.00	6.00	7.00	7.00	7.00	8.00	ĺ
Jessup		7.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	6.00	6.00	7.00	
Savage		7.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	6.00	7.00	ĺ
Laurel Park		7.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	7.00	
Laurel		7.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	7.00	ĺ
Muirkirk		7.00	6.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	7.00	
Greenbelt		8.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	ĺ
College Park		8.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	
Riverdale		8.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00		6.00	ĺ
Washington, DC		9.00	8.00	8.00	7.00	7.00	7.00	7.00	7.00	6.00	6.00	6.00		

											•	•								
	ONE-WAY FARES BRUNSWICK LINE																			
Departure Stations	Arrival Stations	Martinsburg	Duffields	Harpers Ferry	Brunswick	Point of Rocks	Frederick	Мопосасу	Dickerson	Barnesville	Воуаѕ	Germantown	Metropoitan Grous	Gaithersburg	Washington Grovo	Rockville	Garrett Park	Kensington	Silver Spring	Washington, DC
Martinsburg			9.00	8.00	9.00	10.00			11.00	11.00	11.00	12.00	12.00	12.00	12.00	12.00	13.00	13.00	13.00	14.00
Duffields		8.00		8.00	8.00	9.00			10.00	10.00	10.00	11.00	11.00	11.00	11.00	11.00	12.00	12.00	12.00	13.00
Harpers Ferry		8.00	8.00		8.00	9.00			10.00	10.00	10.00	11.00	11.00	11.00	11.00	11.00	12.00	12.00	12.00	13.00
Brunswick		9.00	8.00	8.00		6.00			7.00	7.00	7.00	8.00	8.00	8.00	8.00	8.00	9.00	9.00	9.00	10.00
Point of Rocks		10.00	9.00	9.00	6.00				6.00	6.00	6.00	7.00	7.00	7.00	7.00	7.00	8.00	8.00	8.00	9.00
Frederick								6.00	6.00	6.00	6.00	7.00	7.00	7.00	7.00	7.00	8.00	8.00	8.00	9.00
Monocacy							6.00		6.00	6.00	6.00	7.00	7.00	7.00	7.00	7.00	8.00	8.00	8.00	9.00
Dickerson		11.00	10.00	10.00	7.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	6.00	6.00	7.00	7.00	7.00	8.00
Barnesville		11.00	10.00	10.00	7.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	6.00	7.00	7.00	7.00	8.00
Boyds		11.00	10.00	10.00	7.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	7.00	7.00	7.00	8.00
Germantown		12.00	11.00	11.00	8.00	7.00	7.00	7.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	6.00	6.00	7.00
Metropolitan Grove		12.00	11.00	11.00	8.00	7.00	7.00	7.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	6.00	7.00
Gaithersburg		12.00	11.00	11.00	8.00	7.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	6.00	7.00
Washington Grove		12.00	11.00	11.00	8.00	7.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	6.00	7.00
Rockville		12.00	11.00	11.00	8.00	7.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00	7.00
Garrett Park		13.00	12.00	12.00	9.00	8.00	8.00	8.00	7.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00	6.00
Kensington		13.00	12.00	12.00	9.00	8.00	8.00	8.00	7.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00	6.00		6.00	6.00
Silver Spring		13.00	12.00	12.00	9.00	8.00	8.00	8.00	7.00	7.00	7.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00		6.00
Washington, DC	1	14.00	13.00	13.00	10.00	9.00	9.00	9.00	8.00	8.00	8.00	7.00	7.00	7.00	7.00	7.00	6.00	6.00	6.00	

Fares effective June 27, 2021 per the legislatively-mandated fare increase schedule.

West Virginia MARC Train Fare Surcharges

Passengers traveling to or from a West Virginia MARC station (Martinsburg, Duffields, Harpers Ferry) to or from any station in Maryland or Union Station, must add a surcharge to the regular cost of the following tickets:

2.00 on a one-way ticket — 20.00 on a weekly ticket — 80.00 on a monthly ticket

The \$2.00 one-way surcharge is incorporated in the fare chart on the previous page. To calculate weekly or monthly costs, subtract \$2.00 from the fare listed, convert below, then add \$20.00 or \$80.00, respectively.

	MARC FARES												
One-way Full Fare	6.00	7.00	8.00	9.00	10.00	11.00	12.00	13.00	15.00	16.00	17.00	18.00	19.00
Senior/Disability One-way	3.00	3.50	4.00	4.50	5.00	5.50	6.00	6.50	7.50	8.00	8.50	9.00	9.50
Weekly Ticket (7 Day Sat-Fri)	60.00	70.00	80.00	90.00	100.00	110.00	120.00	130.00	150.00	160.00	170.00	180.00	190.00
Weekly Ticket (5 Day Mon-Fri)	45.00	52.50	60.00	67.50	75.00	82.50	90.00	97.50	112.50	120.00	127.50	135.00	142.50
Monthly Ticket	162.00	189.00	216.00	243.00	270.00	297.00	324.00	351.00	405.00	432.00	459.00	486.00	513.00
Senior/Disability Monthly	81.00	94.50	108.00	121.50	135.00	148.50	162.00	175.50	202.50	216.00	229.50	243.00	256.50
Student Advantage One-way	5.00	6.00	7.00	8.00	9.00	10.00	10.00	11.00	12.00	13.00	14.00	15.00	16.00
Student Advantage Weekly (7 Day Sat-Fri)	50.00	60.00	70.00	80.00	90.00	100.00	100.00	110.00	120.00	130.00	140.00	150.00	160.00
Student Advantage Weekly (5 Day Mon-Fri)	37.50	45.00	52.50	60.00	67.50	75.00	75.00	82.50	90.00	97.50	105.00	112.50	120.00
Student Advantage Monthly	135.00	162.00	189.00	216.00	243.00	270.00	270.00	297.00	324.00	351.00	378.00	405.00	432.00
Transit Link Card (MMATAProduct)					Visit MT	A.Comm	uterDire	ct.com 1	or pricir	ng .			

Fare increases effective June 27, 2021

5-Day Weekly

Paper tickets: Good for unlimited travel between the stations indicated on the ticket, beginning on the Monday of the designated week until midnight of the following Friday. The paper version of this ticket is not valid on Saturday or Sundays.

Mobile app: Good for unlimited travel between the stations indicated on the screen, beginning when the ticket is activated and for the next five consecutive days.

7-Day Weekly

Paper tickets: Good for unlimited travel between the stations indicated on the ticket beginning on the Saturday of the designated week until midnight of the following Friday.

Mobile app: Good for unlimited travel between the stations indicated on the screen beginning when the ticket is activated and for the next seven consecutive days.

Charm*Flex* 6- or 20- Packs

Charm*Pass*

Available only on the Charm*Pass* app, Charm*Flex* Fares were developed for those who are working a more flexible schedule.

Sold in sets of 6 or 20 one-way rides, Charm*Flex* fares can be used on consecutive or non-consecutive days and are valid for up to 12 months after the date of purchase. Charm*Flex* fares cost about 15% less than the cost of a single, one-way ride.

Monthly

Paper tickets: Good for unlimited travel between the stations indicated on the ticket during the specified calendar month, including the entire first business day of the following month. They are non-transferable, but partially refundable up to the 10th service day of the month.

Mobile app: Good for unlimited travel between the stations indicated on the screen, beginning when the ticket is activated and for the next 31 consecutive days. They are non-transferable, but partially refundable up to the 10th service day of the month.

MARC Paper Tickets	MARC Mobile App
One Way Ticket – good for one trip within six months of purchase. Train conductor collects tickets.	One Way Ticket – good for one trip within six months of purchase. Activated ticket remains valid for 2 ½ hours.
Monday-Friday 5-Day Weekly	5-Day Pass – good for five consecutive calendar days from day of activation.
7-Day Weekly	7-Day Pass – good for seven consecutive calendar days from day of activation.
Monthly	31-Day Pass – good for thirty- one consecutive calendar days from day of activation.
	Charm <i>Flex</i> 6-pack and 20-packs allow travel on non-consecutive days for about 15% less than the cost of a single ride. Good for one year after date of purchase.

Transit Link Card (TLC)

In addition to the MARC monthly ticket and the transit options it provides, the Transit Link Card (TLC) adds unlimited Washington Metrorail travel for one calendar month. The TLC is available for purchase at Commuter Stores, MARC Odenton Station and www.mta.commuterdirect.com. The website also provides the current price of this product. Please note that this product is non-refundable under any circumstance.



Where to purchase weekly and monthly tickets

The TLC card can only be purchased at a Commuter Store, the MARC Odenton Station, or through our Ticket By Mail program at www.mta.commuterdirect.com. The TLC card is not available on the mobile app. All other types of tickets may be purchased at MARC or on Charm*Pass*.

Tickets Valid on Connecting Transit

Weekly and Monthly tickets can be used on the following: MDOT MTA Local Bus – CityLink, LocalLink and ExpressLink, MDOT MTA Light RailLink, and Baltimore Metro SubwayLink; WMATA Metrobus (base fare only) in Maryland, Washington, DC and Virginia; Montgomery County RIDE ON and Frederick County TransIT. Weekly or monthly Frederick or Monocacy ticket holders may also ride MDOT MTA Commuter Bus Route 515 between Frederick, MD and Shady Grove Metrorail Station.

Fare Verification

The face of all MARC weekly and monthly tickets must be fully visible to the conductor when the ticket is being inspected. It is permissible to fold the receipt of the ticket at the perforation. See further information later in this guide about ticket inspection and validation policies. CharmPass users must have the app open and ticket activated when conductors enter the car to check tickets. When directed, customers must tap the screen on their mobile device to demonstrate the security features of the app. If the customer's mobile device is not working—including a dead battery—or the customer refuses to tap the screen, the ticket is considered invalid and the customer must purchase a ticket from the conductor.

Discounted Fares

Senior

Qualifying customers receive a 50 percent discount off the price of all full-fare MARC tickets, excluding the Washington Metrorail portion of the TLC. Senior citizens (65 and older) must show one of the following to receive the discounted price:

- Valid government-issued photo ID showing date of birth (e.g., driver's license), or
- Valid Medicare Card and any valid governmentissued photo ID

Seniors (65 and older) who do not have a driver's license may apply for a Maryland Photo Identification Card at any Maryland Motor Vehicle Administration office. There is no fee.

To purchase a senior fare from a MARC ticket machine, passengers must register in advance. Visit www.mta.commuterdirect.com/tvm to register.

To purchase a senior fare from the CharmPass a pp, passengers must register in advance. Visit www.mta.maryland.gov/charmpass to register.

Disability

Qualifying customers receive a 50 percent discount off the price of all full-fare MARC tickets, except the Washington Metrorail portion of the TLC. Individuals with disabilities must show one of the following to receive the discounted price:

- Valid MDOT MTA Disability Photo ID Card, or valid disability ID from another transit agency AND any valid government-issued photo ID (e.g., driver's license), or
- Valid Medicare Card AND any valid government-issued photo ID, or
- Valid MDOT MTA Mobility Photo ID

Maryland residents may obtain an MDOT MTA Reduced Fare Disability ID card. An application must be filled out by the applicant and the applicant's health care professional. The application is available at the Reduced Fare Certification Office (410-767-3438, TTY 410-333-2051).

Applicants must return the completed application by fax (410-333-4347), by mail (MDOT MTA Reduced Fare Certification Office, 6 St. Paul Street, Baltimore, MD 21202) or in person. The Disability Reduced Fare Card is not available the same day that the application is received. The applicant, if approved, will be notified when to come in and have their photo taken, and an ID card will be issued on that day.

MDOT MTA does not provide disability certification to those who live outside of Maryland. Please contact the local transit agency where you live. Disability certification cards from all transit agencies in the United States are honored on MDOT MTA services, including MARC Train.

For further information, call the MDOT MTA Reduced Fare Certification Office at 410-767-3441 or MD Relay 7-1-1 for people who are hearing and/or speech impaired. Office hours are Monday through Thursday, 8:30 a.m. – 4:00 p.m., closed Friday-Sunday.

To purchase a disability fare from a MARC ticket machine, passengers must register in advance. Visit www.mta.commuterdirect.com/tvm to register.

To purchase a disability fare from the Charm*Pass* app, passengers must register in advance. Visit www.mta.maryland.gov/charmpass to register.

Student Advantage

Members of the Student Advantage program are eligible for a 15 percent discount on one-way, weekly and monthly tickets. In order to enroll in the program visit www.studentadvantage.com or call 1-800-333-2920.

A Student Advantage Card and valid high school or college ID must be presented at the time of purchase. Student Advantage tickets can be purchased wherever MARC tickets are sold, except on board the train from the conductor.

To purchase a Student Advantage fare from a MARC ticket machine, passengers must register in advance. Visit www.mta.commuterdirect.com/tvm to register.

Children

Two children under the age of six may ride free of charge when accompanied by a full-fare paying passenger. Additional children (under the age of six) and children age six and above will be charged the appropriate full fare. The free-child allowance does not apply to passengers traveling on any type of reduced fare.



Children under 12 years of age may not travel unless accompanied by a full-fare paying parent or guardian (16 years of age or older). Children must be supervised and seated for their safety.

Children 12-15 years old may travel unaccompanied on trains departing their initial terminal station at or before 7:45 p.m. without transfers between MARC Trains at Union Station. The child must carry documentation listing their name, address, home phone number and the name and phone number of the person who will be meeting them.

We strongly recommend the following guidelines for such travel:

- 1) Parents/guardians should discuss the child's itinerary with them,
- 2) Parents/guardians should ensure the child understands where and when they are to leave the train.
- 3) Parents/guardians should discuss with the child who is meeting them, and

4) Parents/guardians should provide their child with a simple plan of what to do if an emergency arises.

Children 16 and above may travel unaccompanied without restriction. We encourage parents and guardians to follow the same policies listed above, especially regarding emergency contact information and itinerary planning.

MARC Train conductors, staff and management will not escort unaccompanied children to trains, supervise them during their train ride, or ensure that they detrain at the proper station. The priority of train conductors and other staff is the safe transportation of all MARC passengers; they cannot provide special supervision or oversight of unaccompanied children.

Groups

Groups of 10 to 60 may receive the group rate of 50 percent off the price of a full-fare MARC ticket for travel. Availability of group fares is dependent on train capacity and average daily ridership. Midday, late night and weekend trains have the most availability for group travel.

Contact the MARC Group Sales Office at 410-674-4885 between the hours of 9:30 a.m.—3:00 p.m. or email groupmoves@tcstransportation.

com at least two weeks in advance to make reservations. Groups must receive a confirmation to receive the group rate. Group tickets are not issued without confirmation through the MARC Group Sales Office. Reservations are made on a first-come, first-served basis.

Ticket Cross-Honored

Penn and Camden Line tickets are always cross-honored between the two lines for travel to equivalent zones. However, Brunswick Line tickets are not valid for travel to equivalent zones on the Camden and Penn Lines, and Camden and Penn Line tickets are not honored on the Brunswick Line

Camden Line tickets from Washington to:	Are also honored on the Penn Line to:						
Riverdale Park Town Center, College Park, Greenbelt	New Carrollton, Seabrook						
Muirkirk, Laurel, Laurel Racetrack, Savage, Jessup	Bowie State, Odenton						
Dorsey, St. Denis	BWI Airport, Halethorpe						
Baltimore-Camden	West Baltimore, Baltimore-Penn						

Purchasing Tickets

You can purchase a ticket at the following locations:

- The CharmPass Mobile App
- MARC Ticket Vending Machine (TVM)
- Ticket agent at Odenton and Frederick
- On board from the conductor (cash only)
- Ticket by mail
- Commuter Stores in Northern Virginia
- Commuter Store in Silver Spring
- Takoma Langley Crossroads Transit Center
- Mobile Commuter Store

Mobile Ticketing Charm*Pass* App

CharmPass

All MARC ticket types, except the Transit Link Card (TLC), are available for purchase on the MDOT MTA's Charm*Pass* mobile ticketing app. Reduced fares for senior and disability tickets are available for purchase; however passengers must pre-register at www.mta.maryland.gov/charmpass for these options to be visible on the app.

To purchase a fare via the app, download the app to your smart device, pre-register with a credit card on the app and purchase your fare before boarding the train.

Once on board the train, activate your fare for visual inspection by the conductor. SmartBenefits® may be applied to purchase fares via the app (pre-registration required).



MARC Ticket Vending Machines (TVM)

MDOT MTA MARC Service offers the convenience of Ticket Vending Machine (TVM) at most stations. The dedicated toll free customer service number for TVM-related issues is 1-888-291-0207. Assistance is available from 8:00 a.m. - 5:00 p.m. Monday through Friday with a voicemail available at all other times.

The TVM sells all MARC Train Service fare media except Transit Link Cards (TLC) and sells MDOT MTA Commuter Bus 10 trip and monthly tickets. Select machines will accept cash (see chart on page 22 for that accept cash).

The TVMs accept:

- Visa
- Mastercard
- American Express
- Discover
- Apple Pay
- Google Pay

If you experience a problem with a MARC Ticket Vending Machine, please contact MARC Ticket Vending Support at 888-291-0207.

MARC TVMs are located at Washington Union Station and the following MARC train stations:

Penn Line	Camden Line	Brunswick Line
Perryville	Baltimore-Camden*	Martinsburg
Aberdeen*	Dorsey	Brunswick
Edgewood	Savage Laurel College Park*	Point of Rocks
Martin Airport Baltimore-Penn*		Monocacy
West Baltimore* Halethorpe*		Germantown Gaithersburg
BWI Thurgood Marshall Airport*		Metropolitan Grove Rockville
Odenton#		Kensington
Bowie State University*		Silver Spring#
New Carrollton*		

Washington Union Station*



Additional TVMs are located in BWI Thurgood Marshall Airport (Southwest Airlines Baggage Claim Near Door #2), at the MDOT MTA Transit Store (6 St. Paul Street, Baltimore, MD 21202), and in the parking garage at the BWI Thurgood Marshall Airport Rail Station (next to the parking payment station in Garage 2, adjacent to the airport shuttle bus pickup; accepts cash).

Ticket Agent

Ticket agents are available at the following stations: Odenton, Silver Spring TRiPS Commuter Store and Frederick. Tickets can be purchased with cash, credit card or Commuter Choice Maryland vouchers.

On Board From the Conductor

One-way tickets may be purchased onboard MARC trains with **cash only**; no debit or credit cards or checks are accepted. Tickets purchased on trains are subject to a \$5.00 surcharge if the ticket vending machine was available and/or the ticket office was open at train departure time. The \$5.00 surcharge applies to all passengers except senior and certified disability fares. Conductors cannot accept any bill denominations above \$20.00 for cash purchases on trains. Passengers presenting bills larger than \$20.00 will be asked to leave the train at the next station with a TVM or a ticket office to purchase their ticket. All ticket sales on board the train are final and are non-refundable.

^{*} Accepts Cash Payment # Cash sales available from ticket agent

Ticket by Mail

One-way, weekly, monthly and Transit Link Cards (TLC) are available for online purchase through www.mta.commuterdirect.com or by calling 410-697-2212. MARC tickets can be purchased individually or as autorenewable orders. Please note this website is not mobile or electronic ticketing – all tickets must be mailed. The email receipt sent by Commuter Direct will not be honored for travel. Please allow 4-6 business days for delivery.

Commuter Stores

MARC tickets are sold at the Commuter Stores. They accept:

- Cash
- Company check
- Traveler's checks
- Money orders
- All major credit cards
- Company-sponsored debit cards (e.g. TRANServe Visa)
- Electronic SmartBenefits®
- MDOT MTA Commuter Choice Maryland vouchers
- TranBen vouchers

For a full list of Commuter Stores in Northern Virginia, Silver Spring, Takoma-Langley Park, at the Pentagon, and schedule for the Mobile stores, please visit commuterpage.com/tools-resources/the-commuter-store-mobile-commuter-store-commuterdirect-com, call 703-228-RIDE (7433) or email Questions@CommuterDirect.com.

Ticket Validity

MARC tickets are only valid between the origin and destination printed on the ticket. Any travel beyond the origin or destination point requires payment of the fare difference. Weekly and monthly passes—no matter what the value—are not valid for travel to points other than those printed on the ticket.*

*Exception: Penn and Camden Line tickets are always cross-honored to same-fare destinations on both lines. Example: A Camden Line ticket from Washington to Laurel is honored from Washington to Odenton on the Penn Line.

 Example: A passenger has an Odenton-Washington monthly/weekly ticket, but wants to travel from Odenton to Baltimore. His or her monthly/ weekly ticket is not valid. The passenger would need to purchase an Odenton-Baltimore oneway ticket, either in advance from a ticket agent or machine or from the conductor.

The following policies apply if you wish to extend your journey beyond the destination station printed on your ticket:

One-way tickets: Passengers pay the difference between the value of the ticket they possess and the fare to the final destination.

 Example: A passenger has a Washington— Odenton one-way ticket (\$6.00), but wants to extend his or her trip to BWI (\$7.00). The passenger would owe the conductor \$1.00.

Monthly or weekly tickets: Passengers pay the one-way fare between the printed and intended destinations.

 Example: A passenger has a Baltimore-New Carrollton monthly/weekly ticket, but wants to extend his or her trip to Washington. The passenger would owe the conductor \$5.00 (the one-way fare between the two stations).

There is no onboard surcharge for these two types of transactions. Although the examples given above are on the Penn Line, the same policies apply on the Camden and Brunswick Line.

Passengers without proper tickets or who refuse to pay the proper fare will be removed from the train at the next scheduled station stop or denied boarding at their origin point.

Display of Tickets/Ticket Forfeiture

Passengers must have tickets out for inspection or collection by any authorized MARC representative.

CharmPass users must have the app open and ticket activated when conductors enter the car to check tickets. When directed by the conductor, customers must tap the screen on their mobile device to demonstrate the security features of the app. If the customer's device is not working—including a dead battery—or the customer refuses to tap the screen, the ticket is considered invalid and the customer must purchase a ticket from the conductor.

Tickets may be inspected more than once during a trip. Tickets presented after the date of expiration must be surrendered. Passengers without valid tickets are subject to removal from the train, fines and/or prosecution.

Alteration or mutilation of any ticket, or obtaining a ticket deceptively for fraudulent transportation, including the attempted use of a screen shot or video copy of a Charm*Pass* ticket, will result in forfeiture of ticket, removal from the train and possible fines and/or prosecution. Fraudulent MARC tickets will be confiscated and turned over to MDOT MTA Police for investigation and prosecution.

Refund Policy

One-way tickets are non-refundable. Five-day and seven-day tickets are refundable if the return postmark is dated no later than 11:59 p.m. the Friday prior to the effective week.

Monthly tickets are refundable when presented at a ticket office or based on return postmark dated, as follows:

Postmarked prior to effective month	100% refund
Postmarked 1st through 5th of effective month	75% refund
Postmarked 6th through 10th of effective month	50% refund
Postmarked after the 10th of effective month	0% refund

The Transit Link Card (TLC) portion is non-refundable under any circumstance

Refunds will not be given for any fare media purchased with transit benefits.

Commuter Direct Tickets

Tickets purchased from Commuter Direct, must be refunded through Commuter Direct. Contact their staff at 410-697-2212, 703-228-7433 or TDD 800-828-1120.

MARC TVM Tickets

Tickets purchased from the MARC TVMs may be refunded by calling 1-888-291-0207 or by visiting the Odenton or Silver Spring Commuter Stores.

CharmPass App

Tickets purchased via the CharmPass App must be refunded through CharmPass customer service. Contact them at 833-242-7622 or mtamobileticketing@mta.maryland.gov.

Lost, Stolen, or Destroyed Tickets

Lost, stolen or destroyed tickets are nonrefundable and irreplaceable. MARC will not issue replacement tickets. All lost tickets are kept at the MARC Customer Service desk at Union Station (currently at Gate B). Check there to see if your ticket has been turned in. Do not laminate tickets as this will make them unreadable.

- Please write your name and contact number on your ticket so that it can be returned to you if found.
- If tickets are found, please turn them in to Gate B at Union Station or to a conductor.



The MARC information kiosk is staffed on the following days and times:

Monday - Friday 5:30 a.m. - 10:30 p.m. Saturday 8:30 a.m. - 12:30 p.m., 2:35 p.m. - 10:35 p.m. Sunday 8:30 a.m. - 7:00 p.m.

Travel Tips

Lost and Found

There are three Lost and Found locations for all items except lost tickets. Please call the Lost and Found office directly to inquire if an item has been turned in:

Washington-Union	Sun-Sat 9 a.m. – 5 p.m.	202-906-3109
Baltimore-Penn	Mon-Fri 7:30 a.m. – 6 p.m.	410-291-4267
Camden and Brunswick Lines	Mon-Fri 8 a.m. – 4 p.m.	410-525-1495 (voicemail after 4 p.m.)

Please note that some Penn Line trains now operate as Camden or Brunswick Line trains. If your item is not located in Washington or Baltimore, contact the Camden/Brunswick phone number.

While every effort will be made to return lost items and tickets, MARC is not responsible or liable for items left on board the train.

For more information about lost items, email MARC Customer Service at marc@mta.maryland.gov.

Electric Vehicle (EV) Charging Stations

EV Charging Stations are available at Perryville, Martin State Airport, Baltimore-Penn, West Baltimore, Halethorpe, BWI Thurgood Marshall Airport, Odenton, Seabrook, Washington-Union, Dorsey, Savage, Muirkirk, Baltimore-Camden, Germantown, Point of Rocks and Monocacy. More locations will be added. Only electric-powered cars may park in these designated spaces.

Passenger Safety and Comfort

At Camden and Brunswick Line stations that require the use of a crosswalk to get to the appropriate boarding platform, passengers must be on the platform prior to the arrival of the train. Passengers who cross in front of or behind the train while it is at the station will be denied boarding. **This policy is in effect for passenger safety.**

Passengers are not allowed to board trains at Washington Union Station or Baltimore Penn Station until the track number is posted and boarding is announced. Passengers must remain within the station waiting area until the train is ready for boarding.

Smoking

Smoking and vaping/e-cigarettes are not permitted onboard MARC trains or inside MDOT MTA-owned stations, waiting rooms, or on MDOT MTA platforms. Amtrak policies apply at Amtrak-owned stations (Washington-Union, New Carrollton, BWI Thurgood Marshall Airport, and Baltimore-Penn).





On Board the Trains

The conductor is in charge of the train. Passengers must follow his or her instructions while riding any MARC train. Conductors should be informed of any service problems experienced on the train or if a passenger needs assistance prior to arriving at their destination.

Improper conduct, intoxication, offensive actions or language that is objectionable to other passengers and/or the train crew or is disruptive to the safe operation of the train is not permitted. Passengers displaying disorderly conduct will not be transported and will be asked to leave the train. No refunds will be made to passengers who have been removed from the train under these circumstances.

For personal safety and the safety and consideration of other passengers, MARC requests that passengers not stand in aisles when seats are available. Standing is never allowed on stairs or in vestibules (the space between train cars where passengers enter and exit the train). Conductors will direct standing passengers to seats when available. Passengers should remain in their seat until shortly before arriving at their station for personal safety and the safety and consideration of other passengers.

MARC encourages all passengers to be a part of MDOT MTA's security campaign: If You See Something, Say Something! Visit www.securetransit.org for more information. If you see something suspicious, call the MDOT MTA Police at 410-454-7720. Report any suspicious individuals or behavior to the conductor, uniformed employee, police officer and/or ticket agent. Passengers are asked to keep your personal belongings with you at all times. Please be alert to other passengers and remind them if they leave any parcels behind.

Restrooms

Each MARC train has at least one restroom located in the last car of the train (furthest from the locomotive). Additional restrooms are located in cars with a "9" as the third digit in their car number (e.g. Car 7896). Please do not flush anything down the toilet except for the toilet paper provided in the MARC Train restroom. This includes soda, coffee, and other liquids as well as personal hygiene products; use the trash can or sink as appropriate.

Carry-On Policy

Only items which can be safely and easily carried by the passenger may be brought on the train. Large carry-on bags are discouraged on rush hour trains due to lack of storage space. Conductors and management reserve the right to deny boarding to passengers with excessive luggage to maintain a safe trip for everyone. The following items are not permitted on trains: non-folding baby carriages, surfboards, skis and any items which may cause safety hazards or inconvenience to other passengers.

Conductors are not required to handle luggage or any other type of baggage. Red Cap (luggage assistance) services are provided by Amtrak at Washington Union and Baltimore-Penn stations.



Bicycles on MARC Trains

All MARC Train sets on all three lines can now accommodate a limited number of full-size bicycles and personally-owned, battery-operated folding scooters.

Each scheduled train will have at least two cars equipped with bike racks that are provided on a first-come, first-served basis. Conductors are not permitted to assist the loading of bikes onto the train or off, even when the bike must be carried up the train steps from a lower-level platform. Passengers are solely responsible for loading, securing and unloading their bikes or scooters.

Some racks require the use of bungee cords to secure the bicycle. Passengers should always bring two (2) bungee cords to secure their bicycles. MARC train equipment assignments vary by day, and your train may have any type of MARC rail car. You should be prepared to travel and store your bike with bungee cords.

Only two-wheeled bicycles and two-wheeled children's bicycles (with or without training wheels) are allowed on board. While battery powered folding scooters are now allowed, engines powered by liquid fuel are prohibited. The bike rack areas are reserved for the safe storage of non-collapsible bicycles. Personal items or folding bicycles/scooters placed in these areas must be removed if the bike rack is needed.

Folding bicycles/scooters are permitted on any train. They are treated as all other types of carry-on luggage. Do not block the aisles of seats with a folding bicycle/scooter. For safety reasons, folding bicycles/scooters are not allowed in the overhead luggage racks. Folding bicycles/scooters must be folded prior to getting on the train for the safety of all passengers.

Bike lockers are available at select stations for \$70.00 a year, plus a \$25.00 refundable deposit after the key is returned. Call 410-767-3999 for more information.

Pets and Service Animals

Only small pets confined in closed carriers are permitted on MARC trains. Service animals accompanying passengers with disabilities who require the assistance of these animals are welcome on board.

Wheelchairs

Each train has one or more cars equipped to accommodate passengers who need to secure mobility devices, such as wheelchairs or walkers. Contact the conductor for assistance.

Rider Responsibilities

No seats are reserved on MARC trains and a ticket does not guarantee a seat, especially on rush hour trains, during special events, and in the event of service disruptions. Boarding may be stopped when trains reach a safe capacity and customers will be required to wait for the next train. Please do not inconvenience others by blocking or holding seats with personal items. Please do not place your feet on the seats. Removing shoes or placing a newspaper on the seat does not constitute "protecting" the seat.

Not all doors open at every station. Listen for announcements regarding which doors will open.



Maryland law requires that all audio devices be used with a headset, and the volume kept to a level that will not disturb others while in public areas and onboard trains

Please help keep MARC trains clean by depositing trash in designated receptacles on the train or on platforms.

Quiet Commute Car

Most rush-hour weekday MARC trains have a Quiet Commute Car, which is generally the first car behind the locomotive (Car 1). These trains are noted with a "Q" at the top of the column in the Penn and Camden Line timetables; all Brunswick Line trains have a Quiet Commute Car. Passengers may not talk on their mobile phones and are required to keep all audio devices, such as laptops, cell phones and tablets, on silent mode or turned off. Text messaging or e-mailing from such devices is permissible if these devices are in silent mode (including turning off audio feedback for key strokes).

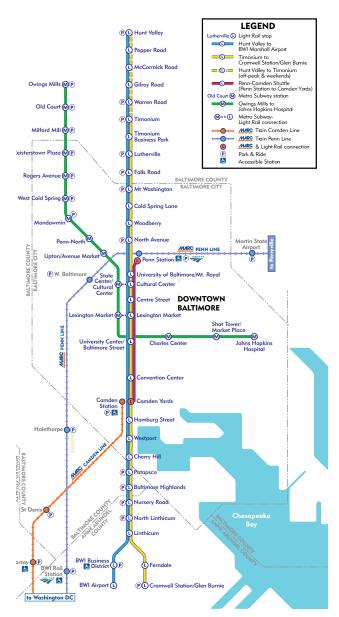
The Quiet Commute Car is not a silent car.

Hushed conversations between passengers are permitted in the Quiet Commute Car, but should be kept at a low volume – we suggest a library-like atmosphere.

Seating is available on a first come first served basis. In the event of overcrowded conditions, and other extenuating circumstances, the conductor has the right to suspend Quiet Commute Car privileges. There will not be Quiet Commuter Cars on Camden Line trains on evenings when the Baltimore Orioles are hosting a large-attendance game at Camden Yards.

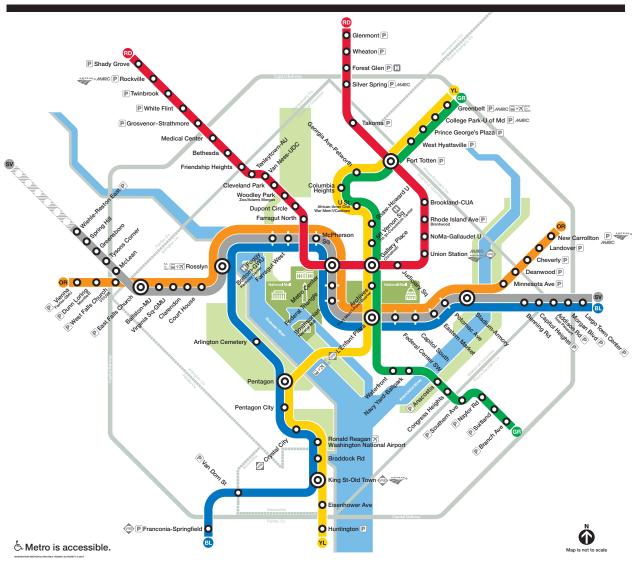
It is not the job of the conductors to enforce Quiet Commute Car policies. The first priority of train conductors and other staff is the safe transportation of all MARC passengers. If you are unable to adhere to the Quiet Commute Car policy, please move to another car.

BaltimoreLink Connections



Washington, DC METRO Rail Connections





MDOT MTA Connections

LOCALLY OPERATED Transit Services with MARC Train Connections

Washington Metropolitan Area Bus Service

202-637-7000 | www.wmata.com

Union Station and Silver Spring, Rockville, College Park, Greenbelt, New Carrollton, Seabrook and Bowie State stations

Montgomery County Ride On

240-777-5800 | www.montgomerycountymd.gov/dot-transit Germantown, Metropolitan Grove, Gaithersburg, Washington Grove, Rockville, Garrett Park, Kensington and Silver Spring stations

TransIT Services of Frederick County

301-600-2065 | www.frederickcountymd.gov/Transit Downtown Frederick, Monocacy, Point of Rocks stations

Eastern Panhandle Transit Authority

304-263-0876 | www.eptawv.com

Jefferson and Berkley Counties, West Virginia

Harford County Transit

410-612-1620 | www.harfordtransit.org Aberdeen, Edgewood stations

Cecil Transit

410-996-5295 | www.ceciltransit.com

Perryville station, including connecting bus service to Newark. Delaware SEPTA station

Prince George's County-The Bus

301-324-2877 | www.princegeorgescountymd.gov/1120/ Countys-TheBus Greenbelt, College Park, Riverdale Park Town Center, New Carrollton stations

Regional Transportation Agency of Central Maryland

800-270-9553 | www.transitrta.com

Dorsey, Savage, Laurel, Greenbelt, BWI Marshall Airport and Odenton stations

University of Maryland, College Park (Shuttle UM)

301-314-2255 | www.transportation.umd.edu/shuttle.html College Park, New Carrollton and Silver Spring stations (New Carrollton and Silver Spring services require valid UM student ID)

University of Maryland, Baltimore County (UMBC Transit)

410-455-2454 | www.umbc.edu/transit

BWI Marshall and Halethorpe stations (service requires a valid UMBC student ID)

University of Maryland, Baltimore (UM Shuttle)

410-706-3100 | www.umaryland.edu/shuttlebus

Baltimore Penn Station (service requires a valid UM student ID)

Committees/ Public Involvement

MARC Riders Advisory Council

MARC riders are represented by an all-volunteer advisory council that meets monthly in Washington, DC. You may visit the MARC Riders Advisory Council website at www.mta.maryland.gov/marc-train-riders-advisory-meetings or send an email to marc@mta.maryland.gov.

Important Phone Numbers

MTA Transit Information a Customer Service Toll-free TTY	nd 410-539-5000 366-RIDE-MTA (743-3682) 410-539-3497
Ticket Vending Machine Customer Service	888-291-0207
Charm <i>Pass</i> Customer Serv Toll-free	rice 833-242-7622
Commuter Choice Maryla	nd410-865-1100
Commuter Direct	410-697-2212
SmartBenefits (WMATA)	202-962-2784
Connections	
Amtrak	800-872-7245
BWI Marshall Airport	800-435-9294
Cecil Transit	
Eastern Panhandle Transit Authority	304-263-0876
Frederick County Transit	
Harford County Transit	
Metrorail & Metrobus (DC)	
Prince George's County-Th	
Regional Transportation A Maryland (Anne Arunde County, Northern Princ	gency of Central el County, Howard
Ride On (Montgomery Co	unty)240-777-5800
UM College Park (Shuttle I	JM)301-314-2255

UMBC Shuttle (Catonsville)...... 410-455-2454

UM-Baltimore (UM Shuttle)......410-706-3100

Virginia Railway Express (VRE)703-684-1001



This document is available in an alternate format or translated upon request. Please contact MDOT MTA Office of Customer and Community Relations. 410-767-3999 • 866-743-3682 • TTY 410-539-3497.

Este documento está disponible en un formato alternativo o traducido al pedirlo. Por favor, comuníquese con MDOT MTA Office of Customer and <u>Community Relations</u>.





