



Board Document

OVERVIEW			
PRESENTATION NAME	Waiving Smart Trip card fee for 7-Day Regional Bus Pass Outreach	DOCUMENT NO.	300156
ACTION OR INFORMATION	Action		
STRATEGIC TRANSFORMATION PLAN GOAL	Service excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Meyer, Sarah;		
ORGANIZATION	Customer Experience and Engagement		
DOCUMENT INITIATOR	Bonnie K. Sullivan		
OTHER INFORMATION			
COMMITTEE	Board Meeting (Consent)	COMMITTEE DATE	9/10/2026
PURPOSE/KEY HIGHLIGHTS	To raise awareness of the Weekly Regional Bus Pass, which provides seven days of unlimited bus travel for \$13.50, Metro will conduct street outreach targeting bus customers beginning after receiving Board approval. The effort will include fare enforcement activities led by MTPD and on-site pass sales for interested customers.		
DISCUSSION	To encourage fare compliance and facilitate ease of purchase, staff request that the Board waive the \$2 Smart Trip card fee for preloaded cards for the 7-Day Regional Bus Pass sold through point-of-sale devices during this outreach campaign. Because staff cannot reload customers' existing Smart Trip cards in		



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	the field with the point-of-sale machines, customers who need a new card would otherwise be charged \$15.50, creating an unexpected barrier at the point of sale and undermining the simplicity of the advertised offer. Removing the card fee is therefore essential to achieving the outreach campaign's intended purpose and encouraging broader adoption of this affordable fare product among bus customers
INTERESTED PARTIES	n/a
RECOMMENDATION/NEXT STEPS	Staff recommends the approval to waive the \$2 Smart Trip card fee on 7-Day Regional Bus Passes sold during the weekly bus pass awareness campaign.
FUNDING IMPACT	Waiving the \$2 card fee is expected to increase bus fare pass sales and usage, supporting fare compliance and reinforcing importance of fare revenue.

SUBJECT: APPROVAL OF WAIVER OF SMART TRIP CARD FEE FOR THE 7-DAY BUS PASS AS PART OF A BUS FARE AWARENESS CAMPAIGN

RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, The fee charged to customers for the purchase of a physical Smart Trip card has previously been established by the Board of Directors; and

WHEREAS, To promote the purchase of a 7-Day Regional Bus Pass as an alternative for bus customers to encourage fare compliance, staff recommends waiving the \$2.00 Smart Trip card fee associated with the sale of the 7-Day Regional Bus Pass pre-loaded on a Smart Trip card for direct hand sales during a fare enforcement and awareness campaign beginning on September 10, 2026;

NOW, THEREFORE, be it

RESOLVED, That the Board of Directors approves waiving the \$2.00 fee for a Smart Trip card sold with a 7-Day Regional Bus Pass via direct hand sales as a part of the bus fare enforcement and awareness campaign beginning September 10, 2026; and be it finally

RESOLVED, That in order to timely implement this initiative during the bus fare enforcement and awareness campaign, this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,

/s/

Patricia Y. Lee
Executive Vice President, Chief Legal Officer
and General Counsel