Farebox Installation Project
FACT SHEET

Over the next year, we will be installing brand-new fareboxes on Metrobus. **This technology investment means improved reliability and faster processing of transactions, all leading to a better bus experience for you!** It is expected to take approximately one year to update our more than 1,600 bus fleet and to upgrade the fare technology at our 10 bus garages.

New Farebox

New separate SmarTrip® card reader

Modernized Convenience

The new fareboxes are slimmer and will allow you to have the same convenient payment options that you have today, but with these new features:

- **Larger, brighter and full color displays**
- **Faster processing** of bills and coins
- **Improved reliability** due to technology upgrades
- **Separate SmarTrip® card reader** (allows for faster repair and maintenance)

What to Expect

While the new fareboxes will operate similarly to the current ones, some things may look a little different.

New, improved, and coming soon

- **The SmarTrip® card reader,** currently located inside the farebox, will be moved to a separate location near the farebox. This will allow for easier maintenance and less disruption to service
- **The SmarTrip® card readers on Metrobus** will be the same model as the ones on our newly installed faregates, a first in Metro's history

Same convenient access you have today

- **Bills, coins, and approved tokens** will continue to be accepted at the farebox
- **You'll still have the option to pay** using your SmarTrip® card or Mobile wallet
- **Check your balance and add value** (cash-to-card) at the reader

To minimize impacts to your commute, installations will take place only on buses that are out of service.

Improved Access for All

To make fare payment even more accessible for our senior riders and customers with disabilities, we've customized the original farebox design to include:

- **Larger raised characters under action buttons**
- **Raised characters and arrow indicators for bills and coins**
- **Larger font sizes on display**

March-May 2023 Testing phase	**June 2023** Farebox installation begins	**July - October 2023** New fareboxes installed on 25% of Metrobuses	**Winter 2023 /2024** New fareboxes installed on 50% of Metrobuses	**Summer 2024** Project completion

Learn more at
wmata.com/faremodernization

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