



**Notice of Public Hearing**  
Washington Metropolitan Area Transit Authority

**Docket B18-04: Proposal to Eliminate the Use of Cash on  
Limited-Stop Metrobus Routes**

**Purpose**

Notice is hereby given that a public hearing will be held by the Washington Metropolitan Area Transit Authority on the docket mentioned above as follows:

Hearing No. 620  
Monday, September 17, 2018  
Metro Headquarters Building  
600 5<sup>th</sup> Street, NW  
Washington, DC 20001

Open House at 6:30 pm – Public Hearing at 7:00 pm

Please note that this date is subject to the facility's cancellation policy.  
In the event of a cancellation, Metro will post information about the new hearing on  
[www.wmata.com](http://www.wmata.com)

The locations for all Metro public hearings are wheelchair accessible. Any individual who requires special assistance such as a sign language interpreter or additional accommodation to participate in the public hearing, or who requires these materials in an alternate format, should contact Danise Peña at (202) 962-2511 or TTY: 202-962-2033 as soon as possible in order for Metro to make necessary arrangements. For language assistance, such as an interpreter or information in another language, please call (202) 962-2582 at least 48 hours prior to the public hearing date.

For more information please visit [www.wmata.com/bus](http://www.wmata.com/bus)

In accordance with Section 76 of the WMATA Compact, Metro will conduct a public hearing at the location listed in this notice. Information on the hearing will be provided in Metrorail stations, on Metrobus vehicles, at area libraries, and online at [wmata.com/bus](http://wmata.com/bus).

**HOW TO REGISTER TO SPEAK** – All organizations or individuals desiring to be heard with respect to this docket will be afforded the opportunity to present their views, make supporting statements and to offer alternative proposals. Public officials will be allowed five minutes each to make their presentations. All others will be allowed three minutes each. Relinquishing of time by one speaker to another will not be permitted.

There will be no advance registration to speak. Those wishing to provide oral testimony will sign up to speak at the hearing, will be called to testify in the order they sign up, and can sign up to speak at any time prior to the close of the hearing. Elected public officials will be allowed to provide their testimony as soon as feasible after their registration. If you will not be able to stay to provide your testimony orally when your name is called, staff will help you to submit your comments into the public record including the use of a digital recorder to record your oral comments.

Please note that all comments received are releasable to the public upon request, and may be posted on WMATA's website, without change, including any personal information provided.

**HOW TO SUBMIT TESTIMONY NOT AT THE PUBLIC HEARING** – Testimony about this proposal may be submitted online via a survey at [wmata.com/bus](http://wmata.com/bus). The survey will open by 9 a.m. on Saturday, September 1, 2018 and will close on Monday, September 24, 2018 at 9 a.m. The survey will also provide the opportunity to submit freeform comments. This is in addition to your ability to speak at a public hearing. For those without access to computers or internet, testimony may also be mailed to the Office of the Board Secretary, Washington Metropolitan Area Transit Authority, 600 Fifth Street, NW, Washington, DC 20001. All comments must be received by the Office of the Secretary by 9 a.m. on Monday, September 24, 2018 to be included in the public record.

The comments received by the Office of the Board Secretary, along with the survey results and public hearing comments, will be presented to the Board and will be part of the official public hearing record. Please note all statements are releasable to the public upon request, and may be posted on WMATA's website, without change, including any personal information provided.

For those who do not have access to computers or internet, note that copies of the docket in its entirety can be requested from Metro's Office of the Board Secretary by calling 202-962-2511, and are available for inspection during normal business hours at Metro's Headquarters at 600 Fifth Street, NW, Washington, DC 20001. Please call 202-962-2511 in advance to schedule an appointment.

**BACKGROUND & PROPOSAL** – Up to 25% of the travel time on Metrobus routes is spent stopped at bus stops while customers board, alight, or pay fares. Research has shown that cash fare payments take significantly longer than SmarTrip® taps, and customers loading value onto their SmarTrip® cards take even longer. In order to reduce the time that buses spend waiting at stops and get passengers to their destinations faster, Metro is considering making some limited-stop routes cash-free. Only SmarTrip® cards would be accepted on these routes; customers would not be able to pay their fare in cash or add value to their card on board the vehicle.

Routes that are proposed for inclusion in the cash-free program are MetroExtra, Metroway, and any other equivalent limited-stop routes that may be added in the future. These limited-stop

routes already provide faster service and offer some features of bus rapid transit, and making the boarding process faster would further enhance service on these routes. In addition, limited-stop routes generally have local service on the same corridor, which would continue to accept cash.

The routes proposed for cash-free service are:

- 16Y Columbia Pike-Farragut Square
- 37 Wisconsin Avenue Limited
- 39 Pennsylvania Avenue Limited
- 59 14th Street Limited
- 79 Georgia Avenue Limited
- A9 Martin Luther King Jr. Avenue Limited
- G9 Rhode Island Avenue Limited
- J4 College Park - Bethesda Limited
- K9 New Hampshire Ave. - Maryland Limited
- S9 16th Street Limited
- X9 Benning Road-H St Limited
- REX Richmond Highway Express
- Metroway Potomac Yard Line

Route 79 is currently cash-free as part of a six-month pilot project that began on June 24, 2018 and runs through December 2018. Public comments will help Metro determine whether to make Route 79 *MetroExtra* cash-free on a permanent basis, and identify issues to evaluate when considering other routes for inclusion in the cash-free program.

Metro understands that some customers rely on cash for paying fares or find it convenient to add value on board the bus and is interested in hearing from these customers about what alternative options are most convenient. Options for purchasing and adding value to SmarTrip® cards include:

- Fare vending machines at all Metrorail stations
- Retail locations such as Giant, CVS, Walmart. For a complete list see [www.wmata.com/fares/stores.cfm](http://www.wmata.com/fares/stores.cfm)
- The Metro Sales Office at Metro Center station
- Commuter stores located throughout the region. For a complete list see [www.wmata.com/fares/stores.cfm](http://www.wmata.com/fares/stores.cfm)
- SmarTrip® cards may be ordered and value may be added online at [www.wmata.com](http://www.wmata.com).
- Customers will continue to be able to use cash or add value to their SmarTrip® cards on board all Metrobus routes that are not part of this proposal.

Customers are also invited to offer comments on which alternatives would be most important if their limited-stop route were to stop accepting cash. Metro will use this feedback to determine if, and in which order, to designate individual routes as cash-free. For example, Metro could weigh the availability of retail locations along the corridor in determining whether to make a route cash-free.

In addition, Metro is interested in hearing from customers about any fare purchasing options that are not currently available that would make cash-free service more convenient. For example, Metro has announced that a mobile app is in development and will eventually enable customers to pay fare using their smartphones.