

**8. If you don't own a SmarTrip® card, what is the main reason?**

- Afraid to buy a SmarTrip® card and lose it when it still has money on it
- No place nearby to add more money to a SmarTrip® card
- Easier to pay in cash than to use a SmarTrip® card
- Want to maintain my privacy / don't want my travel to be tracked
- Don't ride Metrobus often enough to need a SmarTrip® card
- Other, please explain in a few words:

\_\_\_\_\_

- Not applicable

**9. There are multiple ways to add money to a SmarTrip® card. Which methods are you aware of? Please check all that apply.**

- Fare machine at a Metrorail station
- At certain retail outlets (e.g., CVS, Giant, etc.)
- Commuter store or Metro sales office
- Fare box on a Metrobus
- Online payment at wmata.com
- None of the above

**10. If you could no longer add more money to your SmarTrip® card on a limited-stop bus route, what would be your most preferred way to reload your card?**

- Fare machine at a Metrorail station
- At certain retail outlets (e.g., CVS, Giant, etc.)
- Commuter store or WMATA sales office
- Fare box on a Metrobus that accepts cash
- Online payment at WMATA.com
- Buy a weekly pass at a Metrorail station, retail outlet, commuter store or sales office
- Not applicable

**11. If you could no longer pay cash to board a limited-stop bus route, what are you most likely to do?**

- Pay with a SmarTrip® card to continue riding this route
- Use a different bus route that accepts cash
- Stop riding Metrobus
- Other, please explain in a few words:

\_\_\_\_\_

- Not applicable

**12. Do you have an online banking account or credit card?**

- Yes
- No

**13. How often do you buy things online (e.g., at Amazon.com, eBay.com, etc.)?**

- |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|
| Often                 | Sometimes             | Never                 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**14. Do you own a smartphone?**

- Yes
- No

**15. Do you consider yourself Hispanic / Latino?**

- Yes
- No
- Prefer not to answer

**16. Which of the following best describes your race? Please check all that apply.**

- American Indian/Alaska Native
- Native Hawaiian/Pacific Islander
- Asian
- White/Caucasian
- Black/African-American
- Other: \_\_\_\_\_
- Prefer not to answer

**17. What is your home zip code?**

\_\_\_\_\_

**18. Which of the following ranges contains your annual household income (before taxes)?**

- Less than \$30,000
- \$30,000 or more
- Prefer not to answer

Please share with us any thoughts and comments you might have regarding the removal of cash as a payment option aboard Metrobus:

ስለ ከክፍያ ነጻ እና ውስጥ ፈርማታዎቻችን ላይ ስለሚቀመጡ Metrobus (ሜትሮቢስ) የጉዞ አቅጣጫዎች ፓይላት ተጨማሪ መረጃ ለማግኘት፣ አባክዎ ሜትሮ ዲብሊዩ አገልግሎት መስመር ይደውሉ 202-637-7000።

想要获取关于在受限停靠的 Metrobus 巴士路线实施无现金试运行计划的更多信息，请致电 Metro 的客户服务热线 202-637-7000。

Pour recevoir des informations supplémentaires au sujet du conducteur sans espèces sur des itinéraires de Metrobus à nombre d'arrêts limités, veuillez appeler la ligne de service à la clientèle de Metro au 202-637-7000.

현금 없는 Metro 버스 노선 파일럿 프로그램(일부 정류장 한정)에 관한 더 많은 정보를 받으시려면, Metro 고객센터 서비스 번호 202-637-7000번으로 전화해주시십시오.

Para recibir información adicional sobre el proyecto piloto de rutas de Metrobus de paradas específicas sin necesidad de utilizar efectivo, sírvase llamar a la línea de servicio al cliente de Metro al 202-637-7000.

Để có thêm thông tin về thí điểm không sử dụng tiền mặt trên các tuyến Metrobus ít điểm dừng, hãy gọi đến Dịch vụ Khách hàng của Metro theo số 202-637-7000.

**What do you think about limited-stop bus service going cash-free?**



Metro is looking at ways to speed up bus service and is considering going cash-free on limited-stop routes by only allowing payment with a pre-loaded SmarTrip® card.

Passenger boarding and fare payment can take up to 25% of a bus route's travel time. Research shows that cash payments take much longer than SmarTrip® taps.

Current limited-stop routes under consideration are: 16Y, 37, 39, 59, A9, G9, J4, K9, S9, X9, REX, and Metroway, as well as future new limited-stop routes. Route 79 MetroExtra is currently cash-free as part of a pilot. Local routes would continue to accept cash.

**See inside to take the survey and information about other ways to provide us with your comments.**

For more information, go to [wmata.com/bus](http://wmata.com/bus).



Please complete the attached survey, tear it off and put it in a survey collection bin near the faregates at any Metrorail station. You can also tell us what you think online or in person by 9:00 a.m. on Monday, September 24, 2018.



Go online to [wmata.com/bus](http://wmata.com/bus) to take the survey and provide your comments.



Attend an open house at 6:30 p.m. and public hearing starting at 7:00 p.m. at Metro Headquarters, 600 5th Street NW, Washington, DC on Monday, September 17, 2018. Speaker registration is on-site only and will close after the last speaker.

Public feedback will be provided to Metro's Board of Directors in November 2018 as part of the final decision making process. In accordance with Federal Transit Administration guidance, Metro would conduct additional public outreach and a Title VI analysis prior to any permanent removal of cash as a fare payment option.

Public participation is solicited without regard to race, color, national origin, age, gender, religion, disability or family status. If you require special accommodations under the Americans with Disabilities Act or translation services (free of charge), contact the project team at 202-962-2511 (TTY: 202-962-2033) at least 48 hours in advance.

SURVEY: CASH-FREE ON LIMITED-STOP BUS ROUTES

1. How often do you ride Metrobus?

- Often  Sometimes  Rarely  Never

2. Which limited-stop Metrobus route did you take most recently?

- 16Y Columbia Pike-Farragut Square Limited
- 37 Wisconsin Avenue Limited
- 39 Pennsylvania Avenue Limited
- 59 14th Street Limited
- 79 Georgia Avenue Limited
- Metroway
- REX Richmond Highway Express
- 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
- None of the above

3. On average, how many days per week do you ride the limited-stop bus route you selected above?

- 6-7 days  4-5 days  2-3 days  1 day  Less than 1 day per week  Not applicable

4. In general, how satisfied are you with how quickly this limited-stop bus route takes you to your destination?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Not applicable

5. Which of the following options for speeding up bus service are you in favor of on limited-stop bus routes?

	Strongly in Favor	Somewhat in Favor	Neutral	Somewhat Against	Strongly Against
Eliminate the option to reload a SmartTrip® card on the bus, but allow customers to pay cash to board the bus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eliminate both the option to reload a SmartTrip® card on the bus and the option to pay cash to board the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow customers to use both front doors and back doors to board the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce the number of bus stops on the route	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Re-program traffic signals so that buses have shorter wait times at red lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create driving lanes that are for buses only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How often do you:

	Always	Often	Sometimes	Rarely	Never	Not Applicable
Pay your bus fare using cash only (instead of tapping a SmartTrip® card)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add more money to your SmartTrip® card aboard the bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. When you pay your bus fare using cash, instead of a SmartTrip® card, what are usually the reasons you pay in cash? Please check all that apply.

- Don't own a SmartTrip® card.
- Can't find my SmartTrip® card.
- Don't have my SmartTrip® card with me
- My SmartTrip® card doesn't work.
- Don't want to use the money on my SmartTrip® card when I can pay in cash
- No place nearby to add more money to my SmartTrip® card
- Easier to pay in cash than to use a SmartTrip® card
- Want to maintain my privacy / don't want my trips to be tracked
- Other, please explain in a few words:  
\_\_\_\_\_  
\_\_\_\_\_
- Not applicable

Please answer just a few more questions on the back!

