



Metro's Installation of New Faregates and Fareboxes – Newsletter Content

The following messages have been created to help engage and inform the community about Metro's investment into new, more reliable faregates and fareboxes. Stakeholders are encouraged to share this message in their newsletters or other community engagement tactics.

Headline: Is your SmarTrip® card due for an upgrade?

Text Option 1:

If your SmarTrip card has been around longer than your favorite jeans... it may be time for a change. Metro customers will need to replace SmarTrip cards purchased before 2012 by **March 1, 2022**. These older cards will not work on the new, faster and more reliable faregates Metro began installing last summer.

The new faregates will be installed at all 91 Metrorail stations by the end of this year. Metrobus customers can expect a new look this fall when Metro begins installing new fareboxes on all its buses. So, whether you ride the train or bus, you'll need to replace your outdated SmarTrip card by the **March 1** deadline.

There are multiple easy options for replacing an outdated card:

- Visit wmata.com/cardreplacement
- Call 1-888-SMARTRIP (1-888-762-7874)
- Visit the Sales Office at Metro Center Station (Tuesday – Thursday, 8 am – Noon)
- Mail your card back to Metro and get a replacement (consider this option if you aren't riding Metro and won't immediately need your card), visit wmata.com/cardreplacement to download the mail-in form

If your older card was ever enrolled in the SmartBenefits program, you must replace your card online.

Visit wmata.com/faresystemmodernization to learn more about Metro's investment in modernizing customer payment options.

Text Option 2:

Say farewell to those old SmarTrip cards! If you're SmarTrip card was purchased before 2012, it will not work after **March 1, 2022** on Metrorail and Metrobus because of new faregate and farebox technology.

If you're currently using Metro, there are three easy ways to replace your card by **March 1**:

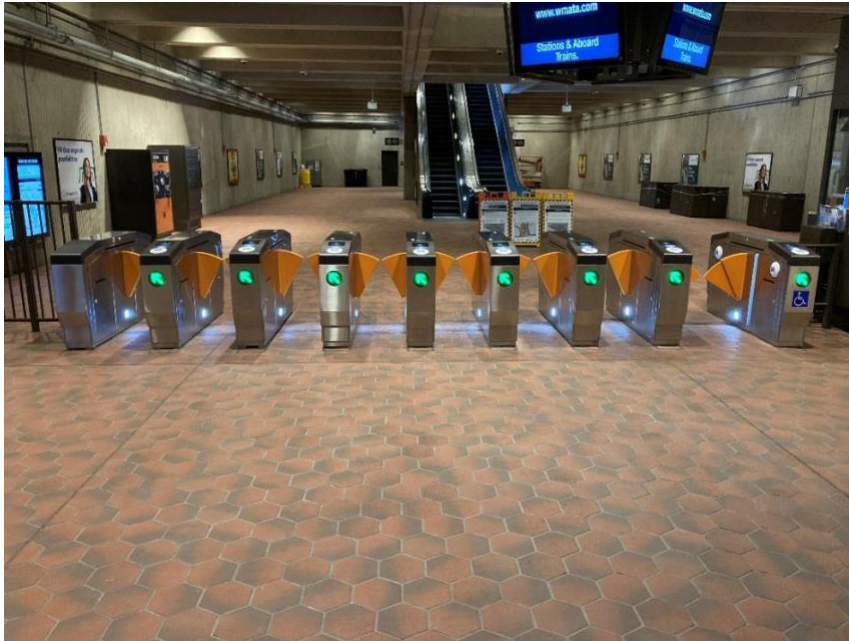
- Visit wmata.com/cardreplacement
- Call 1-888-SMARTRIP (1-888-762-7874)
- Visit the Sales Office at Metro Center Station (Tuesday – Thursday, 8 am – Noon)
- **Note.** If you're older card was ever enrolled in the SmartBenefits program, you must replace your card online at wmata.com/cardreplacement

Customers who aren't currently using Metro and would like to receive a replacement card by mail should visit wmata.com/cardreplacement to download the mail-in form.

Click [here](#) to learn more about how Metro is modernizing customer payment options.



Photo:



Caption: Brand-new faregates in-service at the West Falls Church station