

# Metro’s FY24 Budget Community Toolkit

## Overview

We thank you for getting the word out about Metro’s FY24 budget and proposed fare and service changes. Please feel free to use or adapt the sample material below through the end of the public comment period (Tuesday, March 14 at 5 p.m.). The full-resolution graphics are available to download by cutting and pasting this link into your browser: <https://wmata.com/toolkit>. Please contact Marcus Markle [mjmarkle@wmata.com](mailto:mjmarkle@wmata.com) for questions.

## Sample Newsletter Language

Metro continues to work hard to improve safety, reliability, affordability, and overall customer experience—and its Fiscal Year 2024 (FY24) budget was designed to fulfill those goals.

Specifically, the FY24 proposed budget aims to:

- Enhance safety through support of our police force, including new crisis intervention specialists
- Ensure more frequent & reliable service, including increased train service and a complete redesign of the bus network
- Create a more simplified & equitable fare system, including a low-income fare program
- Improve customer service and communications with a new integrated communications center
- Advance sustainability, including investments in our zero-emission bus program
- Continue capital improvements for a better Metro, including major construction and maintenance projects



Your feedback as customers, community members, and stakeholders is key to making sure we’re on the right track. Plus, your input will be shared with Metro’s Board of Directors as part of the final decision-making process.

Read through its proposals in more detail at [wmata.com/budget](https://wmata.com/budget) and **take the survey by Wednesday, March 15 at 5 p.m.** when the comment period closes. Want to provide comment in person? Attend one of its hearings—more details at [wmata.com/budget](https://wmata.com/budget).


Your voice matters. Make it count. #wmata #yourmetro

## Sample Social Media Text


Metro wants your feedback on its FY24 budget, which includes:



Service improvements



Low-Income Fare Program



Capital investments

Learn more: [wmata.com/budget](https://wmata.com/budget)  
[#yourmetro](#)

Metro wants your feedback on proposed fare and service changes! Learn more at [wmata.com/budget](https://wmata.com/budget)

🔊 Share your feedback! Metro's annual budget process is underway, and your input on proposed fare and service changes.

#yourmetro Learn more at [wmata.com/budget](https://wmata.com/budget)

Reminder: You have until Wednesday, March 15 at 5 p.m. to provide feedback on Metro's FY24 budget, which includes possible fare and service changes. #yourmetro

Take the survey and share your feedback: [wmata.com/budget](https://wmata.com/budget)

## Available Graphics

