

**Washington Metropolitan Area Transportation Authority
Board Action/Information Summary**

Action
 Information

MEAD Number:

Resolution:
 Yes No

PURPOSE

To obtain approval from the Board of Directors ratifying the General Manager's action to provide free rides on Metrobus for SmarTrip[®] customers beginning at opening of service on Sunday, January 13, 2008 until noon on Monday, January 14, 2008.

DESCRIPTION

During implementation of the fare increase effective Sunday, January 6, 2008, an incorrect parameter was set in the transfer rule affecting Metrobus customers paying by SmarTrip[®]. This condition affected all SmarTrip[®] transfers generated on Metrobus until the proper parameter was electronically downloaded to the fareboxes on Monday afternoon, January 7, 2008. As a method of restitution for Metrobus customers, the General Manager authorized free Metrobus fares for SmarTrip[®] customers from the opening of service on Sunday, January, 13, 2008 through noon on Monday, January 14, 2008.

FUNDING IMPACT

Staff estimates that the cost of this action is approximately \$30,000.

RECOMMENDATION

That the Board of Directors ratify the General Manger's action to provide free rides for Metrobus customers paying by SmarTrip[®] beginning at opening of service on Sunday, January 13, 2008 until noon on Monday, January 14, 2008.

PRESENTED AND ADOPTED:

SUBJECT: FREE FARE REBATE FOR SMARTRIP CUSTOMERS ON METROBUS

PROPOSED
RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, On December 13, 2007 the Board of Directors approved a new fare structure on Metrobus, Metrorail and new fees at parking facilities; and

WHEREAS, The new fare and fee structure was implemented on Sunday, January 6, 2008; and

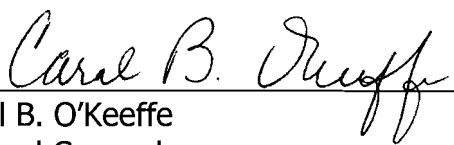
WHEREAS, That due to an improper fare rule loaded in the Metrobus system, SmarTrip® customers making transfers were charged for full fares without the credit for transfers; and

WHEREAS, This programming error impacted Metrobus customers all day on Sunday, January 6 until it was corrected on Monday afternoon, January 7, 2008; now, therefore be it

RESOLVED, That the Board of Directors ratifies the General Manager's action to provide free Metrobus fares on January 13, 2008 and until Noon on January 14, 2008 to customers displaying SmarTrip® cards as a one-time fare rebate resulting from the fare implementation error; and be it finally

RESOLVED, that this Resolution is effective immediately.

Reviewed as to legal form and sufficiency:



Carol B. O'Keeffe
General Counsel