

## Attachment B - Final Version

# Public Transit Fare Policy and Uniform Fare Structure for the City of Phoenix

### FARE STRUCTURE

| 1. <u>Full Fare</u>                | <u>Local Bus/Rail</u> | <u>Express/RAPID*</u> |
|------------------------------------|-----------------------|-----------------------|
| One-Ride Cash Fare (Each Boarding) | \$ 2.00               | \$ 3.25               |
| All-Day Pass                       | \$ 4.00               | \$ 6.50               |
| 7-Day Pass                         | \$ 20.00              | N/A                   |
| 15-Day Pass                        | \$ 33.00              | N/A                   |
| 31-Day Pass                        | \$ 64.00              | \$104.00              |

\*Passengers using a full fare local bus/rail pass for Express/RAPID service are required to pay the difference in fares based on the one-ride full cash fare.

| 2. <u>Reduced Fare</u>             | <u>Local Bus/Rail</u> | <u>Express/RAPID*</u> |
|------------------------------------|-----------------------|-----------------------|
| One-Ride Cash Fare (Each Boarding) | \$ 1.00               | N/A                   |
| All-Day Pass                       | \$ 2.00               | N/A                   |
| 7-Day Pass                         | \$ 10.00              | N/A                   |
| 15-Day Pass                        | \$ 16.50              | N/A                   |
| 31-Day Pass                        | \$ 32.00              | N/A                   |

Youth ages 6 to 18, people 65 or over, persons with disabilities, and persons who have been issued a Medicare card by the Social Security Administration are eligible for reduced fares. Any photo ID showing an individual's age is acceptable proof of age for youth and seniors. The Valley Metro Reduced-Fare Identification Card is available for \$5.00 and is also acceptable as proof of eligibility.

\*No reduced fare is offered on Express/RAPID. A Passenger using a reduced fare local bus/rail pass for Express/RAPID service is required to pay the difference in fares based on one-ride full cash fare.

| 3. <u>Semester Passes</u> | <u>Fall/Spring</u> | <u>Summer</u> |
|---------------------------|--------------------|---------------|
| Full Fare                 | \$230.00           | \$154.00      |
| Reduced Fare              | \$115.00           | \$ 77.00      |

Semester Passes can be purchased by high schools for students at no cost to students and by full-time students enrolled in high schools, technical, trade, college, or graduate courses at participating schools. Passes are good for unlimited rides on local bus/rail service for the time period printed on the pass.

Semester Passes are valid on Express/RAPID for an upgrade of \$1.65 for full fare and \$2.45 for reduced fare.

4. Free Fare

Children under age six are not charged a fare for local bus/rail Express/RAPID service when accompanied by a responsible, fare-paying adult. Free fares do not apply to dial-a-ride service. Free fares are also provided via the Group Field Trip Program for elementary school classes using local bus/rail service during non-peak hours of service.

5. Free Business Shuttle/Neighborhood Circulator Service

Business shuttle service (DASH) and Phoenix Neighborhood Circulator Service are free to all passengers.

6. Refunds

No refunds are offered for lost or unused portions of passes, except passes lost in the mail for Automatic Mail Plan customers. (See Programs, item 5).

## PROGRAMS

1. Retail Transit Fare Outlet Program

Retail Transit Fare Outlets sell fare media to the general public and receive a commission. Retail Transit Fare Outlets are provided with Transit Books and other marketing materials to help promote the sale of passes

2. Internal Transit Fare Outlet Program

Internal Transit Fare Outlets are able to sell or offer fare media to their employees, students or clients. Internal Transit Fare Outlets are provided with Transit Books and other marketing materials to help promote the sale of passes.

3. Platinum Pass Program

Platinum Pass is a transit credit card available to companies or organizations for their employees or students. The cardholder is charged the appropriate fare for each boarding on Local and Express/RAPID bus and rail service. At the end of the month, a bill and an itemized statement is issued for each boarding up to the monthly cap for each pass's usage. Passes are capped at the maximum price of an Express/RAPID pass. A detailed report of actual boardings charged can be purchased for \$25 per month. The company or organization is solely responsible for the cost of the program.

4. Homeless Provider Program

Homeless service providers are eligible to receive full fare passes at half price. An agency/organization must be a homeless service provider with IRS 501(c)(3) status or a governmental agency that provides community/ social service assistance to homeless persons. Clients must meet the definition of "homeless"

or "homeless individual or homeless person" as set forth in Title 42, Chapter 119, Subchapter I, and Section 11302 of the United States Code.

5. Automatic Mail Program

The Automatic Mail Plan is designed for Dial-A-Ride passenger convenience. By the end of each month, participants receive their Phoenix ADA Monthly Dial-A-Ride pass with a bill for that pass. If the pass is lost in the mail, the pass will be replaced.

6. Arizona State University (ASU) Pass Program

The ASU pass is provided to all students who request one. ASU pays a fixed rate per boarding for students based on the average Platinum pass fare per boarding for the prior period. The rate is adjusted annually.

7. Ticket Partnership Program

With the Ticket Partnership Program, patrons possessing tickets or identifiable media issued by event officials from a participating event will be able to ride Valley Metro Rail on the day of the event at no additional charge. Event tickets will be honored as valid Valley Metro Rail fare for a pre-determined time in advance of the event and through the end of the transit day. Participating event venues/events pay an amount per attendee commensurate with the current average fare to support regional fare recovery goals. A qualifying event generates a minimum of 5,000 attendees; similarly, for a venue, a single event at this facility must generate a minimum of 5,000 attendees. This program can be extended to bus route(s) if the aforementioned criteria is maintained and the service can be supported by operations. Valley Metro must receive notice of interest in the Ticket Partnership Program from event organizers at least four months in advance of the event and agreements must be completed by 60 days prior to the event.

8. Special Event Pass Program

Large special events, such as conferences and major city events, like the Super Bowl or College Football Playoff Championship, provide economic development opportunities for the region. Special event passes will enhance the experience of event attendees and provide opportunities for visitors to experience the convenience of the region's transit system.

Passes valid for multiple day special events:

- Minimum two-day event
- Minimum of 100 passes provided
- Passes sold to event sponsor/organizing committee, not available to general public

Pricing:

- Platinum Pass type of program, smartcard technology
- Cost recovery charge per card provided

- Pay single ride fare per use, up to an event maximum
  - o \$4.00 per day for 2-3 days (1-day pass price)
  - o \$2.85 per day for 4-7 days (7-day pass price per day)
  - o \$2.20 per day for 8-15 days (15-day pass price per day)
  - o \$2.00 per day for 16 or more days (31-day pass price per day)

## **PHOENIX DIAL-A-RIDE AND REGIONAL PARATRANSIT**

Cash, Phoenix ADA Monthly Dial-a-Ride Pass, Phoenix Dial-a-Ride One-Way ADA Trip Tickets (Phoenix One-Way Tickets), and Regional Paratransit Tickets are accepted as fare for Phoenix Dial-a-Ride and Regional Paratransit services. Valid fare required for a single ride on Phoenix Dial-a-Ride and Regional Paratransit is:

\$4.00 cash; or  
 Phoenix ADA Monthly Dial-a-Ride Pass; or  
 Phoenix One-Way Ticket; or  
 Eight (8) Regional Paratransit Tickets

### 1. Phoenix Dial-A-Ride and Regional Paratransit Pass and Ticket pricing:

|   |         |
|---|---------|
| Phoenix ADA Monthly Dial-a-Ride Pass                      | \$65.00 |
| Book of 10 Phoenix One-Way Tickets                        | \$31.50 |
| Book of 20 Phoenix One-Way Tickets                        | \$50.00 |
| Sheet of 5 Regional Paratransit Tickets                   | \$ 2.50 |
| Book of 5 Regional Paratransit Ticket Sheets (25 tickets) | \$12.50 |

The Phoenix ADA Monthly Dial-a-Ride Pass is available through the Automatic Mail Program only (see Programs, item 5) to ADA Certified persons living within the City of Phoenix. The pass is accepted on Phoenix Dial-a-Ride, Regional Paratransit (trips originating or concluding in Phoenix), and local bus/rail service throughout the region. The pass is valid on Express/RAPID service for an additional \$2.25 per ride.

The Phoenix One-Way Ticket books are available to ADA Certified persons living within the City of Phoenix only. The tickets are accepted on Phoenix Dial-a-Ride and Regional Paratransit (trips originating or concluding in Phoenix) only. Phoenix One-Way tickets are not valid on local bus, express/RAPID, and light rail service.

### 2. A Personal Care Attendant (PCA) riding with an ADA certified Dial-a-Ride/Paratransit customer is not required to pay a fare. Non-PCA

companions riding with an ADA certified Dial-a-Ride/Paratransit customer are required to pay the same fare as the eligible rider per trip.