

APPENDIX A

FINANCIAL STABILITY POLICY
ADOPTED BY THE BOARD OF DIRECTORS MARCH 21, 2003

The San Francisco Bay Area Rapid Transit District has an important responsibility to its riders and the citizens of the Bay Area to wisely manage the District's finances in both the short and long term. In times of economic change and uncertainty, it is especially important for the District to make sure its ability to deliver service rests on a strong and stable financial foundation. To this end, the following are the District's financial stability goals and strategies for achieving those goals.

GOALS

- A. Maintain an operating and capital financial base that is sufficient to deliver safe, quality service efficiently and cost-effectively to meet the level of demand.
- B. Continuously improve productivity.
- C. Preserve and maximize BART's fare revenue base, through a predictable pattern of adjustments, while retaining ridership.
- D. Provide a fare and fee structure that is tied to the cost of providing service, optimizes use of the BART system, and provides BART customers with convenience, ease of use, and a good value for the money.
- E. Establish and maintain prudent reserves sufficient to ensure that the District can adjust to economic downturns.
- F. Maintain the highest possible credit rating and reputation for prudent financial management.

STRATEGIES

Operating Expenses

- a) Adjust operating expenses as needed to reflect changes in service demand, technology, and productivity.
- b) Endeavor to keep growth in rail operating expenses (as measured by a rolling average of growth in rail operating cost per passenger mile) at or below the rate of inflation by:
 - Implementing technology and productivity advancements designed to reduce or avoid increasing operational costs.
 - Exploring greater efficiency, effectiveness, and increased ridership.
 - Working to increase and optimize ridership on the BART system through partnerships that foster transit oriented development and improve access to the BART system.
- c) Regularly review productivity improvement programs and results as part of the annual budget process.

Capital Investment

- a) Pursue grant funding for BART capital projects pursuant to priorities as addressed in the Capital Improvement Program.
- b) Adopt an annual budget that includes an allocation to capital programs adequate to meet annual baseline reinvestment needs for programs which are essential to ensure system performance but not likely to receive grant funds. Such funding should also be available for local match to grants and for unforeseen needs and emergencies.
- c) Use debt financing prudently to leverage local, regional, state, and federal funding for major cyclical capital investments such as transit vehicle, escalator and elevator, fare collection equipment, and train control renovation and replacement.

Fares and Other Revenues

- a) To the extent revenue increases are needed as one part of a program to preserve BART's revenue base and financial stability, tie passenger revenue increases to service costs and system needs with particular consideration to:
 - Aligning fares with CPI-based cost growth.
 - Small regular fare increases tied to CPI-based cost increases or other major cost factors and to factors such as significant change in other revenues and productivity.
 - Small surcharges tied to capital needs such as rehabilitation or seismic retrofit.
 - A peak premium, at some point in the future when ridership is growing, tied to the need to optimize off-peak system use and to fund core system capacity improvements.
- b) Increase customer satisfaction, when economically and technologically feasible, by giving consideration to:
 - Increasing discounts for high-value tickets to mitigate the impact of fare increases on regular BART riders.
 - Developing new interoperator and interagency partnerships to increase transit access.
 - Developing innovative partnership programs with major employers, educational institutions, and other rider generators.
 - Using time-limited passes to market BART for special events, weekends, and families, evaluating the impact on ridership of each pass program.
- c) Increase revenue from other sources such as parking, advertising, concessions, and joint development while meeting customer needs and providing safe, reliable service.

Reserve for Economic Uncertainty

- a) Maintain a prudent reserve to be used in times of significant revenue decline to preserve the District's ongoing ability to deliver safe and reliable service to the customer and to reinvest in capital.
- b) Adopt a Short Range Transit Plan that builds the reserve to at least 5% of total annual operating expenses by funding regular contributions to the reserve.

APPENDIX B

BEFORE THE BOARD OF DIRECTORS OF THE SAN FRANCISCO BAY AREA
RAPID TRANSIT DISTRICT

In the Matter of Adopting
New Fare Rates and Charges: Productivity-Adjusted
CPI-Based Fare Increases Resolution No. 4885

WHEREAS, pursuant to Public Utilities Code Section 29038, it is the duty and responsibility of the Board of Directors of the San Francisco Bay Area Rapid Transit District ("District") to fix the rates and charges for rapid transit service to be furnished by the District; and

WHEREAS, the District's financial forecasts demonstrate the continued need for increased revenue generation over the next fiscal year and subsequent fiscal years to fund operating and capital expense; and

WHEREAS, the District's recently adopted Financial Stability Policy has a combination of strategies that address operating expenses, capital investment, revenues and reserves by supporting passenger revenue increases tied to service costs and system needs, with particular consideration to small regular fare increases tied to CPI-based cost increases or other major cost factors and productivity; and

WHEREAS, the District staff has studied and made proposals to this Board concerning possible productivity-adjusted CPI-based fare increases to fund these expenses; and

WHEREAS, the recommended modifications are set forth in the attached Exhibit A entitled "Productivity-Adjusted CPI-Based Fare Rates and Charges"; and

WHEREAS, a public hearing has been held at a special meeting of the Board to consider productivity-adjusted CPI-based fare rates and charges; and

NOW, THEREFORE, the Board hereby makes the following findings:

(1) After careful study of staff recommendations, public comment, and due deliberations, the Board determines, as required by Public Utilities Code Section 29038, that the rates and charges for service, as modified by this Resolution, are reasonable; and that insofar as practicable, these rates and charges are calculated to result in revenue which will:

- (a) Pay for the operating expenses of the District;
- (b) Provide repairs, maintenance and depreciation of works owned and operated by the District;
- (c) Provide for purchases, lease, or acquisition of rolling stock, including provisions for the interest, sinking funds, reserve funds, or other funds

required for the payment of any obligations incurred by the District for the acquisition of rolling stock; and

- (d) After making any current allocation of funds for the foregoing purposes and by the terms of any indebtedness incurred under Public Utilities Code Articles 6 (commencing with Section 29240) and 7, (commencing with Section 29250) of Chapter 8, provide funds for any purpose the Board deems necessary and desirable to carry out the purposes of Part 2 of Division 10 of the Public Utilities Code.

(2) The modifications to the rates and charges set forth in Exhibit A are for the purposes of:

- (a) Meeting operating expenses such as employee wage rates and fringe benefits;
- (b) Purchasing or leasing supplies, equipment or materials;
- (c) Meeting financial reserve needs and requirements; and
- (d) Obtaining funds for capital projects, necessary to maintain service within existing service areas.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the San Francisco Bay Area Rapid Transit District that:

- (1) The General Manager is authorized and directed to calculate and implement productivity-adjusted CPI-based increases to rates and charges for BART service as set forth in Exhibit A.
- (2) The productivity-adjusted CPI-based increases to rates and charges for BART service calculated and implemented as set forth in Exhibit A are statutorily exempt from the California Environmental Quality Act (CEQA) pursuant to Public Resources Code § 21080(b)(8) and CEQA Guidelines, 14 Cal. Code Regs. § 15273 and that Notices of Exemption shall be filed in the four affected counties.
- (3) Prior to the implementation date for the productivity-adjusted CPI-based increases to rates and charges for BART service, the Board will review and consider the fare structure. This review will include issues of distribution and equity.

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EXHIBIT A—NEW FARE RATES AND CHARGES: PRODUCTIVITY-ADJUSTED CPI-BASED INCREASES

Productivity-adjusted CPI-based fare rates and charges shall be calculated according to the following process.

The Formula:

The following formula accounts for changes in inflation, less a productivity factor valued at 0.005 (½ percent). Changes in inflation are measured over a two-year period, with the first productivity-adjusted CPI-based fare increase to become effective January 1, 2006.

Step One: Productivity-Adjusted CPI-Based Fare Increase Factor =

$$\left(\frac{(NCPIU_2 - NCPIU_0)}{NCPIU_0} + \frac{(BACPIW_2 - BACPIW_0)}{BACPIW_0} \right) - 0.005$$

Productivity Factor

2

Step Two: Productivity-Adjusted CPI-Based Fare Rates and Charges are calculated by increasing all components of fares then in effect, except the San Mateo County surcharge and SFIA Premium Fare, by the Productivity-Adjusted CPI-Based Fare Increase Factor and then rounding these fares to the nearest \$0.05.

Definitions:

NCPIU is the **National CPI-U Annual Average** which is the annual average over a calendar year of the U.S. City Average consumer price index for all urban consumers, for all items, with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor.

BACPIW is the **Bay Area CPI-W Annual Average** which is the annual average over a calendar year of the San Francisco-Oakland-San Jose, CA local consumer price index for urban wage earners and clerical workers, for all items, with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor.

The “0” of $NCPIU_0$ and $BACPIW_0$ signifies the respective calendar year from which the change in inflation is calculated (e.g., 2002 for the FY06 fare increase and 2004 for the FY08 fare increase)

The “2” of $NCPIU_2$ and $BACPIW_2$ signifies the respective calendar year against which the change in inflation is calculated (e.g., 2004 for the FY06 fare increase and 2006 for the FY08 fare increase).

Productivity Factor is an adjustment representing BART's anticipated continual improvements in the efficiency of its labor force and operations to the

extent of reducing its inflation-adjusted costs of operation by 0.005 ($\frac{1}{2}$ percent) every two years.

Effective Dates:

The productivity-adjusted CPI-based fare increases will be effective on January 1st of 2006, 2008, 2010, and 2012, for a total of four calculations of the productivity-adjusted CPI-based fare increase formula. If application of the formula returns a positive result, i.e., it does not reflect deflation, the resulting factor is the amount fares are to be increased across-the-board (with each actual fare rounded to the nearest \$0.05). Productivity-adjusted CPI-based fares are to be implemented on January 1st of fiscal years 2006, 2008, 2010, and 2012, or as soon thereafter as the fare schedule can be implemented.

Sample Methodology:

The following is a sample methodology that illustrates how to calculate the productivity-adjusted CPI-based fare increase factor and resulting fares. The process will be followed during the preparation of the budget for each even-numbered fiscal year from 2006 through 2012. This example describes the process for FY06; the same process will be followed for the other even-numbered fiscal years.

In February 2005, the change over two years in the National CPI-U Annual Average and the Bay Area CPI-W Annual Average will be calculated as follows:

- The change to be measured will be for calendar years 2003 and 2004.
- Index change during this two-year period is measured by the change in the annual average of the index. For example, if
 - The annual average of the National CPI-U for 2002 is 100, and
 - The annual average of the National CPI-U for 2004 is 106, then
 - The change is 0.06 (or 6.0%) for the two-year period between 2002 and 2004.
- The change in the Bay Area CPI-W Annual Average for the two-year period is to be calculated in the same way.
- The changes in the National CPI-U Annual Average and the Bay Area CPI-W Annual Average are then averaged to capture change in both national and local pricing patterns.
- From the average of the national and local pricing increases, a productivity factor of 0.005 ($\frac{1}{2}$ percent) is deducted. For example, if the average of the change in the National CPI-U Annual Average and the change in the Bay Area CPI-W Annual Average for the two-year period is 0.06 (or 6.0%), the result of the formula is a productivity-adjusted CPI-based fare increase factor of 0.055, or 5.5%.
- The productivity-adjusted CPI-based fare increase factor is the increase to be applied across-the-board to the components of the fare rates and charges then in effect, except the San Mateo County surcharge and SFIA Premium Fare. The resulting station-to-station fares will then be rounded to the nearest nickel to produce the new productivity-adjusted CPI-based fare rates and charges.

APPENDIX C

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

FARE POLICY

Adopted by the BART Board of Directors November 17, 2005

The purpose of BART's Fare Policy is to serve as a framework for decision-making that reflects the interconnected areas that fares can influence: customer satisfaction, ridership growth, financial health, seamless interagency travel, and optimal system usage. The Fare Policy is to be integrated with the District's Strategic Plan and complement the District's Financial Stability Policy. When making fare-related decisions, the Fare Policy goals should be considered as a whole, as they work together, with no one goal taking precedence to the exclusion of another.

Goal A. Ensure and enhance customer satisfaction.

Strategies:

- a. Provide BART customers with the safe, on-time, frequent, clean and reliable service they value and that is supported by setting fares to reflect the cost of providing such service, including an allocation to capital programs.
- b. Offer fare instrument options that are convenient and reward frequent usage.
- c. Provide a fare structure that customers find easy to understand so they can choose the option that best meets their needs.
- d. Consider the value to the customer of preserving fare structure continuity so that fare structure changes do not increase some customers' fares while decreasing the fares of other customers, creating clear winners and losers.

Goal B. Increase ridership while meeting the goals of the District's Financial Stability Policy.

Strategies:

- a. Attract new riders through innovative pilot programs.
- b. Encourage existing riders to take more trips by offering programs that reward frequent usage.

Goal C. Maintain and improve the District's financial health, in accordance with BART's Strategic Plan and Financial Stability Policy.

Strategies:

- a. Achieve an operating ratio (total operating revenue/total operating expense) of at least 62%.
- b. Consider ways to increase contributions from the components of total operating revenue in order to provide more options for fares while maintaining or increasing total operating revenue.
- c. Test fare structure changes on a small scale where possible, measuring customer response and revenue impact, to minimize risk to the District's financial health.

Goal D. Promote seamless interagency travel.

Strategies:

- a. Work with other agencies to provide fare instruments and pricing that encourage linked trips.

Goal E. Optimize system usage and asset management.

Strategies:

- a. Consider limited-duration promotional discounts to encourage off-peak and reverse commute ridership to fill excess capacity.
- b. Consider limited-duration promotional discounts to shift riders from a heavily used station to a nearby station that has greater available capacity.

APPENDIX D



Agenda Item No. 4

To: Finance-Auditing Committee/Committee of the Whole
Meeting of March 23, 2006

From: Alan R. Zahradnik, Planning Director
Joseph M. Wire, Auditor-Controller
Celia G. Kupersmith, General Manager

Subject: **APPROVE IMPLEMENTATION OF A FIVE-YEAR TRANSIT FARE PROGRAM**

Recommendation

The Finance Committee recommends approving a five-year program of annual 5-percent fare increases applied to regional bus, complementary ADA paratransit, and ferry services, effective July 1, 2006, through June 30, 2011. The five-year fare program is needed to generate revenues necessary to meet projected operating expenses. An appropriate notice of exemption would be filed in accordance with CEQA regulations.

This recommendation will be presented to the Board of Directors at its March 24, 2006, meeting for appropriate action.

Summary

The Board of Directors has directed staff to develop a new regional transit fare program to become effective on July 1, 2006, as a successor to the five-year fare program adopted in 1998. The Board has provided direction on the elements of a new fare program in the context of the District's current fiscal situation, with a desire to avoid further major reductions in regional transit services. Specifically, the Board has expressed the objectives of:

- Increasing regional bus and paratransit fare recovery toward a 25% goal and ferry fare recovery toward a 40% goal as a means of continuing transit services with an appropriate level of passenger support.
- Increasing transit fares as needed to achieve a \$9 million revenue-generation target proposed by staff to help address a projected \$79 million five-year District financial shortfall.

Staff developed several fare program options to accomplish the above objectives, including 5 to 10% annual fare increases over five years, a one-time fare increase, as high as 40%, assessed in the upcoming year, and various fare increases for subsets of riders, i.e. not "across the board". In comparing the options, consideration was given to the present downward trend in regional bus

ridership, to equitably distributing the desired financial contribution of transit passenger revenues toward transit service costs, and to maintaining the affordability of public transit relative to travel by private carriers and automobiles.

Staff recommendations for a five-year regional fare program are summarized as follows:

- An annual 5% regional bus, complementary ADA paratransit, and ferry fare increase over a five-year period beginning July 1, 2006, and ending June 30, 2011. The proposed fares are shown in the **Attachment**.
- Annual review, concurrent with the District budget development process, to determine if adjustment to the five-year program is needed.
- Exceptions to the five-year program include: special event bus and ferry service fares, local Marin bus fares set by MCTD, and promotional and other specific service-related fares subject to separate financial performance objectives.

On January 13, 2006, the Board approved public outreach for the staff proposal to establish a five-year program of annual 5-percent fare increases applied to regional bus, complementary ADA paratransit, and ferry services effective July 1, 2006, through June 30, 2011. Three public hearings were held as follows:

- February 16, 2006, at 7 p.m. in the Rohnert Park City Council Chambers.
- March 8, 2006, at 6 p.m. in the Board Room of the District.
- March 9, 2006, at 6 p.m. at the Whistlestop Wheels facility in San Rafael.

All public hearings were immediately preceded by a two-hour informational open house conducted by staff to provide the public with background and context for the proposed fare program.

During the public comment period, staff received communications from 28 individuals and groups. Three individuals inquired or commented on the location and time of the hearings. One individual commented on local Marin bus fares. The remaining 24 comments addressed the proposed fare program and are summarized below and on the attached Table. Staff responses are as follows.

Opposed (16)

- Fare increases are too high relative to quality of service. (5 individuals)** – RESPONSE – The District desires to avoid further major service reductions by increasing fares to address projected transit financial shortfall. Efforts are being made by staff to maintain and improve services with available funding.
- Fare increases are too high and will reduce ridership. (5 individuals)** – RESPONSE – Staff is recommending a fare program that provides needed revenues and reasonable, not exorbitant, levels of transit user support to moderate impacts on ridership.
- Fare increases are not equitable without toll increases. (2 individuals)** – RESPONSE – District continues to develop a strategic financial plan including all sources of District revenues and expenses to address the projected \$79 million transit shortfall.
- Fare increases are too high for low-income, transit-dependent riders. (2 individuals)** – RESPONSE – District acknowledges that some regional transit riders are transit dependent

and have low incomes. U.S. Census 2000 data indicates that about 8% of transbay bus and 4% of ferry riders living in Marin and Sonoma counties had household incomes under \$34,000. Also, 3% of transbay bus riders and 1% of ferry riders living in Marin and Sonoma counties do not own a personal car. The proposed fare program maintains all current discounts offered to frequent riders, youth, seniors and persons with disabilities.

- Fare increases are not justified without a more comprehensive analysis of costs and development of a fiscal program including toll increase and cost management.**
(1 individual) – RESPONSE – District continues to develop a strategic financial plan including all sources of District revenues and expenses to address the projected \$79 million transit shortfall. Transit expenses had been rising at a rate of about 8% per year during the three-year period prior to the March and November 2003 transit service reductions. By the end of FY04/05, the District had reduced expenses by about \$13.5 million, or over 16%. During this same period, transit fare revenues decreased by about \$1 million, or 6.5%, despite the general economic recession that lowered employment and reduced overall travel across all modes. Annual fare increases during this period mitigated the loss of fare revenue resulting from the recession. District financial projections assume future cost increases will be managed within a 3 to 4% per year range. The proposed fare program calls for 5% annual fare increases to meet operating needs and to close the gap between passenger fare revenues and operating expenses in order to attempt to achieve fare recovery targets for bus (25%) and ferry (40%). The proposed fare program includes provisions for adjusting fare increases to respond to actual changes to revenues and expenses during the five-year period through the annual budget development process. The District's annual budget process provides for cost management at the line item level.
- Fare increases should be halved for paratransit. (ACA)** – RESPONSE – ADA requires District to charge no more than twice the fare for providing complementary paratransit services compared to all-day fixed-route transit services. Current paratransit fares are about 1.7 times more than bus adult cash fares. Current fare recovery for paratransit services is about 10% compared to about 25% for bus and 40% for ferry services. The proposed fare program would increase fares by the same percentage for all transit services.

Not opposed (8)

- Fare increases are acceptable if service is maintained or improved. (5 individuals)** – RESPONSE – The District desires to avoid further major service reductions by increasing fares to address projected transit financial shortfall. Efforts are being made by staff to maintain and improve services with available funding.
- Fare increases are acceptable, but improve public outreach. (1 individual)** – RESPONSE – District staff continue attempts to develop and implement effective public outreach. Comments that the hearings were set too early for commuters have been received and noted by staff.
- Fare increases are acceptable relative to benefit to environment. (1 individual)** – RESPONSE – comment noted.
- Fare increases should be rounded to nearest quarter. (FPAC)** – RESPONSE – Staff appreciates the desire to reduce the amount of coins required to pay transit fares. Cash fare payment can be inconvenient for customers. However, rounding fares to the nearest quarter dollar would result in different fare increases for riders depending on their zones of travel. For example, rounding an initial 5% fare increase to Zones 2/1 riders would bring the adult

cash fare from \$3.25 to \$3.50, a 7.7% fare increase. In contrast, Zones 4/1 fares would rise from \$4.80 to \$5.00, a 4.2% increase. District addresses cash fare payment inconvenience by offering pre-paid fare media such as ticket books. Later this year, TransLink electronic fare cards will be available for use on all District bus and ferry services.

Fiscal Impact

It is estimated that implementation of the suggested fare program could generate additional passenger revenue reaching a magnitude of \$9 million over the five-year period. Staff estimates that by the end of the five-year period, regional bus ridership could decrease by over 200,000 passenger trips per year, or 7.3%, and ferry ridership, by less than 100,000 passenger trips per year, or 4.9%, assuming projected levels of transit services and patronage.

Attachment – Recommended Five-Year Fare Program – Fare Tables

The following are current one-way bus and ferry transit cash fares effective January 15, 2006:

REGIONAL TRANSIT ADULT CASH FARE TABLE

Bus Zone	<u>San Francisco</u>	<u>Marin County</u>			<u>Sonoma County</u>	
		1	2	3	4	5
1	\$2.85	\$3.25	\$3.95	\$4.80	\$6.90	\$7.60
2	\$3.25				\$4.80	\$5.60
3	\$3.95				\$3.95	\$4.80
4	\$4.80				\$3.25	\$3.95
5	\$6.90	\$4.80	\$3.95	\$3.25		
6	\$7.60	\$5.60	\$4.80	\$3.95		
Larkspur - SF Ferry				\$6.45		
Sausalito - SF Ferry				\$6.45		

REGIONAL TRANSIT YOUTH, SENIOR AND DISABLED CASH FARE TABLE
50% Discount Rounded Down to nearest 5 Cents

Bus Zone	<u>San Francisco</u>	<u>Marin County</u>			<u>Sonoma County</u>	
		1	2	3	4	5
1	\$1.40	\$1.60	\$1.95	\$2.40	\$3.45	\$3.80
2	\$1.60				\$2.40	\$2.80
3	\$1.95				\$1.95	\$2.40
4	\$2.40				\$1.60	\$1.95
5	\$3.45	\$2.40	\$1.95	\$1.60		
6	\$3.80	\$2.80	\$2.40	\$1.95		
Larkspur - SF Ferry				\$3.20		
Sausalito - SF Ferry				\$3.20		

RICHMOND BRIDGE BUS CASH FARES

Cash fares for travel to/from Marin County or within the East Bay:

Adult = \$3.25

Youth, Senior, Disabled = \$1.60

Cash fares for travel to/from San Francisco and Sonoma Counties:

Adult = \$6.00

Youth, Senior, Disabled = \$3.00

ADA REGIONAL PARATRANSIT SERVICE

From Zone	1	2	3	4	5	6
1	Service provided by MUNI	\$5.35	\$6.60	\$8.05	\$11.10	\$12.50
2	\$5.35				\$8.05	\$9.45
3	\$6.60				\$6.60	\$8.05
4	\$8.05				\$5.35	\$6.60
5	\$11.10	\$8.05	\$6.60	\$5.35		
6	\$12.50	\$9.45	\$8.05	\$6.60		\$4.75

Note: Regional paratransit fare for travel to or from the East Bay and Marin County over the Richmond Bridge is \$5.35. Travel to or from San Francisco and Sonoma County is \$5.35.

MARIN EXTENDED INTERCOUNTY PARATRANSIT SERVICE

A 50-cent surcharge is added to the above fares for intercounty paratransit service that begins or ends beyond three-quarters of a mile of a Golden Gate Transit non-commute bus route or outside the comparable non-commute bus service hours.

PREPAID DISCOUNT FARES

Regional Bus Travel – TransLink Cards and Ride Value Discount Ticket Books provide a discount of 20% from the basic adult cash one-way regional intercounty bus transit fares.

Ferry Travel –TransLink cards and Frequent Rider Ticket Books are priced to provide discounted fares from the basic adult cash one-way ferry fare as follows: Larkspur – SF = \$4.05 per ride; Sausalito – SF = \$3.45 per ride.

The following are proposed one-way regional bus, ferry and paratransit adult cash fares effective July 1, 2006, including a 5% increase above previous-year fares:

REGIONAL TRANSIT ADULT CASH FARE TABLE

Bus Zone	<u>San Francisco</u>	<u>Marin County</u>			<u>Sonoma County</u>	
		1	2	3	4	5
1	\$3.00	\$3.40	\$4.15	\$5.05	\$7.25	\$8.00
2	\$3.40				\$5.05	\$5.90
3	\$4.15				\$4.15	\$5.05
4	\$5.05				\$3.40	\$4.15
5	\$7.25	\$5.05	\$4.15	\$3.40		
6	\$8.00	\$5.90	\$5.05	\$4.15		
Larkspur - SF Ferry				\$6.75		
Sausalito - SF Ferry				\$6.75		

RICHMOND BRIDGE BUS CASH FARES

Cash fares for travel to/from Marin County or within the East Bay: Adult = \$3.40
Cash fares for travel to/from San Francisco and Sonoma Counties: Adult = \$6.30

DISCOUNTED BUS AND FERRY FARES

Cash fares for youth, seniors and persons with disabilities would continue to be 50% of the adult cash fares.

TransLink and Ride Value Tickets would continue to offer a 20% discount from the regional intercounty bus adult cash fares.

TransLink and Ferry Frequent Rider Ticket prices would be increased by 5% to \$4.25 for the Larkspur ferry and \$3.60 for the Sausalito ferry.

ADA REGIONAL PARATRANSIT SERVICE

From Zone	1	2	3	4	5	6
1	Service provided by MUNI	\$5.60	\$6.95	\$8.45	\$11.70	\$13.15
2	\$5.60				\$8.45	\$9.45
3	\$6.95				\$6.95	\$8.45
4	\$8.45				\$5.60	\$6.95
5	\$11.70	\$8.45	\$6.95	\$5.60		
6	\$13.15	\$9.90	\$8.45	\$6.60		\$5.00

Regional paratransit fare for travel to or from the East Bay and Marin County over the Richmond Bridge is \$5.60. Travel to or from San Francisco and Sonoma County is \$10.35. A 50-cent surcharge would continue to be added to the above fares for MARIN EXTENDED INTER-COUNTY PARATRANSIT SERVICE.

The following are recommended one-way regional bus, ferry and paratransit adult cash fares effective July 1, 2007, including a 5% increase above previous-year fares:

REGIONAL TRANSIT ADULT CASH FARE TABLE

Bus Zone	<u>San Francisco</u>	<u>Marin County</u>			<u>Sonoma County</u>	
		1	2	3	4	5
1	\$3.15	\$3.60	\$4.35	\$5.30	\$7.60	\$8.40
2	\$3.60				\$5.30	\$6.15
3	\$4.35				\$4.35	\$5.30
4	\$5.30				\$3.60	\$4.35
5	\$7.60	\$5.30	\$4.35	\$3.60	\$3.15	
6	\$8.40	\$6.15	\$5.30	\$4.35		
				Larkspur - SF Ferry	\$7.10	
				Sausalito - SF Ferry	\$7.10	

RICHMOND BRIDGE BUS CASH FARES

Cash fares for travel to/from Marin County or within the East Bay: Adult = \$3.60
Cash fares for travel to/from San Francisco and Sonoma Counties: Adult = \$6.60

DISCOUNTED BUS AND FERRY FARES

Cash fares for youth, seniors and persons with disabilities would continue to be 50% of the adult cash fares.

TransLink and Ride Value Tickets would continue to offer a 20% discount from the regional intercounty bus adult cash fares.

TransLink and Ferry Frequent Rider Ticket prices would be increased by 5% to \$4.45 for the Larkspur ferry and \$3.80 for the Sausalito ferry.

ADA REGIONAL PARATRANSIT SERVICE

From Zone	1	2	3	4	5	6
1	Service provided by MUNI					
2	\$5.90				\$8.90	\$9.45
3	\$7.30				\$7.30	\$8.90
4	\$8.90				\$5.90	\$7.30
5	\$12.25	\$8.90	\$7.30	\$5.90	\$5.25	
6	\$13.80	\$9.45	\$8.90	\$7.30		

Regional paratransit fare for travel to or from the East Bay and Marin County over the Richmond Bridge is \$5.90. Travel to or from San Francisco and Sonoma County is \$10.85. A 50-cent surcharge would continue to be added to the above fares for MARIN EXTENDED INTER-COUNTY PARATRANSIT SERVICE.

The following are recommended one-way regional bus, ferry and paratransit adult cash fares effective July 1, 2008, including a 5% increase above previous-year fares:

REGIONAL TRANSIT ADULT CASH FARE TABLE

Bus Zone	<u>San Francisco</u>	<u>Marin County</u>			<u>Sonoma County</u>		
		1	2	3	4	5	
1	\$3.30	\$3.75	\$4.55	\$5.55	\$8.00	\$8.80	
2	\$3.75				\$5.55	\$6.50	
3	\$4.55				\$4.55	\$5.55	
4	\$5.55				\$3.75	\$4.55	
5	\$8.00	\$5.55	\$4.55	\$3.75	\$3.30		
6	\$8.80	\$6.50	\$5.55	\$4.55			
Larkspur - SF Ferry				\$7.45			
Sausalito - SF Ferry				\$7.45			

RICHMOND BRIDGE BUS CASH FARES

Cash fares for travel to/from Marin County or within the East Bay: Adult = \$3.75
Cash fares for travel to/from San Francisco and Sonoma Counties: Adult = \$6.95

DISCOUNTED BUS AND FERRY FARES

Cash fares for youth, seniors and persons with disabilities would continue to be 50% of the adult cash fares.

TransLink and Ride Value Tickets would continue to offer a 20% discount from the regional intercounty bus adult cash fares.

TransLink and Ferry Frequent Rider Ticket prices would be increased by 5% to \$4.70 for the Larkspur ferry and \$4.00 for the Sausalito ferry.

ADA REGIONAL PARATRANSIT SERVICE

From Zone						
	1	2	3	4	5	6
1	Service provided by MUNI	\$6.20	\$7.65	\$9.30	\$12.85	\$14.45
2	\$6.20				\$9.30	\$10.95
3	\$7.65				\$7.65	\$9.30
4	\$9.30				\$6.20	\$7.65
5	\$12.85	\$9.30	\$7.65	\$6.20	\$5.50	
6	\$14.45	\$10.95	\$9.30	\$7.65		

Regional paratransit fare for travel to or from the East Bay and Marin County over the Richmond Bridge is \$6.20. Travel to or from San Francisco and Sonoma County is \$11.40. A 50-cent surcharge would continue to be added to the above fares for MARIN EXTENDED INTER-COUNTY PARATRANSIT SERVICE.

The following are recommended one-way regional bus, ferry and paratransit adult cash fares effective July 1, 2009, including a 5% increase above previous-year fares:

REGIONAL TRANSIT ADULT CASH FARE TABLE

Bus Zone	<u>San Francisco</u>	<u>Marin County</u>			<u>Sonoma County</u>		
		1	2	3	4	5	
1	\$3.45	\$3.95	\$4.80	\$5.85	\$8.40	\$9.25	
2	\$3.95				\$5.85	\$6.80	
3	\$4.80	Refer to Marin Local Fares			\$4.80	\$5.85	
4	\$5.85	Refer to Marin Local Fares			\$3.95	\$4.80	
5	\$8.40	\$5.85	\$4.80	\$3.95	\$3.45		
6	\$9.25	\$6.80	\$5.85	\$4.80	\$3.45		
				Larkspur - SF Ferry	\$7.85	\$3.45	
				Sausalito - SF Ferry	\$7.85	\$3.45	

RICHMOND BRIDGE BUS CASH FARES

Cash fares for travel to/from Marin County or within the East Bay: Adult = \$3.95
Cash fares for travel to/from San Francisco and Sonoma Counties: Adult = \$7.30

DISCOUNTED BUS AND FERRY FARES

Cash fares for youth, seniors and persons with disabilities would continue to be 50% of the adult cash fares.

TransLink and Ride Value Tickets would continue to offer a 20% discount from the regional intercounty bus adult cash fares.

TransLink and Ferry Frequent Rider Ticket prices would be increased by 5% to \$4.90 for the Larkspur ferry and \$4.20 for the Sausalito ferry.

ADA REGIONAL PARATRANSIT SERVICE

From Zone	1	2	3	4	5	6
1	Service provided by MUNI	\$6.50	\$8.00	\$9.80	\$13.50	\$15.20
2	\$6.50	Service provided by MCTD			\$9.80	\$11.50
3	\$8.00	Service provided by MCTD			\$8.00	\$9.80
4	\$9.80	Service provided by MCTD			\$6.50	\$8.00
5	\$13.50	\$9.80	\$8.00	\$6.50	\$5.75	
6	\$15.20	\$11.50	\$9.80	\$8.00	\$5.75	

Regional paratransit fare for travel to or from the East Bay and Marin County over the Richmond Bridge is \$6.50. Travel to or from San Francisco and Sonoma County is \$12.00. A 50-cent surcharge would continue to be added to the above fares for MARIN EXTENDED INTER-COUNTY PARATRANSIT SERVICE.

The following are recommended one-way regional bus, ferry and paratransit adult cash fares effective July 1, 2010, including a 5% increase above previous-year fares:

REGIONAL TRANSIT ADULT CASH FARE TABLE

Bus Zone	<u>San Francisco</u>	<u>Marin County</u>			<u>Sonoma County</u>	
		1	2	3	4	5
1	\$3.65	\$4.15	\$5.05	\$6.15	\$8.80	\$9.70
2	\$4.15				\$6.15	\$7.15
3	\$5.05	Refer to Marin Local Fares			\$5.05	\$6.15
4	\$6.15				\$4.15	\$5.05
5	\$8.80	\$6.15	\$5.05	\$4.15	\$3.65	
6	\$9.70	\$7.15	\$6.15	\$5.05		
				Larkspur - SF Ferry	\$8.25	
				Sausalito - SF Ferry	\$8.25	

RICHMOND BRIDGE BUS CASH FARES

Cash fares for travel to/from Marin County or within the East Bay: Adult = \$4.15
Cash fares for travel to/from San Francisco and Sonoma Counties: Adult = \$7.65

DISCOUNTED BUS AND FERRY FARES

Cash fares for youth, seniors and persons with disabilities would continue to be 50% of the adult cash fares.

TransLink and Ride Value Tickets would continue to offer a 20% discount from the regional intercounty bus adult cash fares.

TransLink and Ferry Frequent Rider Ticket prices would be increased by 5% to \$5.15 for the Larkspur ferry and \$4.40 for the Sausalito ferry.

ADA REGIONAL PARATRANSIT SERVICE

From Zone	1	2	3	4	5	6
1	Service provided by MUNI	\$6.85	\$8.40	\$10.25	\$14.15	\$15.95
2	\$6.85	Service provided by MCTD			\$10.25	\$12.05
3	\$8.40				\$8.40	\$10.25
4	\$10.25				\$6.85	\$8.40
5	\$14.15	\$10.25	\$8.40	\$6.85	\$6.05	
6	\$15.95	\$12.05	\$10.25	\$8.40		

Regional paratransit fare for travel to or from the East Bay and Marin County over the Richmond Bridge is \$6.85. Travel to or from San Francisco and Sonoma County is \$12.60. A 50-cent surcharge would continue to be added to the above fares for MARIN EXTENDED INTER-COUNTY PARATRANSIT SERVICE.

Public Comments on the Proposed Five-Year Regional Fare Program

FARE COMMENT#	NAME	RESIDENCE	SUPPORT/OPPOSE	COMMENT
e-mails 1	Griffiths	Fairfax	oppose	Fare increase will deter transit use and have an environmental impact. Provide information on the impact.
2	Hammon	Novato	oppose	Fares are too high. Losing ridership. Bus service worse. Should improve service and reduce administrative costs.
3	Yore	?	oppose	Against fare increase.
4	Coffin	SF	oppose	Fare increase not equitable without toll increase.
5	Engel	?	not opposed	Service needs to be improved, too.
6	Nelson	?	not opposed	5:20 pm Larkspur ferry must be retained and Spaulding vessel needs refurbishment
7	Teasley	?	not opposed	Hearing times are (too early) not convenient.
8	Scott	Sonoma County	oppose	Not fair without larger buses (MCI) available.
9	Beck	?	not opposed	Improve on-time performance.
10	Paningsoro	San Rafael	oppose	Fare increase too high compared to wage increase.
11	J	?	oppose	Raise the toll.
12	Ciarasso	Rohnert Park	not opposed	Improve the bus service - use more comfortable buses.
13	Mooney	?	oppose	Impacts low income, seniors and disabled - need more service.
14	Perez	Marin County	oppose	Fares are too high – service is lacking – burden should be spread out on all residents of Marin.
15	Sides	?	oppose	Increase service – don't fund suicide deterrent.
16	Toeung	Santa Rosa	oppose	Bus fare too high for disabled and transit dependent.
17	Bricker	Marin County	oppose	Bus fares getting as high as driving cost. Service is getting worse and losing value.
18	Kelley	Novato	not opposed	As long as commute service is not cut further.
Other written 1	FPAC		not opposed	Round fares to the nearest 25 cents for customer convenience.
2	ACA		opposed	Adjust the paratransit annual fare increase to be ½ the fixed route rate, or 2.5%, in consideration of low incomes.
3	Archibald	Petaluma	not opposed	Small price to pay for helping the environment.
4	?	?	oppose	Fare increases reduce ridership. Transit tax should have stabilized prices. Need a senior pass.
Oral 1	Graham	Santa Rosa	oppose	Fares will be too high and ridership will decrease.
2	Schonbrunn	Mill Valley	oppose	Fare increases not justified. Need more analysis and comprehensive financial program designed to minimize rider impact. District not managing its costs.
Other comment	Van Horn	Sonoma County	?	Public hearing too early.
Other comment	Corsini	?	?	Public hearing times are not convenient.
Other comment	Tomally	San Rafael	?	Don't raise Marin local bus fare for another 2 to 3 years. Then raise to \$2.25.
Inquiry	McEllen	Tiburon	no comment	How to get to hearing?

APPENDIX E

Fare Policy

The fare policy is used to provide direction in making decisions about changes in the District's fare structure. The policy is composed of objectives and guidelines. The objectives indicate the general goals the District's fare structure should achieve. The guidelines provide more specific direction on the various aspects of a fare structure. The intent of each of the guidelines is further explained in a discussion section that follows each statement.

This Fare Policy applies to both the fixed-route and RideSource systems. Unless otherwise stated, objectives and guidelines apply to both systems.

OBJECTIVES

1. To promote fixed-route ridership by making the fare structure attractive to users
2. To improve the farebox recovery ratio
3. To improve the efficiency of fare collection
4. To promote equity of fare payment among patrons
5. To promote the most independent, appropriate and cost effective service option for people with disabilities.

APPLICATION

This policy applies to all recommendations for changes to the fare structure.

GUIDELINES

1. *Recommendations for changes in the fare will be developed by LTD staff. LTD Staff will work with the Board Finance Committee to develop a recommendation for review by the LTD Board of Directors. The LTD Board of Directors will change fares through an amendment of the LTD fare ordinance, which requires a series of public hearings. Changes to the RideSource Fare also will include review by the Accessible Transportation Committee.*

Typically, fare change decisions are made over the course of three Board meetings. At the first meeting, an informational presentation to the Board and a public hearing are held. The first reading of the ordinance is held at the second meeting, and the second reading and approval of the fare ordinance occur at the third meeting.

2. *When considering changes to the fare, the Board will consider:*

- *The inflation rate*
- *Ridership and revenue trends*
- *Local economic trends*
- *Trends in automobile-related costs such as gas*
- *Service changes*
- *Economic impact on customers*
- *Market conditions and opportunities*
- *The District's financial situation*
- *The District's goals and objectives*

This policy statement lists the most important factors to be considered in making recommendations for changes to the fare structure. The list of factors to be evaluated is not meant to be exclusive; other factors may need to be considered from year to year.

3. *Increases to the Group Pass rates will be based on guidelines included in the Group Pass section of this policy.*

4. *The RideSource fare should exceed the fare of the fixed-route system to reflect the higher cost of a RideSource trip and to encourage use of the fixed-route system when possible..*

RideSource, a demand-responsive, curb-to-curb service, has a much higher cost per trip than LTD's fixed-route service. Establishing a higher cash fare for RideSource than for the fixed-route system will help to compensate for the higher cost and encourage riders who may have a choice between systems to use the fixed-route service. By law, RideSource fares cannot exceed twice the regular fixed-route fare.

5. *Recognizing that increases in fares can have a negative impact on ridership, increases in the farebox recovery ratio should be pursued primarily by improving the ridership productivity of the system and by improving internal operating efficiency.*

There are three ways to improve farebox recovery ratio: by increasing the fare (in real terms); by improving internal operating efficiency; and by improving ridership productivity. Attempts on the LTD fixed route to improve the recovery ratio by increasing the fare by an amount substantially greater than the inflation rate have proven unsatisfactory. Ridership decreases have almost offset the increase in the average fare, yielding only small gains in revenue and significant ridership loss. Improvements in internal operating efficiency should be pursued whenever possible. Improvements in ridership productivity are likely to provide the greatest potential for a significant improvement to the farebox recovery ratio. If the average fare remains stable (in real terms), a 10 percent increase in ridership productivity would achieve a 10 percent improvement in the farebox recovery ratio.

Unlike the fixed-route system, significant increases in RideSource rides do not provide significant additional income to offset costs. Encouraging use of the RideSource Shopper and providing incentives for grouping trips may improve productivity but would not have a substantial impact on the farebox recovery ratio. Due to the significant fare subsidy on RideSource, efforts should be made to maintain a minimum farebox recovery ratio including collaboration with local social service agencies and charging the Americans with Disabilities Act (ADA) maximum allowable cash fare.

6. *Prepayment of fares on the fixed-route system shall be encouraged. Accordingly, passes and tokens should be priced below the cash fare.*

Prepayment of fares benefits the District in a number of ways: It improves the cash flow situation; it guarantees ridership and revenue by the customer; it reduces the chance of non-payment or underpayment; and it speeds boarding. Prepayment mechanisms also tend to encourage increased ridership by customers since the cost of the ride is not required at the time the decision to take the ride is made. It is recommended that monthly passes be priced at 25 to 30 times the cash fare, and that tokens be priced at 75 percent to 90 percent of the cash fare. Passes should, on a per-ride basis, be discounted more than tokens, since they are more effective at increasing ridership and are a more efficient fare mechanism from an internal operating standpoint. It should be noted that RideSource does not use passes or tokens since there should not be an incentive to ride RideSource more frequently. However, RideSource provides ticket books for riders at a discount that is reviewed annually to encourage ease of boarding for customers, and to offer a non-cash alternative to riders.

7. *Increases to the base fixed-route fare generally should not exceed 10 percent within a year and changes should be rotated by fare category.*

This policy directs that changes in the fare be incremental in nature to avoid large "catch-up" increases. The District's experience has been that large fare increases (even though occurring less often) have a substantially more negative impact on ridership than smaller, more frequent fare increases. Additionally, rotating fare increases by fare type allows customers to choose a fare type that is not increasing in cost that year.

LTD will charge the ADA maximum fare of twice the fixed-route adult cash fare for RideSource service. Additional fare increases would occur only when the LTD adult cash fare increases.

8. *Recommendations for fare changes will be developed prior to the budget process each spring for the following fiscal year.*

Given the dynamic nature of ridership, budgets, and other factors that affect fares, it is necessary to consider changes in the fare on a yearly basis. This policy ties the recommendations on fare changes to the budget process, as well as to decisions on major changes in the service that result from the Annual Route Review. This policy does not preclude making unprogrammed changes to the fare in mid-year if unforeseen conditions warrant.

9. *Changes in the fare structure should be implemented on the first day of a month, preferably in July or September.*

Since LTD ridership changes significantly at the start and end of summer, these are good times to implement changes to fares. Pass price increases during the school year when LTD ridership is highest are more visible and therefore may result in a greater loss of ridership.

10. *Fare promotions can be used to attract new riders to the system.*

Fare promotions may be single day fare adjustments or longer term promotions that achieve both promotional and operational outcomes. The provision of free EmX service is an example that meets promotional and operational outcomes. EmX customers will be able to try the system free, however the majority of regular riders will have already paid a fare before boarding an EmX vehicle. This allows the District to save a significant investment in fare machines that will become a component of the system when the second corridor comes on line.

Fare promotions have shown to be a cost-effective method of attracting new users to the system at a very low cost per trip. Surveys indicate that many of those attracted by free or reduced fares are not regular bus riders. The process to be followed in fare promotions includes an analysis of the proposal, a marketing plan for the promotion, and a post-project evaluation. The extent of the analysis, marketing plan, and evaluation would be based on the scale of the promotion. RideSource fare promotions shall be designed to transition riders to the LTD fixed route and to increase RideSource productivity.

11. *Discounted fares may be used to encourage ridership during traditionally low-demand periods.*

The District has had very good success in generating additional ridership in low-demand times through fare reductions. The cost per trip generated by the fare reductions has been much lower than for other options available to the District.

12. *Fare payment options that effectively attract a different market segment or encourage increased use of the bus by current riders shall be developed. The fare payment options should be conveniently available to customers.*

The District currently offers customers the choice of paying cash or using tokens, monthly passes, or day passes. Each of these fare payment options is attractive to a different segment of the market. Other fare payment options that attract additional riders, increase bus use among current riders, or are more convenient forms of current options should be investigated and, if feasible, implemented. Convenient access to all fare payment options will tend to make the system more attractive to customers and thus will increase ridership.

13. *The design and number of fare payment instruments shall consider the ease of enforcement by bus operators and ease of understanding by customers.*

Bus operator enforcement of fares is necessary to ensure adherence by customers to the fare policies. The ease of enforcement is dependent upon the design of the fare payment instrument and the quantity of different fare payment options available. These two factors should be considered when making decisions on the implementation of a new fare option or the redesign of an existing fare instrument. Fare enforcement programs should be evaluated periodically to ensure that they are appropriate.

MAINTENANCE

The Service Planning, Accessibility, and Marketing department will monitor application of this policy as it relates to cash fares, tokens, and standard passes, and propose revisions as necessary.

ATTACHMENTS: FARE MEDIA DONATIONS GUIDELINES
 FARE DISCOUNTS (PRIVATE NON-PROFIT AGENCY PROGRAM) GUIDELINES
 WHOLESALE DISCOUNTS GUIDELINES
 GROUP PASS PROGRAM GUIDELINES
 EZ ACCESS PROGRAM GUIDELINES

REVISED: 4/18/01
 3/17/04
 4/20/05
 1/18/06

Fare Media Donations

OBJECTIVE

The District offers fare discounts for purposes of joint marketing promotions and to support community activities. Donations will occur in the form of fare media and gift certificates. Examples include gift certificate to local school fundraising events and the donation of bus passes to organizations. (For example, Mobility International USA, that host delegates who come to our community to learn about accessibility.

APPLICATION

The following guidelines apply to all fare media donations.

PROGRAM GUIDELINES

Donations of both fare media and gift certificates will be handled through LTD Customer Services. Any community group may request a donation. The LTD Director of Marketing and Communications or the Customer Services Supervisor will review the request and determine the benefit to the District. Upon approval, the Customer Services staff or Marketing and Communications secretary will issue a certificate or the appropriate fare media. Authorization for free fare media must be given in writing (email), by the Customer Services Supervisor or an LTD manager. Requests for fare media to be used for internal employee displays may be authorized by an LTD Marketing Representative.

MAINTENANCE

The Director of Service Planning, Accessibility, and Marketing is responsible for a semi-annual report of donations. This report will be forwarded to the LTD General Manager for review.

Fare Discounts

Private Not-for-Profit Agency Program

OBJECTIVE

The District offers private nonprofit agencies the opportunity to purchase LTD fare media at a 50 percent discount. This discount is granted in recognition of a community need for transportation services for individuals and families who are working with these agencies to seek employment, housing, and medical services.

APPLICATION

This policy applies to any private nonprofit [IRC 501(c)(3) and IRC 501(c)(19)] agencies who wishes to purchase fare media from LTD.

PROGRAM GUIDELINES

Eligibility determination is conducted by Lane Transit District. Agencies wishing to participate may complete the necessary application at LTD Customer Services. Upon successful certification, agency staff may call LTD Customer Services to place a fare media order.

Agencies are eligible for a 50 percent discount toward the purchase of \$330.00 of fare media per month. The monthly amount of fare media will be indexed to token prices and will increase at the same percentage rate.

MAINTENANCE

The Director of Service Planning, Accessibility, and Marketing is responsible for monitoring and making recommendations for modifications to this policy. A semiannual report of program use will be produced and forwarded to the LTD General Manager for review.

Wholesale Discounts

OBJECTIVE

The District offers private retail sales outlets and public agencies a wholesale discount on the purchase of fare media. This discount recognizes that these organizations play an important role in the distribution of fare media to LTD customers.

APPLICATION

This policy applies to all private retail outlets that LTD chooses to contract with for the sales of fare media. All public agency purchases will be issued according to the same discount structure.

PROGRAM GUIDELINES

LTD offers a 5 percent discount on the purchase of fare media for private retail sales outlets who purchase fare media for their customers. Monthly passes will be consigned.

MAINTENANCE

The Director of Service Planning, Accessibility, and Marketing is responsible for monitoring and making recommendations for modifications to the wholesale discount program.

Adopted 2/85
Revised 6/86
Revised 6/87
Revised 2/98
Revised 2/01
Revised 1/02

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Q:\REFERENCE\BOARD PACKET\2001\02\REGULAR MEETING\FARE POLICY REVISED.DOC
Q:\Reference\Board Packet\2002\01\Regular Mtg\fare policy.doc

GROUP PASS PROGRAM

OBJECTIVES

A Group Pass Program is one in which the cost of transit fares is shared by a group. All persons within the group receive the transit benefit whether or not they actually use the service. The employer enters into a contract for services with LTD. In this way, the cost per person for the service is significantly reduced, and ridership within the group can be expected to increase significantly.

Group pass programs attempt to:

1. Increase ridership and ridership productivity (rides per service hour) by encouraging transit and other mode use as an alternative to drive-alone automobile use and to provide convenient, effective, and efficient public transportation services to all group pass participants;
2. Reduce parking demand, traffic congestion, and auto emissions problems in the community;
3. Maintain or increase LTD's farebox to operating cost ratio; and
4. Decrease LTD's cost per trip.

The establishment of these programs is based on the premise that increased use of transit, as a replacement to the single-occupancy vehicle, is a goal established by our community because it will provide numerous benefits. In order to meet that goal, LTD should aggressively pursue fiscally responsible programs that increase use of the bus, particularly in areas with traffic congestion, parking or air quality problems, or where there is a transportation need that can be effectively addressed with public transit.

APPLICATION

The following guidelines apply to all group pass programs established by the District.

PROGRAM GUIDELINES

Qualifying Organizations

The District will consider any organization, public or private, for a group pass program if it:

2. Consists of employees, students, or residents of a multi-unit residential facility who have an ongoing transit need that requires them to make multiple trips each week to and from a specific destination. Lane Transit District reserves the right to determine whether the

transit-related needs of an organization qualify it to participate in the Group Pass Program.

3. Includes at least 10 individuals.
4. Is financially capable and legally empowered to enter into a contract with LTD and meet the financial obligations dictated by that contract. The group pass program will apply to all members in the organization.
5. LTD will consider qualifying organizations on a first-come/first-served basis, only if LTD has the service and equipment capacity to serve that organization.

Pricing

Revenue from organizations that participate in the group pass programs will be computed according to whether or not an organization contributes to the LTD payroll tax and to group size. All organizations participating in the group pass program will provide revenue that meets the following two criteria:

1. A base rate per employee per month will be levied on individuals within the organization. The base rate will be increased annually, not to exceed, the three-year rolling average of LTD cost increases. The base rates are:

Taxpayers	\$3.00 per employee per month
Non Taxpayers	\$3.50 per employee per month

Rates effective January 1, 2002. Current rates are available in annual pricing plan.

2. The cost of additional service that is instituted by the District to directly respond to increased ridership resulting from the group pass program.
3. Participating Group Pass organizations shall not, in any manner or form, charge their employees, students or residents a fee for a Group Pass which is greater than the fee paid by the organization to Lane Transit District for the Group Pass without the express written consent of Lane Transit District.

Term of the Contract

Contracts will normally be for a one-year period, with annual renewals. Yearly evaluation, at a level appropriate for the size of the organization, is to be conducted of each group pass program prior to renewing the contract to determine if the pricing criteria are still being satisfied. The District reserves the right to terminate group pass contracts within the contract period.

Whenever possible, the District will seek to have the group pass programs institutionalized in order to reduce the possibility of programs becoming discontinued from one year to the next. This is obviously of greatest concern with the larger group pass programs, which require significant capital and operational investment and expenditures.

Operational Issues

Group pass participants are to have photo identification that is easily verified by the bus driver. The photo identification may be either the organization's, in which case it must have an LTD validating sticker, or issued by the District. In either case, the cost of issuing the photo identification will be borne by the organization. Participating organizations will be responsible for administering the program within their organizations.

Marketing

The District will provide trip planning assistance for the individuals of a group pass organization. Marketing of the service to individuals of a group pass organization will be conducted where it is determined to have a significant impact on ridership.

Maintenance

The Director of Service Planning, Accessibility, and Marketing is responsible for monitoring and making recommendations for modifications to this program.

Q:\Reference\Board Packet\2006\03\Regular Meeting\GPP 2006 proposed revisions.doc
Q:\Reference\Board Packet\2001\04\Regular Meeting\fare policy.doc
Q:\Reference\Board Packet\2002\01\Regular Mtg\fare policy.doc

EZ Access Half-Fare Program

OBJECTIVE

To provide reduced fares for seniors and people with disabilities in cooperation with the Federal Transit Administration's half-fare requirements.

APPLICATION

This program applies to all qualified individuals who are eligible according the guidelines contained in the EZ Access program.

PROGRAM GUIDELINES

LTD's *EZ* Access program provides half-price discounted bus fares to people aged 62 through 69 and to customers with disabilities. People who are 70 years old and older ride free..

Who qualifies for the half-fare program?

1. Persons aged 62 and older
2. Medicare cardholders
3. Persons who receive Supplemental Security Income (SSI), *based on disability*, or Social Security Disability (SSD) benefits, as long as they continue to receive these benefits
4. Veterans who are disabled, who receive a determination of at least 50 percent permanent disability or a non-service connected pension as determined through the Veterans Administration
4. People who meet the Federal Transit Administration's (FTA)¹ definition of disabled: *"disabled persons means any individual who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary disability, are unable, without special facilities or special planning or design to utilize mass transportation and services as effectively as persons who are not so affected."* See page 4 for special assistance categories.

What do I need to have to show that I qualify?

Eligibility: These following proofs will qualify you for the program:

1. Medicare card
2. Official verification of age (valid driver's license, passport, State ID card)
3. Letter of Authorization that you receive Supplemental Security Income (SSI) or Social Security Disability (SSD) benefits
4. Letter of Authorization signifying eligibility for participation in programs established specifically for people with disabilities through Lane County Developmental Disabilities Services, Lane County Mental Health, Senior & Disabled Services, or Vocational Rehabilitation.

¹ FTA is a department of the United States Department of Transportation

5. Verification of eligibility for local Projects for Assistance in Transition from Homelessness (PATH) or Homeless Outreach Projects and Evaluation (HOPE)
6. Verification that you receive benefits from the Veterans Administration at a 50 percent disability level or greater, or receive a disability pension from the VA

Disability Verification: If you do not have proof of eligibility listed then you need to verify that your disability requires *special facilities or special planning or design to utilize mass transportation* by completing the section (page 4) of the application.

MAINTENANCE

The Accessible Services Manager is responsible for monitoring and making recommendations for modifications to the half-fare program.

APPENDIX F

ATTACHMENT A

RTC Management Policy P-12
Date Revised: July 16, 1999
Date Revised: June 16, 2000
Date Revised: March 19, 2004
Date Revised: May 19, 2005
Date Revised: May 19, 2006
Date Revised: June 15, 2007

Approved: _____

PUBLIC TRANSPORTATION FARE POLICY

It is the policy of the Regional Transportation Commission (RTC) to provide a fare structure for all public transportation services administered by the RTC that (1) ensures the availability of affordable public transportation; (2) provides for equity among public transportation services and passenger categories; (3) provides a strong incentive for transit use to combat region-wide congestion, air pollution, and fuel consumption; and (4) achieves RTC performance standards for farebox recovery to offset system operating costs.

Fixed-Route Fares

1. Youth fares are available to any person age 18 or under upon presenting to the coach operator proof of eligibility.
2. Senior citizen fares are available to any person 60 years of age or older upon presenting to the coach operator proof of eligibility. .
3. Individuals with disabilities are eligible for the reduced fare upon presenting to the coach operator an RTC RIDE Disabled Identification card or Medicare card.
4. Passengers eligible for a reduced fare may be asked by the coach operator to present proof of eligibility when paying the fare.
5. Children under age 6 may ride free when accompanied by an adult when that person pays the appropriate fare.
6. Transfers are free and valid for 120 minutes from the time of issue. Transfers may be used on any route, including the route on which the transfer was issued, to travel in any direction. Transfers are issued at the time of boarding only.

Paratransit Fares

1. All RTC ACCESS fares are for a one-way trip. Pre-scheduled will-call rides are twice the 1-way fare.

2. RTC ACCESS fares are payable by ticket only. Tickets may be purchased in booklets of ten at outlets approved by the RTC Executive Director.
3. Attendants required by RTC ACCESS passengers are entitled to ride free when accompanying an RTC ACCESS passenger in accordance with ADA paratransit regulations.
4. An unlimited number of companions may ride with RTC ACCESS passengers on a space available basis in accordance with ADA paratransit regulations. Companions must pay the full fare.

ADDITIONAL POLICIES

1. The RTC will review the fare structure annually and make adjustments as necessary to ensure fare revenues increase with operating costs.
2. Special fares and promotions may be established for express, limited and other premium transit services based on distance, travel time or other criteria deemed appropriate by the RTC.
3. Fares may be reduced or waived administratively by the RTC Executive Director for public relations purposes, marketing or other special events consistent with the goals and policies in the 2030 Regional Transportation Plan.
4. Fares may be waived administratively by the RTC Executive Director for persons involved with a community disaster or emergency.
5. Fares will not be reduced or waived when a third party requests service for the general public or purchases ride coupons, passes or tickets for selected distribution.

APPENDIX G



MEMORANDUM

DATE: September 28, 2005

TO: Board of Directors

FROM: Fred Hansen *Fred Hansen/m88*

**SUBJECT: RESOLUTION 05-09-71 OF THE TRI-COUNTY
METROPOLITAN TRANSPORTATION DISTRICT OF
OREGON (TRIMET) ADOPTING A DIESEL COST
RESPONSE POLICY**

1. Issue or Purpose of the Item.

The purpose of this item is to request Board of Directors (Board) adoption of the Diesel Cost Response Policy set forth in Exhibit A to Resolution 05-09-71.

2. Reason for Board Action.

The Board may adopt the Diesel Cost Response Policy by resolution.

3. Background.

TriMet is the largest fuel consumer in the State of Oregon. As such, TriMet is uniquely affected by changes in the price of diesel fuel. For some time, the world petroleum market has been quite volatile and prices have steadily increased. Recent supply disruptions have exacerbated this problem. At the same time, TriMet is seeing continued growth in ridership. TriMet's ability to respond to increased demand for transit service is hindered by diesel fuel price increases. TriMet needs to remain fiscally sound as fuel prices continue to increase to record-high levels. As fuel costs rise, it is imperative that TriMet maintain service capacity to meet expanding demand for transit. The Board must actively monitor the price of diesel fuel so it may respond to rising costs in a timely manner. Responsiveness to changes in fuel prices will ensure the continued fiscal stability of TriMet and ensure that critical transportation services are provided in the Portland Metropolitan Region.

The price of diesel fuel has increased by more than 200 percent in the past three years. The budgeted amount for diesel fuel increased from \$0.87 per gallon in FY03-04, to \$1.02 in FY04-05, to \$1.50 in the current FY05-06 budget. However, prices for the first two months of the FY05-06 fiscal year have averaged more than \$2.00 per gallon.

In contrast to earlier price increases in the 1970s that were related to limited supply, today's price increases are the result of unprecedented demand. Continued growth in overseas economies coupled with unstable events in oil producing countries mean the prices are likely to continue rising.

Moving forward, an appropriate balance needs to be struck between costs, revenues, and service. TriMet has taken significant steps to increase productivity, including achieving the best fuel economy of any transit property in the country, to help control higher costs. These productivity efforts must continue to control costs and ensure financial stability in light of rising costs. However, to ensure fiscal stability, TriMet must examine its fare structure and increase fares when necessary to meet rising ridership demand and diesel fuel costs.

4. Diesel Cost Response Policy

The Diesel Cost Response Policy set forth in Exhibit A to Resolution 05-09-71 provides a procedural framework for informing the Board about increasing costs of diesel fuel and developing a plan to address a budget shortfall caused by increasing costs, which would provide the Board with timely information it needs to take action to ensure that TriMet remains fiscally sound.

5. Options.

The Board may choose not to adopt the Resolution.

If the Board believes other elements should be included in the Diesel Cost Response Policy or changes should be made, we would ask that you direct us accordingly. If the Board has no changes, adoption of the Resolution is the only viable option. Not adopting the Diesel Cost Response Policy would undermine TriMet's ability to remain fiscally solvent in the event of continued increases in the price of diesel fuel.

6. Recommendation.

The General Manager recommends that the Board adopt the Resolution.

RESOLUTION 05-09-71

RESOLUTION OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) ADOPTING A DIESEL COST RESPONSE POLICY

WHEREAS, TriMet provides more than 300,000 trips on an average weekday; and

WHEREAS, diesel fuel is required to transport nearly three-quarters of these trips; and

WHEREAS, TriMet recognizes that maintaining service is critical to the mobility of our citizens and regional economic strength; and

WHEREAS, TriMet's budget is strongly affected by radical shifts in the price of diesel fuel; and

WHEREAS, diesel fuel price increases experienced in the last two years are likely to continue; and

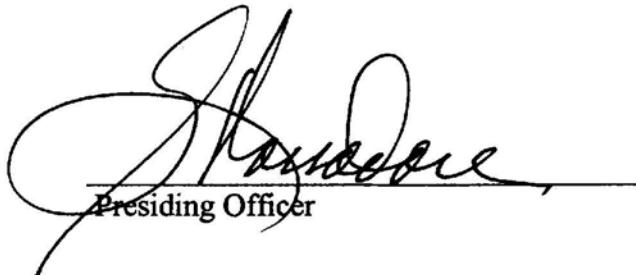
WHEREAS, TriMet is committed to maintaining strong fiscal controls; and

WHEREAS, the Diesel Cost Response Policy attached hereto as Exhibit A provides a framework for assessing and responding to changes in the price of fuel.

NOW, THEREFORE, BE IT RESOLVED:

The TriMet Board of Directors (Board) hereby adopts the Diesel Cost Response Policy attached hereto as Exhibit A.

Dated: September 28, 2005



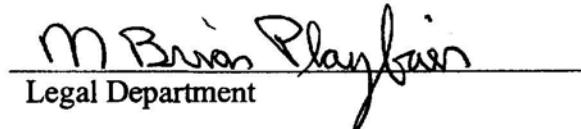
Shadidore
Presiding Officer

Attest:



Kelly Russon
Recording Secretary

Approved as to Legal Sufficiency



M. Brian Playfair
Legal Department

Resolution 05-09-71
Exhibit A

DIESEL COST RESPONSE POLICY

The purpose of this Diesel Cost Response Policy (Policy) is to outline a procedure for TriMet to follow when increasing diesel fuel costs create a material shortfall in TriMet's operating budget. When a shortfall occurs related to diesel fuel costs, the General Manager shall both inform the Board of Directors and develop a corrective action plan to include fare increases that will address a budget shortfall caused by higher diesel fuel prices.

A. Diesel Fuel Price Report

The General Manager shall report to the Board of Directors at its regular briefing in the month following the occurrence of any of the following:

1. The average price of diesel fuel paid by TriMet exceeds the budgeted amount for diesel fuel by 5 percent for a period of one month.
2. Any unusual event or special circumstances, such as the interruption of refinery capacity, that makes the likelihood of a 5 percent increase in the price of diesel fuel over the budgeted amount likely to occur.
3. The price of home heating oil and crude oil on the futures market indicates the likelihood of a 5 percent increase in the price of diesel fuel over the budgeted amount is likely to occur in the future.

B. Corrective Action Plan

If the price of diesel fuel paid by TriMet exceeds or is likely to exceed 10 percent of the budgeted amount for a period of at least two months, as predicted by the above required report, the General Manager shall bring to the next scheduled Board of Directors meeting a proposed corrective action plan with a set of recommendations on how to offset the price increases, including but not limited to, a proposed ordinance for a first reading providing for a fare increase. The corrective action plan shall include a report on how other businesses and public agencies in the transportation sector are addressing budget shortfalls caused by the high increases in the cost of fuel.

C. Budget Amendment

Upon final adoption of the corrective plan, the Board of Directors will amend the budget to reflect the new higher level of diesel costs. Additional increases of diesel costs will be addressed as outlined above, using the new budgeted cost as a basis for requiring a report to the Board of Directors and the development of a corrective action plan.

APPENDIX H

CERTIFICATION OF ENROLLMENT

ENGROSSED SUBSTITUTE HOUSE BILL 2358

60th Legislature
2007 Regular Session

Passed by the House April 20, 2007
Yea 93 Nays 5

Speaker of the House of Representatives

Passed by the Senate April 20, 2007
Yea 47 Nays 1

CERTIFICATE

I, Richard Nafziger, Chief Clerk of the House of Representatives of the State of Washington, do hereby certify that the attached is **ENGROSSED SUBSTITUTE HOUSE BILL 2358** as passed by the House of Representatives and the Senate on the dates hereon set forth.

Chief Clerk

President of the Senate

Approved

FILED

**Secretary of State
State of Washington**

Governor of the State of Washington

ENGROSSED SUBSTITUTE HOUSE BILL 2358

AS AMENDED BY THE SENATE

Passed Legislature - 2007 Regular Session

State of Washington 60th Legislature 2007 Regular Session

By House Committee on Transportation (originally sponsored by Representatives Rolfe, Strow, Appleton, Seaquist, VanDeWege, Lantz, Flannigan, Roberts, Cody, Green, Eickmeyer, Jarrett and Kessler)

READ FIRST TIME 3/5/07.

1 AN ACT Relating to state ferries; amending RCW 47.06.140,
2 47.60.290, and 47.60.330; adding new sections to chapter 47.60 RCW;
3 creating a new section; repealing RCW 47.60.150 and 47.60.326; and
4 providing an expiration date.

5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

6 NEW SECTION. **Sec. 1.** The legislature finds from the 2006
7 Washington state ferries financing study that the state has limited
8 information on state ferry users and markets. Accurate user and market
9 information is vital in order to find ways to maximize the ferry
10 systems' current capacity and to make the most efficient use of
11 citizens' tax dollars. Therefore, it is the intent of the legislature
12 that Washington state ferries be given the tools necessary to maximize
13 the utilization of existing capacity and to make the most efficient use
14 of existing assets and tax dollars. Furthermore, it is the intent of
15 the legislature that the department of transportation adopt adaptive
16 management practices in its operating and capital programs so as to
17 keep the costs of the Washington state ferries system as low as
18 possible while continuously improving the quality and timeliness of
19 service.

1 **Sec. 2.** RCW 47.06.140 and 1998 c 171 s 7 are each amended to read
2 as follows:

3 (1) The legislature declares the following transportation
4 facilities and services to be of statewide significance: The
5 interstate highway system, interregional state principal arterials
6 including ferry connections that serve statewide travel, intercity
7 passenger rail services, intercity high-speed ground transportation,
8 major passenger intermodal terminals excluding all airport facilities
9 and services, the freight railroad system, the Columbia/Snake navigable
10 river system, marine port facilities and services that are related
11 solely to marine activities affecting international and interstate
12 trade, and high-capacity transportation systems serving regions as
13 defined in RCW 81.104.015. The department, in cooperation with
14 regional transportation planning organizations, counties, cities,
15 transit agencies, public ports, private railroad operators, and private
16 transportation providers, as appropriate, shall plan for improvements
17 to transportation facilities and services of statewide significance in
18 the statewide multimodal plan. Improvements to facilities and services
19 of statewide significance identified in the statewide multimodal plan
20 are essential state public facilities under RCW 36.70A.200.

21 (2) The department of transportation, in consultation with local
22 governments, shall set level of service standards for state highways
23 and state ferry routes of statewide significance. Although the
24 department shall consult with local governments when setting level of
25 service standards, the department retains authority to make final
26 decisions regarding level of service standards for state highways and
27 state ferry routes of statewide significance. In establishing level of
28 service standards for state highways and state ferry routes of
29 statewide significance, the department shall consider the necessary
30 balance between providing for the free interjurisdictional movement of
31 people and goods and the needs of local communities using these
32 facilities. When setting the level of service standards under this
33 section for state ferry routes, the department may allow for a standard
34 that is adjustable for seasonality.

35 **NEW SECTION.** **Sec. 3.** A new section is added to chapter 47.60 RCW
36 to read as follows:

1 The definitions in this section apply throughout this chapter
2 unless the context clearly requires otherwise.

3 (1) "Adaptive management" means a systematic process for
4 continually improving management policies and practices by learning
5 from the outcomes of operational programs.

6 (2) "Capital plan" means the state ferry system plan developed by
7 the department as described in RCW 47.06.050(2) and adopted by the
8 commission.

9 (3) "Capital project" has the same meaning as used in budget
10 instructions developed by the office of financial management.

11 (4) "Commission" means the transportation commission created in RCW
12 47.01.051.

13 (5) "Improvement project" has the same meaning as in the budget
14 instructions developed by the office of financial management. If the
15 budget instructions do not define improvement project, then it has the
16 same meaning as "program project" in the budget instructions. If a
17 project meets both the improvement project and preservation project
18 definitions in this section it must be defined as an improvement
19 project. New vessel acquisitions must be defined as improvement
20 projects.

21 (6) "Life-cycle cost model" means that portion of a capital asset
22 inventory system which, among other things, is used to estimate future
23 preservation needs.

24 (7) "Maintenance cost" has the same meaning as used in budget
25 instructions developed by the office of financial management.

26 (8) "Preservation project" has the same meaning as used in budget
27 instructions developed by the office of financial management.

28 (9) "Route" means all ferry sailings from one location to another,
29 such as the Seattle to Bainbridge route or the Port Townsend to
30 Keystone route.

31 (10) "Sailing" means an individual ferry sailing for a specific
32 route, such as the 5:00 p.m. sailing from Seattle to Bremerton.

33 (11) "Travel shed" means one or more ferry routes with distinct
34 characteristics as determined by the department.

35 NEW SECTION. **Sec. 4.** A new section is added to chapter 47.60 RCW
36 to read as follows:

37 (1) The commission shall, with the involvement of the department,

1 conduct a survey to gather data on ferry users to help inform level of
2 service, operational, pricing, planning, and investment decisions. The
3 survey must include, but is not limited to:

- 4 (a) Recreational use;
- 5 (b) Walk-on customer use;
- 6 (c) Vehicle customer use;
- 7 (d) Freight and goods movement demand; and
- 8 (e) Reactions to potential operational strategies and pricing
9 policies described under section 7 of this act and RCW 47.60.290.

10 (2) The commission shall develop the survey after providing an
11 opportunity for ferry advisory committees to offer input.

12 (3) The survey must be updated at least every two years and
13 maintained to support the development and implementation of adaptive
14 management of ferry services.

15 **Sec. 5.** RCW 47.60.290 and 1983 c 3 s 136 are each amended to read
16 as follows:

17 ~~((Subject to the provisions of RCW 47.60.326,)) (1) The department~~
18 ~~((is hereby authorized and directed to)) shall annually review~~
19 ~~((tariffs and charges as)) fares and pricing policies~~ applicable to the
20 operation of the Washington state ferries ~~((for the purpose of~~
21 ~~establishing a more fair and equitable tariff to be charged passengers,~~
22 ~~vehicles, and commodities on the routes of the Washington state~~
23 ~~ferries)).~~

24 (2) Beginning in 2008, the department shall develop fare and
25 pricing policy proposals that must:

26 (a) Recognize that each travel shed is unique, and might not have
27 the same farebox recovery rate and the same pricing policies;

28 (b) Use data from the current survey conducted under section 4 of
29 this act;

30 (c) Be developed with input from affected ferry users by public
31 hearing and by review with the affected ferry advisory committees, in
32 addition to the data gathered from the survey conducted in section 4 of
33 this act;

34 (d) Generate the amount of revenue required by the biennial
35 transportation budget;

36 (e) Consider the impacts on users, capacity, and local communities;
37 and

1 (f) Keep fare schedules as simple as possible.

2 (3) While developing fare and pricing policy proposals, the
3 department must consider the following:

4 (a) Options for using pricing to level vehicle peak demand; and
5 (b) Options for using pricing to increase off-peak ridership.

6 NEW SECTION. **Sec. 6.** A new section is added to chapter 47.60 RCW
7 to read as follows:

8 (1) The commission shall adopt fares and pricing policies by rule,
9 under chapter 34.05 RCW, according to the following schedule:

10 (a) Each year the department shall provide the commission a report
11 of its review of fares and pricing policies, with recommendations for
12 the revision of fares and pricing policies for the ensuing year;

13 (b) By September 1st of each year, beginning in 2008, the
14 commission shall adopt by rule fares and pricing policies for the
15 ensuing year.

16 (2) The commission may adopt by rule fares that are effective for
17 more or less than one year for the purposes of transitioning to the
18 fare schedule in subsection (1) of this section.

19 (3) The commission may increase ferry fares included in the
20 schedule of charges adopted under this section by a percentage that
21 exceeds the fiscal growth factor.

22 (4) The chief executive officer of the ferry system may authorize
23 the use of promotional, discounted, and special event fares to the
24 general public and commercial enterprises for the purpose of maximizing
25 capacity use and the revenues collected by the ferry system. The
26 department shall report to the commission a summary of the promotional,
27 discounted, and special event fares offered during each fiscal year and
28 the financial results from these activities.

29 (5) Fare revenues and other revenues deposited in the Puget Sound
30 ferry operations account created in RCW 47.60.530 may not be used to
31 support the Puget Sound capital construction account created in RCW
32 47.60.505, unless the support for capital is separately identified in
33 the fare.

34 (6) The commission may not raise fares until the fare rules contain
35 pricing policies developed under section 5 of this act, or September 1,
36 2009, whichever is later.

1 NEW SECTION. **Sec. 7.** A new section is added to chapter 47.60 RCW
2 to read as follows:

3 (1) The department shall develop, and the commission shall review,
4 operational strategies to ensure that existing assets are fully
5 utilized and to guide future investment decisions. These operational
6 strategies must, at a minimum:

7 (a) Recognize that each travel shed is unique and might not have
8 the same operational strategies;

9 (b) Use data from the current survey conducted under section 4 of
10 this act;

11 (c) Be consistent with vehicle level of service standards;

12 (d) Choose the most efficient balance of capital and operating
13 investments by using a life-cycle cost analysis; and

14 (e) Use methods of collecting fares that maximize efficiency and
15 achieve revenue management control.

16 (2) After the commission reviews recommendations by the department,
17 the commission and department shall make joint recommendations to the
18 legislature for the improvement of operational strategies.

19 (3) In developing operational strategies, the following, at a
20 minimum, must be considered:

21 (a) The feasibility of using reservation systems;

22 (b) Methods of shifting vehicular traffic to other modes of
23 transportation;

24 (c) Methods of improving on-dock operations to maximize efficiency
25 and minimize operating and capital costs;

26 (d) A cost-benefit analysis of remote holding versus over-water
27 holding;

28 (e) Methods of reorganizing holding areas and minimizing on-dock
29 employee parking to maximize the dock size available for customer
30 vehicles;

31 (f) Schedule modifications;

32 (g) Efficiencies in exit queuing and metering;

33 (h) Interoperability with other transportation services;

34 (i) Options for leveling vehicle peak demand; and

35 (j) Options for increasing off-peak ridership.

36 (4) Operational strategies must be reevaluated periodically and, at
37 a minimum, before developing a new capital plan.

1 **Sec. 8.** RCW 47.60.330 and 2003 c 374 s 5 are each amended to read
2 as follows:

3 (1) Before a substantial change to the service levels provided to
4 ferry users, the department shall consult with affected ferry users by
5 public hearing and by review with the affected ferry advisory
6 committees.

7 (2) ((a substantial expansion or curtailment in the level of
8 service provided to ferry users, or a revision in the schedule of ferry
9 tolls or charges)) adding or eliminating a ferry route, the department
10 ((of transportation)) shall consult with affected ferry users and
11 receive legislative approval. ((The consultation shall be: (a) By
12 public hearing in affected local communities; (b) by review with the
13 affected ferry advisory committees pursuant to RCW 47.60.310; (c) by
14 conducting a survey of affected ferry users; or (d) by any combination
15 of (a) through (c).

16 Promotional, discount, and special event fares that are not part of
17 the published schedule of ferry charges or tolls are exempt. The
18 department shall report an accounting of all exempt revenues to the
19 transportation commission each fiscal year.

20 (2) There is created a ferry system productivity council consisting
21 of a representative of each ferry advisory committee empanelled under
22 RCW 47.60.310, elected by the members thereof, and two representatives
23 of employees of the ferry system appointed by mutual agreement of all
24 of the unions representing ferry employees, which shall meet from time
25 to time with ferry system management to discuss means of improving
26 ferry system productivity.

27 (3) Before increasing ferry tolls the department of transportation
28 shall consider all possible cost reductions with full public
29 participation as provided in subsection (1) of this section and,
30 consistent with public policy, shall consider adapting service levels
31 equitably on a route by route basis to reflect trends in and forecasts
32 of traffic usage. Forecasts of traffic levels shall be developed by
33 the bond covenant traffic engineering firm appointed under the
34 provisions of RCW 47.60.450. Provisions of this section shall not
35 alter obligations under RCW 47.60.450. Before including any toll
36 increase in a budget proposal by the commission, the department of
37 transportation shall consult with affected ferry users in the manner

1 prescribed in (1)(b) of this section plus the procedure of either
2 ~~(1)(a) or (c) of this section.)~~

3 **NEW SECTION.** **Sec. 9.** A new section is added to chapter 47.60 RCW
4 to read as follows:

5 (1) Appropriations made for the Washington state ferries capital
6 program may not be used for maintenance costs.

7 (2) Appropriations made for preservation projects shall be spent
8 only on preservation and only when warranted by asset condition, and
9 shall not be spent on master plans, right-of-way acquisition, or other
10 nonpreservation items.

11 (3) Systemwide and administrative capital program costs shall be
12 allocated to specific capital projects using a cost allocation plan
13 developed by the department. Systemwide and administrative capital
14 program costs shall be identifiable.

15 **NEW SECTION.** **Sec. 10.** A new section is added to chapter 47.60 RCW
16 to read as follows:

17 (1) The department shall maintain a life-cycle cost model on
18 capital assets such that:

19 (a) Available industry standards are used for estimating the life
20 of an asset, and department-adopted standard life cycles derived from
21 the experience of similar public and private entities are used when
22 industry standards are not available;

23 (b) Standard estimated life is adjusted for asset condition when
24 inspections are made;

25 (c) It does not include utilities or other systems that are not
26 replaced on a standard life cycle; and

27 (d) It does not include assets not yet built.

28 (2) All assets in the life-cycle cost model must be inspected and
29 updated in the life-cycle cost model for asset condition at least every
30 three years.

31 (3) The life-cycle cost model shall be used when estimating future
32 system preservation needs.

33 **NEW SECTION.** **Sec. 11.** A new section is added to chapter 47.60 RCW
34 to read as follows:

1 (1) Preservation funding requests shall only be for assets in the
2 life-cycle cost model.

3 (2) Preservation funding requests that exceed five million dollars
4 per project must be accompanied by a predesign study. The predesign
5 study must include all elements required by the office of financial
6 management.

7 NEW SECTION. **Sec. 12.** A new section is added to chapter 47.60 RCW
8 to read as follows:

9 The department shall develop terminal design standards that:

10 (1) Adhere to vehicle level of service standards as described in
11 RCW 47.06.140;

12 (2) Adhere to operational strategies as described in section 7 of
13 this act; and

14 (3) Choose the most efficient balance between capital and operating
15 investments by using a life-cycle cost analysis.

16 NEW SECTION. **Sec. 13.** A new section is added to chapter 47.60 RCW
17 to read as follows:

18 The capital plan must adhere to the following:

19 (1) A current ridership demand forecast;

20 (2) Vehicle level of service standards as described in RCW
21 47.06.140;

22 (3) Operational strategies as described in section 7 of this act;
23 and

24 (4) Terminal design standards as described in section 12 of this
25 act.

26 NEW SECTION. **Sec. 14.** A new section is added to chapter 47.60 RCW
27 to read as follows:

28 (1) Terminal improvement project funding requests must adhere to
29 the capital plan.

30 (2) Requests for terminal improvement design and construction
31 funding must be submitted with a predesign study that:

32 (a) Includes all elements required by the office of financial
33 management;

34 (b) Separately identifies basic terminal elements essential for
35 operation and their costs;

- (c) Separately identifies additional elements to provide ancillary revenue and customer comfort and their costs;
- (d) Includes construction phasing options that are consistent with forecasted ridership increases;
- (e) Separately identifies additional elements requested by local governments and the cost and proposed funding source of those elements;
- (f) Separately identifies multimodal elements and the cost and proposed funding source of those elements; and
- (g) Identifies all contingency amounts.

NEW SECTION. Sec. 15. A new section is added to chapter 47.60 RCW to read as follows:

(1) The joint legislative audit and review committee shall assess and report as follows:

(a) Audit the implementation of the cost allocation methodology evaluated under chapter . . . (Engrossed Substitute House Bill No. 1094), Laws of 2007, as it exists on the effective date of this section, assessing whether actual costs are allocated consistently with the methodology, whether there are sufficient internal controls to ensure proper allocation, and the adequacy of staff training; and

(b) Review the assignment of preservation costs and improvement costs for fiscal year 2009 to determine whether:

(i) The costs are capital costs;

(ii) The costs meet the statutory requirements for preservation activities and for improvement activities; and

(iii) Improvement costs are within the scope of legislative appropriations.

(2) The report on the evaluations in this section is due by January 31, 2010.

(3) This section expires December 31, 2010.

NEW SECTION. Sec. 16. The following acts or parts of acts are each repealed:

(1) RCW 47.60.150 (Fixing of charges--Deposit of revenues) and 2003
c 374 s 3, 1999 c 94 s 26, & 1990 c 42 s 405; and

(2) RCW 47.60.326 (Schedule of charges for state ferries--Review by department, factors considered--Rule making by commission) and 2005 c

1 270 s 1, 2003 c 374 s 4, 2001 1st sp.s. c 1 s 1, 1999 c 94 s 27, 1990
2 c 42 s 406, 1983 c 15 s 25, & 1981 c 344 s 5.

--- END ---

APPENDIX I

Southern California Regional Rail Authority

Metrolink

Fare Policies and Procedures

Adopted September 26, 2003

Revision 1 July 1, 2004

Revision 2 July 1, 2005

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Southern California Regional Rail Authority

Fare Policies and Procedures

Purpose

This document memorializes fare policies and operational practices adopted by the SCrra Board of Directors on September 26, 2003, and updated to reflect Board approved fare changes in July 2004 and July 2005. Fare procedures on the Metrolink system are governed solely by the SCrra Board of Directors and may be modified at any time. The term "ticket" is used throughout this document to incorporate all types of fare media valid for travel on Metrolink trains unless a specific ticket type is noted with conditions pertinent to that payment medium.

Proof-of-Payment System

Metrolink operates on a proof-of-payment system, wherein, every passenger (unless otherwise noted in this fare policies and procedures document) is required to possess a valid Metrolink ticket prior to boarding the train. Tickets are not sold on board the trains.

Fare verification may be performed on board any train by Metrolink conductors, Los Angeles County Sheriff Deputies, and Los Angeles County Sheriff Department Law Enforcement Technicians (LETs). All passengers are required to provide proof of ticket purchase when requested by the fare verifiers. Fare inspectors will inspect tickets regularly and randomly to verify that passengers are in possession of valid tickets. Passengers without a valid ticket are subject to citation and fine in accordance with California Penal Code Sections 587c and 640b. Passengers who refuse or are unable to produce a valid ticket may be asked by train personnel to produce valid identification including name and current address.

Distance Based Fares

In April 2004, the Metrolink Board of Directors adopted a new fare pricing structure, based on driving mileage distances between stations, and implemented the distance-based pricing program in July 2005. This driving-mileage distance based fare structure levies a charge determined by the driving distance between the origin station and destination station. The Metrolink Board of Directors adopted this fare structure to develop and implement consistent and equitable pricing so that customers traveling the same distances pay the same price, and short trips cost less than long trips.

To implement this pricing structure, the Board approved a plan to phase the restructuring in over a ten-year period with fare changes annually, in order to minimize the price increase for any one customer.

The formula to calculate ticket prices includes three elements: a base fare boarding charge for all tickets, the ticket type multiplier, and a mileage charge for the distance traveled. Each of the four Metrolink ticket types has a unique base fare charge and ticket type multiplier. For instance, the monthly pass ticket multiplier is 32, the 10-Trip ticket multiplier is, of course, 10; the Round-Trip ticket multiplier is 2, and it is one for the One-Way ticket. Using this formula, the Monthly Pass is the best value – offering the lowest price per trip.

The miles between stations are calculated using the shortest driving miles from origin to destination station. Given the unique linear and parallel configuration of various Metrolink routes, there is one exception to the driving mile equivalent calculation for interlined trips. Interlined trips that have very short driving miles (or miles shorter than the longest train leg) pay the longest distance driving mile train leg. For example, Claremont to Downtown Pomona is five miles driving, but to get to Downtown Pomona from Claremont on the train, the trip requires traveling into Union Station, transferring, and riding to Downtown Pomona. As a result, the fare for this trip is based on the driving miles from Claremont to Union Station (32 miles) – which is the longest distance driving mile train leg (Downtown Pomona to Union Station is 30 miles).

The maximum ticket price is 80 miles. Trips that are longer than 80 miles pay only the 80 mile fee.

Ticket Types

▪ One Way Tickets

One-way tickets are valid for one trip only, defined as continuous travel away from the origin station zone to the destination station zone specified on the ticket. One-way trips must be completed within three hours after purchase of ticket on the day of purchase- the expiration time and date is displayed on the ticket. Types of One Way Tickets sold: Adult Weekday, Adult Weekend, Senior/Disabled, Youth Weekday, and Youth Weekend.

▪ Round Trip Tickets

Round Trip tickets are valid for two trips only, from and to the origin station zone and the destination station zone marked on the ticket. The first leg of a round trip ticket is valid for three hours from purchase. The return ticket is valid for travel anytime on the same day as the first leg of the trip. Types of Round Trip Tickets sold: Adult Weekday, Adult Weekend, Senior/Disabled, Youth Weekday, and Youth Weekend.

▪ 10-Trip Tickets

10-Trip Tickets are valid for ten one-way trips within 90 days of purchase for travel between the origin station and the destination station printed on the ticket. The 10-Trip

ticket is valid until the expiration date printed on the ticket and must be validated before each boarding. The trip must be completed within three hours of validation. Multiple riders may use the 10-Trip ticket, provided there is one validation for each person who uses the ticket. Types of Ten Trip Tickets sold: Adult and Senior/Disabled (sold through the TVMs, the mail, and sales outlets) and Student (sold only to participating schools through Metrolink's administrative office).

▪ **Monthly Pass**

Monthly Passes are valid for unlimited travel between the origin station and destination station printed on the pass during the calendar month. Types of monthly passes: Adult, Senior/Disabled, and Student (sold only to participating schools through Metrolink's administrative office).

Group Tickets and Vouchers

Group Tickets are sold through Metrolink administrative offices on a reservation basis for non-rush hour and weekend trains. Metrolink distributes either tickets or vouchers to the group traveling. Tickets/vouchers are valid for travel on the day printed on the ticket/voucher only, between the specified origin and destination stations. The criteria for group sales include:

- 10 or more persons, with a maximum of 50
- \$7.00 per person round trip (same day travel)
- Group ticket valid for transfer to connecting transit
- Group vouchers are not valid for transfer to connecting transit
- Reservations 21 days prior to travel required
- Advance payment 14 days prior to travel required
- One child 5 and under may travel free with an adult using a valid ticket
- Tickets and travel valid only on non-rush hour or weekend trains
- Group sales tickets are non-refundable and non-transferable
- A \$2.50 handling fee is charged per group order

School Group Tickets

School group tickets are available by reservation through the Metrolink administrative office. The tickets are provided to the school group in voucher form, indicating the boarding and alighting stations, the date, time and specific trains for the school group. Additional policies include:

- Per person cost is \$1.50 one-way and \$3.00 round trip
- Minimum group size is 15, maximum is 130 (limited by train capacity)
- Transfers to connecting transit are not included
- Minimum chaperon-to-student ratio of 1:5 is required
- Chaperons must agree to and sign Metrolink Safety Guidelines
- Reservations four weeks prior to travel required

- Advance payment three weeks prior to travel required
- Travel limited to off-peak trains

Weekday Fares

Weekday fares are charged for one-way and round trip tickets for travel weekdays (Monday through Friday).

Weekend Fares

Metrolink tickets are discounted on weekends (Saturday and Sunday) as follows: adult tickets are priced at a 25% discount from the weekday price, and Youth (ages 6-18) are priced at a 50% discount from the weekday price.

December Monthly Pass Fare

The prices of December passes are discounted by 25% off the standard monthly pass prices for Adult, Senior/Disabled, and Student monthly passes.

Student Fares

Student fares are available only to those attending colleges and universities enrolled in Metrolink College Student program. These tickets are purchased and distributed to students by participating schools. Tickets are sold only to participating schools through Metrolink administrative offices and are not sold through the TVMs. Student 10-Trip Tickets and Monthly Passes are discounted 25% from the adult fare.

Youth Fares

For passengers ages 6 to 18, the youth fare is only available during the weekends. The fare is 50% off the Adult weekday fare on One Way and Round Trip tickets. During the weekdays, the Youth Fare is the same as Adult Fare. Youth fare discounts are not available on 10-Trip Tickets and Monthly Passes.

Fares for Children

Three children, 5 years and under may ride free of charge with each adult parent or guardian using a valid ticket. Each additional child is charged the Youth fare if travel is occurring during the weekend, or the Adult fare if travel is occurring during weekdays.

Fares for Seniors

For passengers 65 and older, the fare is 50% off the Adult Fare at all times, including One Way, Round Trip and 10-Trip Tickets and Monthly Passes.

Senior Citizen Identification

Customers purchasing a reduced senior citizen fare for Metrolink services shall carry proper photo identification cards indicating their age as 65 or older. I.D. cards must be shown to the fare inspector upon request.

Fares for Persons with Disabilities

For passengers with disabilities, the fare is 50% off the Adult Fare at all times including One Way, Round Trip and 10-Trip Tickets and Monthly passes. One Personal Care Attendant for a disabled passenger may ride for free.

Persons with Disabilities Identification

Passengers using a reduced fare ticket for people with disabilities shall carry proof of eligibility. One of the following eligibility cards must be shown to the fare inspector upon request. Acceptable identification includes:

- Los Angeles County Transit Operators Association Card (LACTOA)
- Medicare I.D. Card which is red, white and blue.
- Identification Card from Other Transit Agencies - Any current valid identification card issued to any person with a disability by other transit agencies within the United States shall be honored.
- DMV Placard identification card.

Law Enforcement Officers

Metrolink allows uniformed law enforcement officers to ride free of charge if the officer meets all of the following criteria:

- Has peace officer status under California Penal Code 832
- Presents their valid photo I.D. card issued by their law enforcement agency during regular fare inspections or at the request of any Metrolink fare verifier.
- Wears a Class "A" agency-authorized uniform which includes an agency I.D. card, metal badge, baton and holder, metal name plate, rank insignia on uniform shirt, service weapon, gun belt and holster.

This fare exempt policy is restricted to law enforcement officers wearing a Class "A" uniform only. Class "B" uniforms are not acceptable which include, but are not limited to:

- Raid Jackets
- Flight suits or jump suits

- Polo or golf shirts
- Washable cotton/polyester blend uniforms similar in appearance to a Class “A” uniform.

In addition, Metrolink requires law enforcement officers who are riding free under this policy to:

- Take appropriate law enforcement action when they observe criminal activity or when asked by a citizen or Metrolink employee
- Act accordingly in the event of a rail-related incident or accident
- Relinquish their seat to a paying customer on crowded trains

Fares for Welfare to Work Program

Metrolink Monthly passes for participants in the Welfare to Work program are discounted 25% for their first six months in the program. The discounted fare is available only through corporate enrollment in the Welfare to Work and Corporate Partners programs.

Transfers to Other Transit Services

The Metrolink fare structure includes a levy for connecting transit, thus allowing for a seamless transfer from Metrolink to other transit services. Metrolink has entered into transfer agreements with area transit operators to make it easy for customers to use other bus and rail services by simply presenting their Metrolink ticket to the driver of the connecting transit.

Transfers to most connecting transit at Metrolink stations, including most bus routes, and all stations on the Red Line, Blue Line, Green Line and Gold Line, are free for Metrolink customers with a valid Metrolink ticket. Valid fare media include Monthly Passes for the current month; One Way and Round Trip Tickets for same day travel only – the day printed on the ticket, and validated 10-Trip and 4-Trip Tickets for the same date only that is validated on the ticket.

10-Trip and 4-Trip tickets must be validated for that day of travel. 10-Trip or 4-Trip ticket holders boarding other transit service prior to validating their Metrolink ticket are required to pay the fare of the connecting transit.

Some additional restrictions and transfer charges may apply to specific connecting transit operators in accordance with the individual transfer agreements.

Ticket Sales Locations

All Metrolink stations have Ticket Vending Machines (TVMs) that sell all ticket types except Student and 4-Trip tickets, and group travel tickets/vouchers. Other ticket sales locations include:

- Union Station ticket sales offices
- Pass-By-Mail available through the Metrolink administrative office
- Corporate partners business locations including Colleges/Universities
- Retail sales outlets such as transit stores, selected city halls, malls, and building-based sundry sites

Corporate Pass Program

Monthly Passes and 10-Trip Tickets for employees of participating corporations are sold on consignment. Tickets are sold to participating companies through the Metrolink administrative office. The participating corporate partner is responsible for distribution of the Monthly Passes and 10-Trip tickets to their employees.

Special Fare Regulations

Multi-Line Tickets and Reciprocal stations: 1) Tickets for either the San Bernardino Line or Riverside Line are valid for travel between stations of equal or lesser distance on either line. 2) Tickets on either the Riverside Line, the 91 Line, or the IEOC Line are valid for travel between stations of equal or lesser distance on any of these routes as long as at least either the origin or destination station is in Riverside or San Bernardino County.

Connecting Stations: Connections between Metrolink trains can be made at Los Angeles Union Station, Downtown Burbank, Fullerton, Glendale, Orange, Riverside, San Bernardino, San Juan Capistrano, Santa Ana and Tustin.

Service Animals

Service animals traveling with passengers with disabilities shall be transported without additional charge.

Service animals in training are permitted on trains. Trainers of service animals are fare exempt when engaged in training activities.

Other Animals

A passenger may carry a small dog or other pet enclosed in a suitable animal carrier or crate that fits on the passenger's lap or under the seat.

Special Promotional Tickets and Discounts

Metrolink may establish unique fares and tickets for special trains, charter trains, promotions and discounts to encourage ridership. Special promotional fares include, but are not limited to: discount coupons, two-for-one specials, four friends ride free, promotional seven day passes, 4-Trip tickets and other discounts.

4-Trip Tickets are special free promotional tickets not available to the general public or sold through TVMs. 4-Trip Tickets are valid for four one-way trips for travel anywhere on the Metrolink system. 4-Trip tickets must be validated for each trip prior to boarding the train and must be completed within three hours after validation of the ticket. 4-Trip tickets are valid only until the expiration date printed on the ticket. Multiple riders may use the 4-Trip ticket provided there is one validation for each person that uses the ticket.

Quality Service Pledge

- QSP

When average on-time performance of a line falls below 80% for a calendar month, SCRRRA will sell a line-restricted (no reciprocity rights) monthly pass at a discount of 25% valid in a subsequent month after the average monthly on-time performance on the line was below 80%. (Where reciprocity/multi-line ticket rights are available, a full price monthly pass will also be available for purchase). A train is defined as “on time” when it arrives at its end point five minutes or less than the scheduled arrival time.

The monthly on-time performance of a line is calculated within three working days of the end of the month. Discount sales begin on the 5th working day of the month and continue through the 10th of the following month when the offer would expire. For example, poor on-time performance in March would trigger sale of a discount May monthly pass during the sales period in April. Discount passes are sold through the Pass-by-Mail and CPP programs, from ticket windows at Union Station and in the TVMs as a special ticket.

- Extensive Delay: One-Time Incident

An extensive delay is a delay to riders exceeding one hour from the published train schedule. Upon request, with proof of pass ownership, a Monthly Pass Holder is eligible to receive a Universal 4-Trip Ticket with a one-year expiration date from the date of the incident. One-Way, Round-Trip or 10-Trip Ticket Holders receive a replacement ticket no less than the value of the trip that was extensively delayed. The ticket holder must submit the original ticket(s) to be eligible for replacement ticket.

- Exclusions:

Train delays caused by:

Acts of God and Nature

Third party activity such as police and fire authorities or government agencies

Alternative transportation providers

Temporary operating schedules

- Sole Authority

Metrolink has sole authority to grant exceptions to the Compensation Policy and reserves the right to deny a claim for compensation that does not meet the criteria herein.

Ride Promise

If a passenger misses the scheduled connecting Metrolink train due to Metrolink's fault, Metrolink will make every attempt to secure alternative transportation for the rider to his/her destination station. If Metrolink cannot secure alternative transportation within sixty (60) minutes of the missed Metrolink train's scheduled departure time, passengers can be reimbursed for their costs for a rental vehicle or taxi, not to exceed \$50.00 per passenger. Reimbursement is based on the passengers' submission of their original dated receipt from the transit provider (taxi driver, car rental company, etc.).

Definitions

Scheduled Connection: Ten minutes between a Metrolink train's published arrival time and the connecting Metrolink train's published departure time at the same station.

Alternative Transportation: Transportation that replaces regular Metrolink train service. This may include, but it is not limited to another Metrolink train, an Amtrak train, bus, van, taxi or other charter operator, and is at Metrolink's discretion.

Temporary Operating Schedules: When Metrolink's published train schedule is modified to allow planned construction work or Special Event Train service.

Extensive Delay: Delay to riders exceeding one hour from the published train schedule.

Ticket Refunds

Metrolink tickets are non-refundable and non-replaceable. In certain circumstances, Metrolink will provide a refund for customer's tickets. Refund requests may be submitted by mail to Metrolink's administrative offices.

Special Trains

Metrolink may from time to time, operate special trains beyond the standard operating schedule. Unique fares may be established for special trains. These unique fares and tickets may be sold either through the TVM or by mail. In some instances, such as charter trains, all fares must be prepaid and passengers may not be required to have tickets.

Amtrak Tickets – Rail 2 Rail Program

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7/04 Rev.

7/05 Rev.

Amtrak Pacific Surfliner tickets are valid on any Metrolink train, within the origin and destination station limits on their Amtrak ticket as part of the Rail 2 Rail program.

Metrolink Monthly Pass holders may ride any Amtrak Pacific Surfliner train within the origin station and destination station of their pass.

Any Metrolink fare media valid for travel between Los Angeles Union Station and the Burbank Airport Station is accepted on Amtrak Pacific Surfliner trains in this segment.

Measures and Public Hearing Procedures for Fare Changes

The Federal Transit Administration requires that transit agencies have policies that provide the public an opportunity to comment on proposed changes in fares. The SCRRRA Board has adopted the following procedures that provide for a public hearing in the event of proposed changes in Metrolink fares. These procedures for public review include the following elements:

- A public workshop(s) in advance of the public hearing
- A public hearing
- Publish notice describing proposed change in fares in an appropriate newspaper(s) of general circulation
- Place public notice brochures onboard trains, and at Customer Service Centers.
- Consideration must be given to views and comments expressed by the public at such hearings.

Metrolink Supplemental Instructions

Additional operational procedures governing fare policy implementation and enforcement are described in the Metrolink Supplemental Instructions published by the Operations Department for train operating crews. The Supplemental Instructions are incorporated by reference into this schedule of fare policies and procedures. The policies enumerated in this Fare Policies and Procedures document take precedence over directives and guidance in the Metrolink Supplemental Instructions publication.