



FREQUENTLY ASKED QUESTIONS: FARE SIMPLIFICATION

What are the new simplified fare changes?

Metro is doing an across-the-board fare simplification that will make riding the bus less complex and easier to use. Here's a chart showing all the new fares:

EFFECTIVE 4.4.2021

| Service | Fare | Half-fare |
|--|---|-----------|
| Hamilton County Local | \$ 2.00 | \$ 1.00 |
| Hamilton County Express (incl. Rts. 52X & 72X) | \$ 2.65 | \$ 1.30 |
| Suburban County Express (Rts. 42X, 71X, 82X) | \$ 3.75 | \$ 1.85 |
| Hamilton County Commuter service (Rts. 2, 12, 15, 25, 30, 38, 40, 77 & 81) | \$ 2.00 | \$ 1.00 |
| Transfers | Free with app purchase & 5-ride ticket only | |
| Hamilton County Local 5-ride ticket | \$ 10.00 | - |
| Hamilton County Local 30-day pass | \$ 80.00 | - |
| Hamilton County Express 30-day pass | \$106.00 | - |
| Suburban County Express 30-day pass | \$150.00 | - |
| Metro/TANK 30-day pass | \$105.00 | - |
| Hamilton County local day pass | \$ 4.00 | \$ 2.00 |
| Hamilton County Express day pass | \$ 5.30 | - |
| Metro/TANK day pass | \$ 5.00 | - |
| Suburban County Express day pass | \$ 7.50 | - |
| UC/Cincinnati State discount fare | \$ 1.00 | - |
| Rt. 85 | \$.50 | \$.25 |
| Fare Deal and MVP monthly stickers | \$ 40.00 | - |
| Access | \$ 4.00 | - |

Why is Metro doing this?

Metro's fare structure is very complicated. It currently has six fare zones with corresponding full and half-fare products for each zone. Under the Reinventing Metro plan, once Hamilton County funding was assured, the fare structure would be reduced to one fare for routes that operate in Hamilton County on surface streets, one fare for express routes that operate in Hamilton County on highways and one fare for express routes that operate outside of Hamilton County. This simplification achieves that by reducing 32 fares down to eight.

What about Fare Deal?

The half-fare paid by Fare Deal and the new Metro Veterans Program (MVP) participants will be \$1.00 for all local routes operating within Hamilton County, \$1.30 for express routes operating in Hamilton County and \$1.85 for suburban county express routes that operate outside Hamilton County.

The cost of the monthly Fare Deal and Veterans sticker will be \$40.00, good for unlimited monthly rides on any Metro route. Fare Deal and MVP customers may also purchase a new half-fare Hamilton County local service day pass for only \$2.00; they must show their valid Fare Deal or MVP cards to the operator when using a half-fare day pass.

What about the April Fare Deal sticker?

Customers with valid Fare Deal or MVP cards may purchase their April sticker for \$38.50 starting March 15 through April 9. After that, starting with the May sticker, the new cost of \$40.00 will be in effect.

What about Access?

According to the Americans with Disabilities Act (ADA,) Access fares can be up to double Metro's fare. With the elimination of zones within Access, the one-way fare for all trips within Hamilton County will be \$4.00.

What about transfers?

Paper transfers will no longer be issued. Free transfers will only be available for every single ride purchased with the EZFare app and the new Hamilton County local service 5-ride ticket. All transfers will be good for continuous travel on up to two buses for 120 minutes, whichever comes first.

Note: For those riders who previously used paper transfers, a Hamilton County local service day pass may be the best and most economic option.

Where can I purchase a 5-ride ticket?

The 5-ride ticket is available at the Metro sales office downtown and at ticket vending machines at Government Square, Uptown and the Northside Transit Centers. It is not sold on the bus.

How will transfers work with the Transit with EZFare app?

All 1-ride tickets purchased on the Transit with EZFare mobile ticketing app will automatically include one free transfer, which can be used two times within two hours. The transfer will be issued within the app.

Activate the EZFare 1-ride ticket the same way you always have. The ticket will then be valid for five minutes to allow for boarding as is currently the case. The app will allow the same ticket to be activated two more times within two hours. Each time the ticket is activated it will be valid for 5 minutes.

The transfer may only be used by the individual who activated the 1-ride ticket and cannot be shared to pay for other riders' fares.

What about the Riverfront parking shuttle?

The Rt. 85 Riverfront Parking Shuttle fare will remain \$0.50. Half-fare for Fare Deal and Veterans program participants will be \$0.25.

What about Butler, Clermont and Warren county services?

These services are contracted, which means part of their operating cost is paid for by the communities receiving these services. These three counties will all have a one-way fare of \$3.75.

What about the UC and Cincinnati State discount fares?

These programs are offered under negotiated contracts with these educational institutions and are not affected by this fare simplification. Their fare will remain \$1.00.

Is the cost of 30-day rolling passes increasing?

The cost of the 30-day rolling passes increases for some and decreases for others:

- \$80 - 30-day rolling passes for all Hamilton County local routes
- \$106 - 30-day rolling passes for all Hamilton County express routes
- \$150 - 30-day rolling passes for all suburban county express routes operating outside Hamilton County
- \$105 - 30-day rolling passes for Metro/TANK service

What about the child's fare?

Metro will still offer half-fare to children between 35 and 45 inches tall and children under 35 inches tall will still be free with each paying adult. Customers may also purchase a new half-fare day pass for \$2.00 for children between 35 and 45 inches tall who qualify for Metro's child's fare.

Is the cost of a Zone 1 day pass increasing?

Under this plan, there will no longer be day passes for each zone. Instead, the cost for a day pass good for unlimited rides during the transit day for all local routes operating in Hamilton County will decrease to \$4.00. There will be a new day pass for express routes operating in Hamilton County for \$5.30 and a new day pass for all suburban county express routes operating outside Hamilton County for \$7.50.

Note: For those riders who previously used paper transfers, a Hamilton County local service day pass may be the best and most economic option.

Is Metro changing the values of its regional stored-value cards?

No, Metro will continue to offer regional stored-value cards for \$10, \$20 and \$30 and they will still continue to work the same way.

What else is changing under this plan?

Metro will offer a number of exciting new fare products:

- \$10 - 5-ride Hamilton County local service (formerly zones 1 and 2) ticket
- Free transfers with every single ride purchased with the EZFare app and the new 5-ride ticket. Free transfers are good for up to 120 minutes on up to two buses, whichever comes first. Paper transfers will no longer be issued.
- \$4.00 – Hamilton County local service day pass
- \$5.30 - Hamilton County Express day pass
- \$7.50 - Suburban County Express day pass
- \$2.00 - Half-fare day pass

The half-fare day pass may only be purchased by Fare Deal, MVP and Access customers with valid ID cards. It may also be purchased by UC students/staff and Cincinnati State students with valid Metro discount cards. You may also purchase a half-fare day pass for children between 35 and 45 inches tall who qualify for the child's fare.

I currently ride the Rt. 12X that only travels in Zone 1. Isn't this a \$.90 fare increase for me?

No. Several Metro routes that are currently considered express routes but travel mostly on non-highway, surface roads within Hamilton County will be re-designated as commuter services, so their fare will be \$2.00, an increase of only \$.25.

The X will be removed from these routes and their new names will be:

- Rt. 2 Madeira
- Rt. 12 Madisonville
- Rt. 15 Daly/Mt. Healthy
- Rt. 25 Mt. Lookout
- Rt. 30 Beechmont
- Rt. 38 Glenway Crossing-Uptown
- Rt. 40 Montana
- Rt. 77 Delhi
- Rt. 81 Mt. Washington

I ride the Rt. 17 from downtown all the way to Seven Hills in Zone 2. What will my new fare be?

Your fare will decrease from \$2.65 to \$2.00 with the elimination of Zone 2.

I ride the Rt. 71X downtown to work every day. What will I pay?

Since the Rt. 71X is a suburban county express route that operates outside of Hamilton County, your fare will be \$3.75, a decrease of \$.50 from its current \$4.25 one-way fare.

The proposed fare for Rt. 42X and Rt. 82X will also be \$3.75 since they operate outside of Hamilton County.

My son rides the Rt. 72 to work at Kings Island in the summer. What will he pay?

The Rt. 72 is a seasonal service that primarily connects Hamilton County residents to jobs in Warren County; an X will be added to the name of this service and the new fare will be \$2.65 each way.

I ride the Rt. 67 to work. What will I pay?

The Rt. 67 is a Hamilton County local service so the fare will be \$2.00 each way.

I ride the Rt. 29X, which goes to Milford. What will my fare be?

The Rt. 29X, while it serves Milford, operates mostly in Hamilton County and because it is an express route, the fare will be \$2.65 each way.

I ride the Rt. 52X to work every day. Will my fare increase?

No, the Rt. 52X fare will decrease from \$3.00 to \$2.65 because it is an express route operating in Hamilton County. All the Hamilton County express routes include:

- Rt. 3X Montgomery Express
- Rt. 14X Forest Park Express
- Rt. 23X Tri-County Express
- Rt. 52X Harrison Express
- Rt. 72X Kings Island Direct
- Rt. 75X Anderson Express

How will this fare simplification help me?

Here are some examples showing how fare simplification will reduce the fare for some riders:

- Henry rides Rt. 43 to Government Square and transfers to Rt. 24 to work in Anderson Township; he makes the same trip going home. He currently pays \$6.30 each day:

| | |
|-----------------|---------------------|
| Rt. 43 fare | \$1.75 |
| + transfer | \$.50 |
| + Zone 2 charge | <u>\$.90</u> |
| Total | \$3.15 x 2 = \$6.30 |

With fare simplification, Henry will actually save \$2.30 each day:

| | |
|----------------|-----------------------------|
| Rt. 43 fare | \$2.00 |
| Free transfer | \$0.00 using the EZFare app |
| No zone charge | <u>\$0.00</u> |
| Total | \$2.00 x 2 = \$4.00 |

- Alicia rides Rt. 17 to Government Square and transfers to Rt. 3X to her job at Bethesda North hospital; she makes the same trip going home. She currently pays \$6.30 each day:

| | |
|-------------|--------|
| Rt. 17 fare | \$1.75 |
| +transfer | \$.50 |

| | |
|----------------|----------------------------|
| +Zone 2 charge | <u>\$.90</u> |
| Total | $\$3.15 \times 2 = \6.30 |

With fare simplification, Alicia can purchase a new Hamilton County Express day pass for \$5.30 each day and save \$1.00 on her daily commute.

- Marian rides Rt. 51 to the new Northside Transit Center to visit the library and Northside shops a couple of days per week. While in Northside, she catches Rt. 17 downtown to meet her daughter for lunch. She currently pays her \$1.75 fare each way in cash:

| | |
|--------------|----------------------------|
| Rt. 51 fare | \$1.75 |
| +Rt. 17 fare | <u>\$1.75</u> |
| Total | $\$3.50 \times 2 = \7.00 |

With fare simplification, Marian can purchase a new Hamilton County local service day pass for \$4.00 and save \$3.00.

What if I already purchased passes or mobile app tickets at the current price?

All pass types that are being eliminated under this new plan that were purchased before April 4 but not activated will be accepted at the farebox until Dec. 31, 2021. No refunds or exchanges will be given. Mobile tickets that were purchased before April 4 for \$1.75 but not yet activated will be accepted without an additional fare charge on Hamilton County Local and Commuter Service routes. Using an old Zone 1 ticket will require an additional fare of \$.65 for Hamilton County Express service and an additional fare of \$1.75 for Suburban County Express service. Using an old Zone 2 or Harrison ticket, which is now equivalent to a Hamilton County Express ticket, will require an additional fare of \$1.10 if used for Suburban County Express service. Similarly, Zone 1 30-day and 1-day passes purchased prior to April 4 will be valid on Hamilton County Local and Commuter Service routes. Harrison 30-day and Zone 2 30-day and 1-day passes will be valid on Hamilton County Express routes. Clermont, Butler and Warren 30-day passes will be valid on Suburban County Express routes.

I have several Access ticket books with \$4.50 tickets. Can I get a refund?

No. Access will accept all \$3.50 and \$4.50 tickets starting April 4 but no refunds or exchanges will be given.

Is the cost of the Metro/TANK day pass going up?

No, the cost of the Metro/TANK day pass will remain \$5.00 and the cost of the Metro/TANK 30 day pass will stay the same at \$105.00.

Also, with the elimination of paper transfers, Metro and TANK transfers will no longer be accepted on each system for half-fare rides. Customers who ride both systems should purchase a Metro/TANK day pass or 30-day rolling pass to avoid paying full fare on both systems.

I ride the Clermont Transit Connection (CTC) into downtown and transfer to a Metro route. Will Metro still accept my CTC transfer?

Yes, you may still present your CTC transfer to a Metro operator and vice versa and pay half fare to continue your trip to your destination.

Butler County Regional Transit Authority (BCRTA) transfers will not be accepted since they are not collecting fares at this time.

When will these new fares take effect?

The Metro fare simplification will be effective April 4, 2021.

I work for Lerner Sampson & Rothfuss (LSR,) a downtown law firm. We can currently ride the Rt. 27 for half-fare. Will this continue?

No. Metro is discontinuing this Rt. 27 half-fare agreement.

How do Metro fares compare to other cities?

Here is a comparison of Metro's single-ride fare with other peer cities:

- Columbus (COTA) \$2.00
- Cleveland (GCRTA) \$2.50
- Dayton (GDRTA) \$2.00
- Indianapolis (IndyGO) \$1.75
- Louisville (TARC) \$1.75
- Northern KY (TANK) \$1.50