



METRO

**FREQUENTLY ASKED QUESTIONS:
FARE SIMPLIFICATION PROPOSAL
OCTOBER 2020**

What are the proposed fare changes?

Metro is proposing an across-the-board fare simplification that will make riding the bus much less complex and easier to use.

Here is a chart comparing the current and proposed fares:

Route or Service Area	Current Fare	Proposed Fare	Current Half-fare	Proposed Half-fare
Zone 1 (City of Cincinnati)	\$1.75	\$ 2.00	\$.85	\$1.00
Zone 2 (Hamilton County)	\$2.65	\$ 2.00	\$1.30	\$1.00
Harrison – Rt. 52X	\$3.00	\$ 2.65	\$1.50	\$1.30
Zone 4 – Rt. 42X	\$3.50	\$ 3.75	\$1.75	\$1.85
Clermont – Rt. 82X	\$3.75	\$ 3.75	\$1.85	\$1.85
Zone 6 – Rt. 71X	\$4.25	\$ 3.75	\$2.10	\$1.85
NEW – Hamilton County Express routes	-	\$ 2.65	-	\$1.30
Transfers	\$.50	Free*	-	-
NEW – Hamilton County Local Service 5-ride ticket	-	\$ 10.00	-	-
Zone 1 30-day pass	\$ 70.00	\$ 80.00	-	-
Zone 2 30-day pass	\$106.00	\$ 80.00	-	-
Harrison 30-day pass	\$120.00	\$106.00	-	-
Zone 4 30-day pass	\$140.00	\$150.00	-	-
Clermont 30-day pass	\$150.00	\$150.00	-	-
Zone 6 30-day pass	\$170.00	\$150.00	-	-
Metro/TANK 30-day pass	\$105.00	\$110.00	-	-
NEW – Hamilton County Express 30-day pass	-	\$106.00	-	-
Zone 1 day pass	\$ 4.50	\$ 4.00	-	-
Zone 2 day pass	\$ 6.30	\$ 4.00	-	--
Metro/TANK day pass	\$ 5.00	\$ 5.00	-	-
NEW – Hamilton County Express day pass	-	\$ 5.30	-	-
NEW – Suburban County Express day pass	-	\$ 7.50	-	-
College discount fare	\$ 1.00	\$ 1.00	-	-
Rt. 85 fare	\$.50	\$.50	\$.25	\$.25
Rt. 72 fare	\$ 2.25	\$ 2.65	\$1.10	\$1.30
Fare Deal and MVP monthly sticker	\$ 38.50	\$ 40.00	-	-
Access Zone 1 ticket	\$ 3.50	\$ 4.00	-	-
Access Zone 2 ticket	\$ 4.50	\$ 4.00	-	-

* Free transfers will be available with EZFare app purchases and 5-ride tickets only. Paper transfer tickets will no longer be issued.

Why is Metro doing this?

Metro’s fare structure is very complex. It currently has six fare zones with corresponding 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 plan achieves that.

What about Fare Deal?

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

The cost of the monthly Fare Deal sticker would be \$40.00.

What about Access?

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

What about transfers?

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

What about the Riverfront parking shuttle?

The Rt. 85 Riverfront Parking Shuttle fare would remain at \$0.50. Half-fare for Fare Deal participants would 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. The fare for these three counties will be consolidated and these services will have a one-way fare of \$3.75 on each.

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.

Is the cost of 30-day rolling passes increasing?

The cost of the 30-day rolling passes will increase for some and decrease for others based on which zone pass was previously bought. Under this plan:

- The cost for a 30-day rolling pass for all Hamilton County local routes will be \$80.
- The cost for a 30-day rolling pass for all Hamilton County express routes will be \$106.
- And the cost for a 30-day rolling pass for all suburban county express routes operating outside Hamilton County will be \$150.

What about the child's fare?

Metro would still offer half-fare to children between 35 and 45 inches tall and children under 35 inches tall will still be free with a paying adult.

Is the cost of a Zone 1 day pass increasing?

Under this plan, there will no longer be day passes for each zone. Instead, a day pass good for unlimited rides during the transit day for all local routes operating in Hamilton County will actually 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.

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.

What else is changing under this proposed plan?

Metro is proposing to offer a number of new fare products made possible by fare simplification:

- 5-ride Hamilton County local service (formerly zones 1 and 2) ticket - \$10.00
- 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.
- Hamilton County Express day pass - \$5.30
- Suburban County Express day pass - \$7.50
- Half-fare day pass - \$2.00

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

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

These routes include:

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

The X will be removed from the name of these routes.

I ride the Rt. 17 from downtown all the way to Seven Hills in Zone 2. What will I pay under this proposal?

Under this fare simplification proposal, your fare will actually decrease from \$2.65 to \$2.00 since it eliminates Zone 2.

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

Since the Rt. 71X is a suburban county express route that operates outside of Hamilton County, your fare will be \$3.75 under this proposal, 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 under this proposal?

The Rt. 72 is a seasonal service that primarily serves Hamilton County residents, so 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 actually decrease from \$3.00 to \$2.65 under this fare simplification proposal because it is an express route operating in Hamilton County.

Here are some examples of how fare simplification would reduce the fare for some riders:

- Henry rides the Rt. 43 to Government Square and transfers to the Rt. 24 to his job as a cook in Anderson Township twice a day. 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
No zone charge	<u>\$0.00</u>
Total	\$2.00 x 2 = \$4.00

With fare simplification, Henry can pay for his fare with the EZ fare app and only pay \$4.00.

- Alicia rides the Rt. 17 to Government Square and transfers to the Rt. 3X to her job at Bethesda North hospital twice a day. She currently pays \$6.30 each day:

Rt. 17 fare	\$1.75
+transfer	\$.50
+Zone 2 charge	<u>\$.90</u>
Total	\$3.15 x 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 the Rt. 51 to the new Northside Transit Center and to visit the library and shops a couple of days per week. She also 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 x 2 = \$7.00

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

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

No, the cost of the Metro/TANK day pass will remain \$5.00 to encourage multi-modal travel.

The cost of the Metro/TANK 30 day pass will increase from \$105.00 to \$110.00. Also, half-fare rides on Metro and TANK when using the other system's transfers will no longer be available. Customers who ride both systems will have to purchase a Metro/TANK day pass or 30 day pass to avoid paying full fare on both systems.

When would this proposed fare simplification take effect?

The Metro fare simplification is proposed to be effective March 14, 2021. However, we must first receive SORTA Board approval.

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)	\$1.75

How can I provide feedback about these proposed changes?

Metro is having a public meeting on Wednesday, Nov. 18, 2020 from 3 to 8 p.m. in the Junior Ballroom at the Duke Energy Convention Center, 525 Elm Street downtown. Members of the public may attend to learn more about the proposed fare simplification and make comments. There will be written comment forms at the meeting, and the public may also record their comments on digital recording devices.

In keeping with state regulations and out of concern for health and safety, we request your cooperation with the following:

- Masks must be worn at all times. If you do not have a mask, we can provide you with one.
- 6-foot social distancing will be enforced.
- Admittance to the room will be strictly controlled to maintain this level of social distancing.
- Do not move chairs.
- Use hand sanitizer.
- If you're ill or experiencing symptoms, please do not attend this meeting.

If I can't come to the public meeting, are there other ways to comment?

All comments received by Nov. 18, 2020 at 8 p.m. will become part of the official public record and will be considered by SORTA. Comments may be submitted in the following ways:

- Online: www.go-metro.com
- E-mail: farecomments@go-metro.com
- Fax: 513-632-9202
- Mail: Metro, 525 Vine Street, Suite 500, Cincinnati, OH 45202

Will there be a sign language interpreter and accessible format materials at the public meeting?

A sign language interpreter will be at the meeting, and Braille materials will also be available, if we get your request at least a week in advance. We can also arrange for a Spanish language interpreter and Spanish translations with a week's notice.

When will the fare simplification be approved?

The fare simplification is just a proposal at this time. After the public meeting, the SORTA board will consider a final decision based partly on comments received from the public. We expect the SORTA board to make a decision in time for an effective date of March 14, 2021.