



# REINVENTING METRO

## July 2025 Fare Restructuring Public Meeting



## Feedback Wanted

- This fare restructuring plan is proposed; effective July 16, 2025 if approved.
- Complete online comment form at [go-metro.com/input](https://go-metro.com/input).
- Send comments to [RouteComments@go-metro.com](mailto:RouteComments@go-metro.com).
- All feedback received by 11:59 p.m. on April 25, 2025 will be considered in final decision-making by the Metro Board.



# Keeping Our Promises - Reinventing Metro

## Since 2021, we have:

- Implemented 24-hr. service on seven routes
- Launched 7 new crosstown routes
- Expanded & improved weekend service
- Increased frequency and span across most routes for faster service
- Launched MetroNow! on-demand service
- Added free Wi-Fi & charging ports on buses
- Installed 190 new benches & 40 shelters
- Awarded more than \$317 million to 104 county infrastructure projects
- Started design process for MetroRapid
- More improvements to come

# Objectives of Proposed Fare Restructuring Plan



Begin regular, modest fare updates to fund continuing Reinventing Metro service improvements (only the 3<sup>rd</sup> fare update in 20 years).

Simplify payment by matching fare to service type – express (X) or local.

Keep pace with inflation and increasing cost of doing business.

Launch “Ride&Save” program to ensure frequent riders pay the lowest fare.

# Proposed Fare Restructuring Overview

- Metro routes categorized as either local or express no matter where they go or distance traveled; commuter service will be known as local and suburban express will be known as express
- All local routes fare - \$2.20/\$1.10 half-fare
- All routes with an “X” (express) fare - \$3.00/\$1.50 half-fare
- Fare Deal and MVP monthly sticker - \$44.00
- Access fare – 1-ride \$4.40/ticket book \$44.00

# Proposed Fare Restructuring Overview Continued

- MetroNow! 1-ride fare - \$2.50
- 30-day rolling passes
  - Local - \$88.00
  - Express - \$120.00
  - Metro/TANK Local - \$105

## More Ways to Pay Your Fare

- Physical passes— available only from the sales office, ticket vending machines, and online order through Metro’s website.
- Cash
- **Introducing: Ride&Save** | Guaranteed Lowest Fare – Automatically.
  - **Transit App w/ EZFare**
  - **Smart Cards**
    - Smart cards can be purchased at Metro sales offices for \$5.00 and reloaded at both sales offices and participating local retailers. A full list of reload locations will be available on Metro’s website.

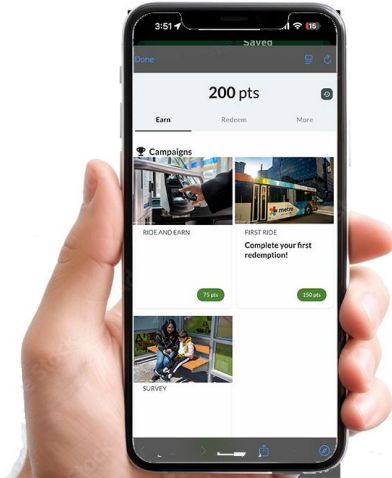
## How Does Ride&Save Work?

- Instead of buying passes in advance, riders preload value through the Transit App with w/EZFAre or Smart Cards.
- Fares are automatically deducted upon scan.
- Ride&Save guarantees the lowest fare over a 24-hour or 30-day period.
- Once you reach the 24-hour or 30-day fare rate, you won't be charged for additional rides during that period.
- Fares are automatically tracked as you ride using your smart card or Transit App w/EZFAre.
- Simply keep scanning or tapping your card—no need to worry about overspending.
- Charges resume at the start of the next fare cap period (24-hour or 30-day).
- 1-ride tickets, day, and 30-day passes will no longer be sold in the app.

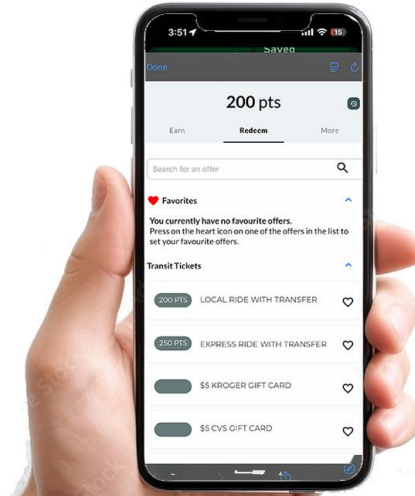




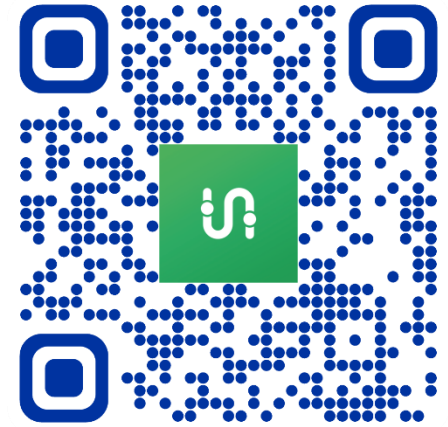
# Rider Rewards Program – Launched April 16



Earn points by signing up for Rider Rewards, riding Metro, taking part in surveys, referring friends or family, and more.



Redeem points for digital Metro passes, or gift cards from an expanding list of retailers.



**Download the  
Transit App**





+  **Ride&Save** = Big savings for you!  
Guaranteed Lowest Fare

Works with ride&save to make fare go even further.

Rider Rewards Program provides incentives to frequent riders.

Redeem points for free rides or gift cards to Kroger, CVS, Walgreens, Red Bike, Queen City card and more to come.

Earn points by riding the bus and participating in other activities—up to three rides per week count toward your rewards.



# Schedule of Public Meetings

- April 16, 2025 – Main Public Library in-person meeting
- April 17, 2025 – 10 a.m. – Noon virtual meeting
- April 17, 2025 – 4 – 6 p.m. virtual meeting



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PROVIDE FEEDBACK





**Thank you for attending!**

