 <p>POLICY AND PROCEDURES MANUAL</p>	NUMBER FIN - 303	EFF. DATE 07/01/2023
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TITLE Fare Policy		
APPLIES TO Development of Fare Structure / General Public	APPROVAL(S) Harrell/Burns/Dixon	

Hampton Roads Transit Fare Policy

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Revision History

REVISION	DATE	SECTION	DESCRIPTION	AUTHORITY
Revision	07/16/2021	All	Fare Policy	S. Dixon
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Approvals

The individuals below, submitting and signing this Fare Policy verify that it was prepared in accordance with the requirements set forth by Federal Transit; that they are authorized representatives of the *Transportation District Commission of Hampton Roads*; that their signatures attest that all items and conditions contained in this manual are understood, accepted, and approved; and that they are committed to following the policies and procedures contained herein.

APPROVED BY:

William E. Harrell, President/CEO, Hampton Roads Transit Date

RECOMMENDED BY:





Conner Burns, Chief Financial Officer, Hampton Roads Transit Date





Sheri Dixon, Director of Revenue, Hampton Roads Transit Date

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I. Purpose

The purpose of the Hampton Roads Transit (HRT) Fare Policy is to set forth the principles, goals, and methods that guide the establishment and/or change of the fare structure in support of HRT's vision of being a progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork, as well as the mission to connect Hampton Roads with public transit solutions that are reliable, safe, efficient, and sustainable.

II. Definitions

Within the context of this policy, the following definitions apply:

- A. **757 Express Service:** The 757 Express Service is the branded name for the Regional Transit System (RTS). These routes represent a core network of transit routes that provide high frequency service on a regional backbone network which is intended to improve transit service to employment opportunities, grow overall area mobility via public transportation, complement economic development plans, and support environmental sustainability by reducing dependency on the single occupancy vehicle. These services are structured to connect the highest densities of people and jobs in the HRT service district. The RTS route characteristics share similar spans of service, days of service, and frequency of service no matter what municipality the routes operate in.
- B. **Base Fare:** For purposes of the fare policy, the base fare will be defined as the single unlinked trip, full cash fare.

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- C. **Circulator Service:** Local distribution services that operate in a small area and are used for shorter than average length trips are classified as a circulator service. This type of service typically uses a smaller vehicle serving an area confined to a specific locale, such as a downtown area, military installation, large employers/employment areas, suburban town center, or a neighborhood with connections to major traffic corridors.
- D. **Demand Responsive Services:** Demand Responsive Services is not fixed route service. Demand Responsive Service can include, but is not limited to, Microtransit On-Demand Service. Demand Responsive Service, however, excludes any form of Paratransit Service. Demand Responsive Services is characterized by flexible on-demand scheduling, routing, and customer experiences that resemble private industry ride-hailing, ride-sharing activities.
- E. **Discounted Fare (DF):** A Discounted Fare (DF) is a reduced fare for fixed route services for eligible persons with disabilities, senior riders, youth riders under 17 years of age without a fare paying adult and/or student freedom pass and Medicare cardholders in compliance with the Federal Transit Administration reduced fare requirements (Code of Federal Regulations, Title 49, Subtitle B, Chapter VI, Part 609).

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- F. Fare:** The fee charged and received by HRT in exchange for transit services provided. The fare can be in the form of coins, bills, and tickets at the time of service or prepayment through other means. Many transit fares are typically collected and recorded via an electronic recording device, known as a farebox; however, this is not the only method of collecting and recording fees. This policy may use the term fare and farebox interchangeably and shall be interpreted as the totality of the fees.
- G. Fare Adjustments:** Fare adjustments are defined as any permanent changes to HRT's fare structure.
- H. Fare Differential:** Fare differential is defined as the variation in fare according to type of service and/or fare media type.
- I. Fare Media:** Fare media shall be defined as all passes, tickets, cards, or IDs sold or otherwise distributed for use on various HRT modes.
- J. Fare Structure:** The system set up defining various fare amounts to be paid by passengers using transit services at any given time.
- K. Farebox:** A stand-alone fare processing unit used to collect fares and process fare media passes on transit vehicles.
- L. Farebox Revenue:** The value of cash, tickets, and pass receipts given by passengers as payments for public transit rides.
- M. Ferry Service:** HRT passenger ferries which operate between North Landing (Portsmouth), High Street (Portsmouth), Waterside District (Norfolk), and Harbor Park (Norfolk).
- N. Light Rail Service – The Tide:** HRT's 7.4-mile rail train service operating on steel tracked guideways in the city of Norfolk between Eastern Virginia Medical Complex and Newtown Road.

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- O. Local Bus Service:** Local bus service provides connections via fixed route bus service throughout the six service cities of Hampton Roads: Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. Local bus service fixed routes consist of any fixed route bus service *not* designated as a *757 Express Service*, circulator service or demand responsive service.
- P. Medicare Cardholders:** Individuals who have been issued a Medicare card, regardless of age or disability.
- Q. Microtransit On-Demand Service:** Local distribution services that operate in a small area or geographic zone and are used for shorter than average length trips are classified as Microtransit On-Demand Services. Services that fall under HRT's classification system as Demand Responsive Services, including Microtransit On-Demand Service, will typically be treated as Microtransit On-Demand Responsive Service for the purposes of this policy. This type of service typically uses smaller vehicles that have a capacity of up to twelve persons. This service type does not operate on a fixed route, but customers utilize a "virtual" bus stop and may share a ride with other passengers to a common destination point.
- R. Mode:** Mode refers to the different types of services offered by HRT, which currently include local bus, express bus, circulators, Demand Responsive Services, light rail, ferry boat, Paratransit, and vanpool.
- S. Monthly Pass:** A thirty (30) day period pass is valid for unlimited travel on all HRT fixed route services (excluding 757 Express Services) for 30 calendar days from the day of activation through the end of the 30th consecutive service day.

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- T. Municipal Employees:** A Municipal Employee is any person currently and directly employed (i.e., paid) by any Member City of HRT and who has a current Member City identification card or badge. Contractors or subcontractors of a Member City do not qualify as Municipal Employees. Similarly, persons employed by public entities related to the Member City, but not by the Member City itself, would not qualify as Municipal Employees, e.g., an individual employed by a school board, redevelopment authority, etc. would not qualify as a Municipal Employee for the purposes of this policy.
- U. Persons with Disabilities:** People who meet the Federal Transit Administration's (FTA) and American with Disabilities Act (ADA) definitions of an "individual with a disability" as a person who has a physical or mental impairment that permanently or temporarily substantially limits one or more major life activities, or has a record of such an impairment, or is regarded as having such an impairment. Examples of disability categories include (but not limited to): vision impairment, deaf or hard of hearing, mental health conditions, intellectual disabilities, acquired brain injury, autism spectrum disorder, and physical disability.
- V. Round-Trip:** A round-trip is defined as a paid ride both outbound and inbound on the same vehicle regardless of customer's starting point.
- W. Senior:** Any person aged 65 or older (photo ID with proof of age required at boarding).
- X. Single-Trip Fare:** A single-trip is defined as the point at which the passenger boards the vehicle until the vehicle reaches the next published terminal point. After reaching the terminal point, all passengers must exit the vehicles.

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- Y. Youth:** Any rider 17 years old and younger.
- Z. Weekly Pass:** A seven (7) day period pass is valid for unlimited travel on all HRT fixed route services (excluding 757 Express Services) for seven consecutive calendar days from the day of activation through the end of the 7th consecutive service day.

III. Principles

Generally, fares are required to generate revenue to offset a component part of HRT's expenses as defined by the Cost Allocation Agreement as part of a sustainable long-term financial plan. The following principles guide establishment and management of HRT's fare revenue collections.

- A. Promote ridership on all modes of HRT transportation:** HRT seeks to encourage and facilitate transit ridership within HRT's service area. HRT's fares shall; therefore, be devised to be attractive to the widest possible range of existing and potential rider groups. In addition, fare media distribution channels shall be developed to ensure convenience and facilitate access to fare media for all rider groups (subject to the cost efficiency objective outlined below).
- B. Equitable fares:** To be equitable, fares must consider the needs of HRT's riders as well as the cost and value of the service provided by HRT. HRT's fares shall be consistent throughout the service area, shall support the travel patterns and requirements of transit riders throughout the service area and shall also reflect differences in the characteristics and frequency of the service provided, while not undervaluing HRT's service.

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- C. **Enhance mobility & access:** HRT's fares shall enhance the ability of riders to access the system and move through it will ease. To do so, HRT's fares shall be easy to understand and shall promote a unified system by simplifying and, where effective, unifying fares across modes.
- D. **Effective & Cost Efficient:** HRT's fare pricing, fare policy, fare media distribution channels, and fare collection technologies shall be developed and operated to be easily applied by transit operating employees and fare enforcement personnel, as well as to minimize the costs associated with fare collection, fare media distribution and revenue processing.
- E. **Management:** HRT's fares and fare collection system shall be designed to facilitate data collection to foster analytical decision making by HRT's management.

IV. Methods

In keeping with these principles, the methods governing HRT's fare structure are set forth below:

A. Farebox Recovery

HRT collects fares from passengers riding its transit services as one element of funding these services. These fares are then used to offset the costs of providing the transit service, otherwise known as Farebox Recovery. The Farebox Recovery Ratio is defined as the percentage of the transit fares to the operating costs for a particular route. The Farebox Recovery Ratio can vary from route to route.

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B. Fare Adjustments

Fare adjustments are defined as any permanent changes to HRT's fare structure. Fare adjustments are recommended by the President and Chief Executive Officer. Final approval of fare adjustments is made by the Transportation District Commission of Hampton Roads ("Commission").

Prior to making a decision on a fare adjustment, the Commission shall consider the recommendation by HRT's staff, including but not limited to an analysis of the impacts on minorities and low-income individuals consistent with Title VI of the Civil Rights Act of 1964 (42 U. S. C. § 2000d et seq), the Federal Transit Administration (FTA) Title VI regulations (49 CFR part 21), and FTA's Circular 4702.1B, including any future amendments thereto, as well as HRT's *MGT-203-Title VI Policy (HRT Title VI Program 2020-2023)*.

HRT staff will report monthly to the Commission a review of farebox revenues, farebox recovery ratio and ridership for the entire system and by mode.

If fare changes are required to keep pace with changes in operating conditions, or if the President and Chief Executive Officer determines that a modification of HRT's fare structure would benefit HRT's achievement of its goals or would improve HRT's consistency with the above principals, HRT staff will make recommendations to the Commission to modify HRT's fare structure. Such recommendation will include consideration of economic trends, ridership trends, HRT's current and future operating health, and the value of

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services, both qualitative and quantitative, in the communities we serve.

At the recommendation of HRT management, the Commission can direct staff to implement the fare adjustment in phases over multiple fiscal years. The pricing structures for each phase shall be made available to HRT riders (e.g., on the HRT website). The timing and magnitude of later phases of the fare adjustment may be adjusted by the Commission should the assumptions underlying these phases become invalid (e.g., unexpected cost increases). Any changes resulting in either an increase in the proposed fare prices or acceleration of the timing of any phases of the fare adjustment will also require a public outreach process.

1. Public Outreach and Public Participation Process

Prior to any adjustments in fares, HRT shall solicit and consider public comment in compliance with 49 USC Chapter 53, FTA Circular 4702.1B, and FTA Circular 9030.1E, including any future amendments thereto, as well as HRT's Public Hearings and Meetings Policy and Procedures (*MC-106-Public Hearings and Meetings Policy & Procedures*) and Title VI Participation Plan (*MGT-203-Title VI Policy - HRT Title VI Program 2020-2023*).

The Marketing and Communications Public Outreach staff will be notified by the Chief of Planning and Development when Hampton Roads Transit is

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proposing a major service change(s), elimination or addition of a route, or fare increase.

- a) *Once notified of the need for public hearing(s)/meeting(s), Public Outreach staff will use an established checklist (attached) to coordinate the schedule, roles, and responsibilities.*
- b) *Public Outreach staff will set up a kick-off meeting to let required staff know that a public hearing(s)/meeting(s) will be scheduled.*
- c) *During the kick-off meeting, staff will establish a timeline to announce the public hearing/meeting; identify announcement notification methods; define the purpose of the public hearing/meeting; suggest appropriate locations for the hearing(s)/meeting(s); and define approximate date(s) of the public hearing(s)/meeting(s). Meeting locations and dates will be identified to ensure accessibility and timeliness for meaningful involvement and comment prior to decision making. Notification methods, locations, and dates shall also be identified to allow maximum participation for all potentially impacted individuals, stakeholders, and the community, including minority, low income, and limited English proficiency populations.*
- d) *Public Outreach staff will maintain the checklist and update it throughout the planning process as each department completes their tasks. Follow up*

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progress meetings with staff may be established to help coordinate meeting set-up and logistics, if necessary.

- e) *For Public hearings only, Public Outreach staff will request to have a Court Reporter for each Formal Public Hearing to record the meeting and comments received from those present. At the public hearing, the public hearing notice and hearing guidelines will be read and entered into the formal minutes/public record of the meeting. Members of the public who desire to comment may do so either orally, or by submitting a written statement. All written comments received prior to the public hearing are made a part of the minutes.*

2. Public Outreach and Public Participation Communication

Some combination of the following communications tools will be used to inform the public on the upcoming hearing(s)/meeting(s). The exact combination and timing will be established by the Public Outreach staff during the kick-off meeting.

- a) *Newspaper ads will be placed in local news publication no sooner than seven days and no greater than 30 days prior to the public hearing(s)/meeting(s). Notices shall include a concise description of the proposed project and shall be published in a newspaper of general*

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circulation in the geographic area the project will serve.

- b) Technology Staff will be given information from Customer Service for the Automated Computer System (ACS) to announce the meetings on buses and trains (as needed). Announcements will start two (2) weeks prior to meetings.*
- c) Customer Service Alerts will be posted in Customer Service Centers and major transfer centers and, if needed, distributed to passengers on routes that are affected by potential changes.*
- d) Customer Service Alerts will be posted to the Hampton Roads Transit website at gohrt.com on the homepage under announcements.*
- e) Information on the meetings will be posted to the Hampton Roads Transit social media outlets at least several days before, and the day of the meeting.*
- f) A Press Release will be sent to all media outlets 24 to 48 hours before hearings/meetings.*

3. Public Outreach and Public Participation Follow-Up

- a) Once the public hearing(s)/meeting(s) are completed, staff will review comments received from the public and meeting minutes. Staff will also review any comments directly received through email, the Hampton Roads Transit website, and social media. Staff will share comments and a*

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meeting summary to Hampton Roads Transit's Governing Board and with city staff.

- b) Based on comments received during the comment process and the review of comments by Planning and Development staff and city staff, Hampton Roads Transit will make changes to the proposed action, if necessary, and make a final recommendation for action to the Governing Board. The Governing Board will make the final decision regarding the proposed action. Information regarding the Board's Decision will be distributed to the public at least 2 to 3 weeks prior to the changes. Notices to the passengers impacted by changes will be distributed on impacted routes, posted at all Hampton Roads Transit facilities and transfer centers, and posted to the Hampton Roads Transit website, and social media accounts.*
- c) A Public Involvement Report containing all comments, meeting minutes, communications, and relevant materials will be consolidated and submitted to document control.*

C. Fare Differentials

HRT's fares shall balance simplicity and uniformity of fares with the equity of pricing services consistent with the cost and value of providing that service. The number of fare types, levels, and fare payment instruments shall consider the ease of enforcement by vehicle operators, ease of understanding by customers, and the ease of

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tracking with both the farebox technology and the back-office technology.

V. Types of Services and Modes

A. 757 Express Services Program

757 Express Services Program provides bus service with limited stops connecting downtown areas to major regional destinations and employment centers.

1. Regional Backbone Services

Regional Backbone Services are comprised of high frequency routes that share similar spans of service, provide 15-minute service frequencies throughout the day, or at a minimum, during the am and pm peak periods, and operate 7 days per week in the cities that they serve. The routes traverse major travel corridors and connect the highest densities of people and jobs in the Hampton Roads Region. They also offer more direct service than other route classifications, which contributes to making these routes simple to understand and more efficient, saving travel time and operating costs compared to more circuitous local bus routes.

2. Commuter Express Services

Commuter Express Service routes are also part of the 757 Express Program or RTS network of routes and provide interjurisdictional connections by offering limited stop or direct service to the region's largest employment centers (Naval Station Norfolk, Newport News Shipyard, etc.). Since these routes offer limited stop service that is designed to serve

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commuters traveling to and from work, the service design standards for service headways and span of service are typically based upon shift times of the employment centers and anticipated levels of passenger demand.

3. **Peninsula Commuter Service (PCS)**

Peninsula Commuter Service (PCS) routes are also part of the 757 Express Program and fall within the limited stop classification that provide connections in the cities of Hampton and Newport News, offering limited stop and direct service to major employment centers such as the Newport News Shipyard. Since these routes offer limited stop service designed to serve commuters traveling to and from work, the service headways and span of service are based upon the demand and shift times of the employment centers.

B. Fixed Route Services

Fixed-route transportation systems use buses to operate on a predetermined route according to a predetermined schedule. These types of routes have printed or posted timetables and designated stops where riders are picked up and dropped off.

1. **Local Bus Service**

Local bus service provides connections via fixed route bus service throughout the six service cities of Hampton Roads: Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and

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Virginia Beach. Local bus service fixed routes consist of any fixed route bus service **not** designated as a *757 Express Service*, circulator service or demand responsive service.

2. Trolley Service – VB Wave

HRT's Trolley – VB Wave operates in the city of Virginia Beach, providing seasonal services (typically mid-May through the end of September) along the Virginia Beach oceanfront, the Virginia Aquarium, KOA campgrounds along General Booth Blvd., Rudee Inlet, First Landing State Park, and Shore Drive along the Chesapeake Bay.

C. Fixed Guideway Services

Fixed guideway means a public transportation facility that uses and occupies a separate right-of-way, rail line, or body of water for the exclusive use of public transportation and other high occupancy vehicles or uses a fixed catenary system and a right of way usable by other forms of transportation.

1. Light Rail - The Tide

HRT's 7.4-mile rail train service operating on steel tracked guideways in the city of Norfolk between Eastern Virginia Medical Complex and Newtown Road.

2. Ferry Service

HRT passenger ferries operate between North Landing (Portsmouth), High Street (Portsmouth), Waterside District (Norfolk), and Harbor Park (Norfolk).

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D. Other Modes

1. Circulator Services

Local distribution services that operate in a small area and are used for shorter than average length trips are classified as a circulator service. This type of service typically uses a smaller vehicle serving an area confined to a specific locale, such as a downtown area, military installation, large employers/employment areas, suburban town center, or a neighborhood with connections to major traffic corridors.

a) Navy Base Express

Operating as the "Base Express," this service commenced on December 4, 2022, and is funded through a state grant for three years.

The Base Express consists of two circulators (the blue and gold lines). One circulator operates entirely within the federal installation footprint of Naval Station Norfolk, while the other circulator provides a connection to the internal circulator and the Navy Exchange outside of the Naval installation thereby allowing passengers to connect to other HRT routes.

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2. Demand Responsive Services

Demand Responsive Services is not fixed route service. Demand Responsive Service can include, but is not limited to, Microtransit On-Demand Service. Demand Responsive Service, however, excludes any form of Paratransit Service. Demand Responsive Services is characterized by flexible on-demand scheduling, routing, and customer experiences that resemble private industry ride-hailing, ride-sharing activities.

a) *Paratransit Service*

A shared ride service for person with disabilities who meet the eligibility requirements and are certified to use Paratransit service in accordance with the Americans with Disabilities Act (ADA). The Paratransit service area, mandated by the ADA is any location within ¾ mile of any fixed route bus service.

* Once approved for Paratransit services, the qualifying individual is also eligible for free fare on [HRT fixed-route services](#) (Bus, Light Rail, Ferry) on presentation of their Paratransit photo ID. The qualifying individual will also be issued a Paratransit photo ID. There is no fee for the initial Paratransit ID badge. Currently, the cost for a replacement ID badge is fifteen dollars (\$15.00) and is limited to one replacement per calendar year.

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b) *Microtransit On-Demand Service*

Local distribution services that operate in a small area or geographic zone and are used for shorter than average length trips are classified as Microtransit On-Demand Services. Services that fall under HRT's classification system as Demand Responsive Services, including Microtransit On-Demand Service, will typically be treated as Microtransit On-Demand Responsive Service for the purposes of this policy. This type of service typically uses smaller vehicles that have a capacity of up to 12 persons. This service type does not operate on a fixed route, but customers utilize a "virtual" bus stop and may share a ride with other passengers to a common destination point.

c) *Premium Paratransit Same-Day On-Demand Service*

HRT may, subject to available funding and sufficient operational capacity of HRT and/or its third-party paratransit service provider, offer a premium Paratransit Same-Day On-Demand Service. Generally, Paratransit Same-Day On-Demand Service would permit a qualifying paratransit customer to reserve and receive a paratransit service trip(s) within the same twenty-four-hour window. The fare for such premium service will be set by contractual agreement between HRT and its third-party paratransit provider.

VI. Types of Fare

A. Period Passes

A transit period pass is a pass that allows a passenger of a service to take either a certain number of pre-purchased trips or unlimited trips, and/or days within a fixed period. Period pass types include (but not

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VI. Types of Fare

A. Period Passes

A transit period pass is a pass that allows a passenger of a service to take either a certain number of pre-purchased trips or unlimited trips, and/or days within a fixed period. Period pass types include (but not limited to) single ride, multi-ride, day pass, multi-day pass, weekly pass, monthly pass, semester pass, and annual pass.

1. Ride Pass

A *Ride Pass* is a single trip fare. Examples of a *Ride Pass* includes the following:

- a) *One-Way*
- b) *One-Way Discount Fare (DF)*
- c) *Tide-Only 1 Ride (30 min. limit)*
- d) *Tide-Only 1 Ride Discount Fare (DF) (30 min. limit)*

2. Multi-Ride Pass

A *Multi-Ride Pass* is a pass that is valid for a specific number of rides. A *Multi-Ride Pass* expires immediately after the last ride is validated. A *Multi-Ride Pass* includes the following:

- a) *Two-Ride (Roundtrip – Ferry/2-Ride Light Rail)*
- b) *Two-Ride Discount Fare (DF) (Roundtrip – Ferry/2-Ride Light Rail)*

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3. 1-Day Pass

A *1-Day Pass* is a one-day unlimited ride day pass that expires at the end of the service day (2 A.M.) on the day of use (validation). A *1-Day Pass* includes the following:

- a) *GoPass 1 Day*
- b) *GoPass 1 Day Discount Fare (DF)*
- c) *Try Transit 1 Day*

4. 3-Day Pass

A *3-Day Pass* is a three consecutive day unlimited ride day pass that expires at the end of the third service day (2 A.M.) after the first day of use (validation). A *3-Day Pass* shall be priced at no more than the cost of four single trip fares, but not less than the cost of three single trip fares. A *3-Day Pass* includes the following:

- a) *VB Wave GoPass 3 Day*
- b) *VB Wave GoPass 3 Day Discount Fare (DF)*

5. Weekly Pass

A *Weekly Pass* is a seven consecutive day unlimited ride pass that expires at the end of the 7th service day (2 A.M.) after the first day of use (validation). A *Weekly Pass* shall be priced to provide savings for frequent riders, but not less than 11 times the single trip fare. A *Weekly Pass* includes the following:

- a) *GoPass 7 Day*

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6. Monthly Pass

A *Monthly Pass* is a thirty *consecutive* day unlimited ride pass that expires at the end of the 30th service day (2 A.M.) after the first day of use (validation). A *Monthly Pass* shall be discounted to provide some savings to commuters compared with the single trip fare, but not less than 35 times the single trip fare. A *Monthly Pass* includes the following:

- a) *GoPass 30 Day*
- b) *GoPass 30 Day Discount Fare (DF)*
- c) *Try Transit 30 Day*

7. Semester Pass

A *Semester Pass* is a GoSemester pass that activates and deactivates on predetermined dates that corresponds with a college or university's fall, spring, and summer semesters. A *Semester Pass* may only be purchased through the GoPass365 Program. A *Semester Pass* includes the following:

- a) *GoSemester Fall Pass*
- b) *GoSemester Spring Pass*
- c) *GoSemester Summer Pass*

8. Annual Pass

An *Annual Pass* is a GoPass365 pass that remains active from July 1–June 30 for each fiscal year. An *Annual Pass* may only be purchased through the GoPass365 Program. An *Annual Pass* includes the following:

- a) *GoSemester Fall Pass*

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B. Paratransit Pass/Fare

A *Paratransit Pass/Fare* allows a person with disabilities who meets the eligibility requirements and is certified to use Paratransit services in accordance with the American Disabilities Act (ADA). Paratransit service area, mandated by the ADA is any location within ¾ mile of any fixed route bus service.

HRT's policy, in compliance with the Americans with Disabilities Act of 1990 (42 Section 12143) and the implementing FTA Regulations (49 CFR Section 37.121) is that ADA complementary paratransit fares will equal, at most, twice the regular fixed-route fare for the same trip. If the Act is changed, this policy shall be changed to be consistent with federal law. If ADA complementary paratransit provides service beyond or in addition to the federally defined ADA complementary paratransit service, a higher fare shall be charged for that service.

A *Paratransit Pass* is a single ride pass. A *Paratransit Fare* paid (via cash or credit card) is a single ride fare. *Paratransit Pass/Fare* includes the following:

- 1. Paratransit Pass** (sold in booklets of 10 passes)
- 2. Paratransit Fare – Cash or Credit Card**

A *Paratransit Fare* is a single trip fare that can be paid on-board with cash (exact fare is required) or with credit card on the paratransit mobile app or web portal.

- 3. Paratransit Same-Day On-Demand Premium Fare – Cash or Credit Card**

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C. Youth Fare

A *Youth Fare* is a fare paid in the event a child/youth is neither accompanied by a fare paying adult nor has a Student Freedom Pass, the child/youth may be required to pay the posted Discounted Fare. A Youth Fare includes the following:

1. One-Way Discount Fare (DF)
2. GoPass 1 Day Discount Fare (DF)
3. VB Wave GoPass 1 Day Discount Fare (DF)

D. Municipal Employees

A *Municipal Employee* as defined in Section II, is eligible to ride any HRT service free of charge (excluding premium services) for member Cities participating in the optional ***Municipal Employee Fare Free Program.***

Any *Municipal Employee* who is also a person with disabilities, who meets the eligibility requirements and are certified to use Paratransit service in accordance with the Americans with Disabilities Act (ADA), is eligible to ride HRT Paratransit Service free of charge (excluding premium services).

City Human Resource are required to submit a monthly employee eligibility list (details TBD based on technology).

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VII. Fare Programs

A. Discounted Fare (DF) Program – Fixed Route Services

1. Discount Fare (DF) – Seniors, Persons with Disabilities, and Medicare Cardholders

The objective of the Discount Fare Program is to provide reduced fares for fixed route services for seniors, persons with disabilities, and Medicare cardholders in compliance with the Federal Transit Administration (Code of Federal Regulations, Title 49, Subtitle B, Chapter VI, Part 609).

a) Who is eligible for the Discount Fare (DF) Program?

(1) Seniors

Persons aged 65 and older, unless the FTA regulations defining seniors are changed in the future, in which case the FTA regulations shall be followed.

(2) Medicare Cardholders

Individuals who have been issued a Medicare card, regardless of age or disability.

(3) Persons with Disabilities

People who meet the currently enforced Federal Transit Administration's (FTA) definition of people with disabilities. At the time of the adoption of this policy, the definition is: *"any individual who, by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), cannot use effectively, without*

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special facilities, planning or design, mass transportation service or a mass transportation facility."

b) *What must be shown to receive the Discount Fare (DF) from HRT's services?*

Upon boarding the transit vehicle, one of the following proofs must be shown to the driver to receive the published discount fare or to use any fare media designated for Seniors, Person with Disabilities, or Medicare Cardholders.

- (1) Medicare card **with** a matching photo ID (Medicaid cards are **NOT** accepted), or
- (2) Official photo verification of age (valid driver's license, passport, or State ID card), or
- (3) HRT Discount Fare (DF) ID, or
- (4) HRT Paratransit ID **with** a matching official photo ID (valid driver's license, passport, or State issued ID card).

Although any of the above combinations of identification are accepted to receive the discount fares, Seniors, Persons with Disabilities, or Medicare Cardholders are encouraged to obtain a free HRT Discount Fare ID.

c) *Obtaining an HRT Discount Fare ID*

There is no cost to the applicant to obtain a Discount Fare ID. Individuals seeking to obtain a Discount Fare ID must submit a completed Discount Fare ID application, with one of the following certifications for consideration. Upon submission and acceptance, the Discount Fare ID shall be issued.

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- (1) Seniors (Age 65 and older)
 - (a) State issued driver's license showing qualifying age, or
 - (b) State issued non-driver's ID card showing qualifying age, or
 - (c) Medicare card with a matching photo ID
- (2) Medicare Cardholders
 - (a) Medicare card with a matching photo ID
- (3) Persons with Disabilities
 - (a) Individuals who are disabled must submit a completed Discount Fare ID application or be certified through HRT's Paratransit Program.
 - (b) The Discount Fare ID application must be completed by a qualified health professional or the Veteran's Administration.

d) *Accepted forms of Photo Identification*

- (1) State issued driver's license, or
- (2) State issued non-driver ID, or
- (3) Current School identification card, or
- (4) Valid (non-expired) passport, or
- (5) Current employee ID

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2. Discount Fare (DF) – Youth Fare/Student Freedom

a) *Who is eligible for the Discount Fare (DF) Program?*

(1) Youth – 17 years old and younger

Youth shall be defined as persons 17 years old and younger. Youth may receive free access either while accompanied by a fare paying adult or by using a Student Freedom Pass. In the event a youth is neither accompanied by a fare paying adult nor has a ***Student Freedom Pass***, the student may be required to pay the posted ***Discounted Fare (DF)***.

b) *Youth Fare*

A Youth Fare is a fare paid in the event a child/youth is neither accompanied by a fare paying adult nor has a Student Freedom Pass, the child/youth may be required to pay the posted Discount Fare (DF).

(1) One-Way Discount Fare (DF)

(2) GoPass 2 Day Discount Fare (DF)

(3) VB Wave GoPass 1 Day Discount Fare (DF)

c) *Student Freedom Pass Program*

The *Student Freedom Pass Program* provides people ages 13-17 years old with unlimited free rides on Hampton Roads Transit's bus, ferry, trolley, and light rail services. Service is available in the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. Once the adult age of majority (18) is obtained, the individual is no longer considered a youth for this designation, regardless of school status. However, to ensure a benefit is extended through a

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student's high school graduation, in all cases, the Student Freedom Pass will expire two months after the student's expected high school graduation date, or the 18th birthday, whichever is later. Any exceptions to this policy will be handled on a case-by-case basis.

The operator may require a person requesting youth free access, using a Student Freedom Pass, or posted Discounted Fare (DF) to show proof of age.

- (1) Valid forms for proof of age upon boarding are:
 - (a) Picture Elementary, Middle, or High School ID
 - (b) DMV Identification Card, or
 - (c) HRT Youth ID

HRT Student Freedom Pass and Youth ID's may be obtained upon completion of a Student Freedom application, providing proof of qualifying age with a valid birth certificate or DMV ID card, and parent or legal guardian.

3. GoPass365 Program

The *GoPass365 Program* is an annual pass program for employers, colleges, and consortiums to help with the transportation needs of employees and students, or as an incentive or benefit. A GoPass365 pass is a commuter boarding pass that remains active for 365 days and can be used on every mode of transportation offered by Hampton Roads Transit, except Paratransit and Vanpool Services.

Employer, university, and other qualifying group pass programs shall be priced so that either:

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- a) *The anticipated average revenue per boarding to HRT from such programs is approximately equal to or greater than HRT's average revenue per boarding for the two most recent fiscal years excluding these programs, or*
- b) *The anticipated revenue from the program is at least equal to the estimated revenue previously generated by the riders switching to the program.*

4. Travel Training Program – Try Transit

The Travel Training Program is a program created to teach people within the Hampton Roads area to learn how to use public transportation. A focus on youth, seniors, and persons with disabilities is the goal of the program. Try Transit passes are provided to allow HRT staff to teach individuals how to ride.

5. Optional Municipal Employee Fare Free Program

The optional Municipal Employee Fare Free Program is a program that provides the opportunity for participating member Cities municipal employees to ride HRT services fare free.

a) Who is eligible for the Municipal Employee Fare Free Program?

- (1) *A Municipal Employee as defined in Section II, is eligible to ride any HRT service free of charge (excluding premium services) for member Cities choosing to participate in the optional Municipal Employee Fare Free Program.*

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- (2) Any *Municipal Employee* who is also a person with disabilities, who meets the eligibility requirements and are certified to use Paratransit service in accordance with the Americans with Disabilities Act (ADA), is eligible to ride HRT Paratransit Service free of charge (excluding premium services) for member Cities choosing to participate in the optional Municipal Employee Fare Free Program.

b) Accepted forms of Identification

- (1) City issued ID/Badge

VIII. Fare Media Design

The design of fare payment instruments shall consider the ease of enforcement by bus operators, ease of understanding by customers, and the ease of tracking with both the farebox technology and the back-office technology.

IX. New Fare Technology

Fare payment options that effectively attract a different market segment or encourage increased use of HRT services by current riders shall be developed; but must be within the realm of current or planned hardware, software, and back-office technologies. Initial pricing for such options shall be set such that HRT is not expected to lose fare revenue.

X. Promotions And Special Events

Fare promotions, including special events fares, may be used to attract riders to HRT services. *Fare promotions* can be a cost-effective method of attracting riders to new services (such as new bus routes and new

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rail lines) and existing services. For the purpose of this policy, Fare Promotions shall be defined as any new farecard, fare media, cash fare, or other transit fare type to include an electronic fare which is not part of the adopted fare structure and may be priced higher or lower than HRT's regular fares. *Fare promotions* are not required to include a specific fare for seniors, Medicare cardholders or persons with disabilities, however the rates charged for seniors, Medicare cardholders, or persons with disabilities during off-peak hours must not exceed one-half of the rates generally applicable to other persons at peak hours (excluding the Fare Promotion) as required by FTA regulations (Code of Federal Regulations, Title 49, Subtitle B, Chapter VI, Part 609). Fare Promotions must be able to be implemented within the capabilities of the current fare collection technology in use at the time of the implementation. Fare Promotions shall not exceed a six (6) month period. If the promotion is deemed to be successful and management desires it to be part of the fare structure, then management shall bring the issue and analysis to the Commission for adoption into the current fare structure.

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APPENDIX

Guidelines and Check List for Public Hearings

Guidelines and Check List for Service Changes

Type of Public Hearing

Date Public Hearing: _____

	DESCRIPTION OF TASK	DEPARTMENT ACCT. STAFF FOR TASK	ASSIGNED NAME	STANDARD TIME (HOURS)	DATE STARTED	DATE COMPLETED
1	Email information to committee members on proposed changes for public hearings	Planning/ Development		60		
2	Select and confirm dates and facility for public hearing.	Marketing/ Communications	Public Outreach	60		
3	Send internal communication to staff to put on Public Meeting Outlook list	Marketing/ Communications	Public Outreach	30		
4	Draft public hearing notice and get final approval from Chief of Planning and Development	Planning/ Development Marketing/ Communications	Chief of Planning & Media Relations	60		
5	Schedule court reporter if an official TDCHR Public Hearing	Marketing/ Communications	Public Outreach	30		
6	Send information for public hearings for distribution to TDCHR Commissioners	Marketing/ Communications	Public Outreach	30		
7	Schedule sign language interpreter or alternative communication (as needed)	Marketing/ Communications	Public Outreach & ADA	45		
8	Advertise public hearing in local newspaper – Virginian Pilot, Daily Press and other papers as needed.	Marketing/ Communications	Public Outreach	7-30 days		
9	Notification posted to HRT website	Marketing/ Communications	Media and Public	30		

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			Relations			
10	Notification placed at all HRT facilities to include administration buildings, transfer centers, P&R locations, bus stops, etc	Planning/ Development	Customer Relations	45		
11	Inform the Customer Service Manager to prepare a Customer Alert and to ensure customer service representatives are adequately informed to answer customer inquiries	Planning and Development	Customer Relations	30		
12	Notifications placed on all buses or those routes impacted by proposed route changes <ul style="list-style-type: none"> • Customer Alerts • Interior Bus Cards (optional) • Notices on city cable channels (optional) ACS Announcements	Planning/ Development Marketing/ Communications Technology	Customer Relations Advertising Media Relations Customer Relations	30		
13	Information distributed to employees and the media	Marketing/ Communications	Media Relations Public Relations	30		
14	Media release sent out 24-48 hours before meeting	Marketing/ Communications	Media Relations	15		
15	Press kits available to media prior to or at meeting (optional)	Marketing/ Communications	Media Relations	15		
16	Prepare staff members to be present to handle sign in sheets, those interested in speaking complete speaker cards and assist with other task for meeting	Marketing/ Communications	Public Outreach	15		
17	Coordinate with the court reporter(s) to collect the public hearing transcript to be submitted to TDCHR	Marketing/ Communications	Public Outreach	30		
18	Collect written comments to be included as record of formal public meeting	Marketing/ Communications	Public Outreach	30		

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19	Draft opening statement for public hearing outlining reasons for hearing, guidelines on public can address public hearing through verbal or written communication	Planning/ Development Marketing/ Communications	Chief of Planning Media Relations	30		
20	Public timetables or other collateral materials needed prior to hearing for distribution and placement on website (Handouts needed for each meeting)	Planning/ Development Marketing/ Communications	Service Planning Manager Graphics Staff	30		
21	Prepare Materials Needed for Public Hearing	Marketing/ communications		30		
•	A. Sign in sheets/pens		Public Outreach			
•	B. Comment cards/sheets		Public Outreach			
•	C. Speaker sign up cards		Public Outreach			
•	D. Maps of route changes or other visual materials needed	Planning/ Development & Marketing/ Communications	Service Planning Manager & Graphics Staff	30		
•	E. AV equipment and setup		Public Outreach			
•	F. Easels for boards (optional)		Public Outreach			
•	G. Microphones – stationary and mobile (as needed) Flip Charts/ Markers (optional)		Public Outreach			
•	H. Podium (optional)		Public Outreach			
•	I. Handouts of meeting materials for public (optional)		Service Planning Mgr Graphics Staff			
22	If public hearing is held at any facility of Hampton Roads Transit, the following items need to be completed	Marketing/ Communications	Public Outreach			

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•	A. A request must be submitted to a Sr Administrative Coordinator at least 2 weeks in advance of hearing date to reserve conference room		Public Outreach			
•	B. Notify Safety and Security to have staff on hand during public meeting		Public Outreach	15		

	POST PUBLIC HEARINGS TASK	DEPARTMENT/ACCOUNTABLE FOR TASK	ASSIGNED NAME	START DATE/ DAYS OUT (60,45,30,15)	DUE DATE	DATE COMPLETED
1	Collect all final comments for Public Hearings /Email, Facebook, Telephone	Marketing/ Communications	Public Outreach	30		
2	Collect Final Report Transcripts from Court Reporter on all Public Hearings	Marketing/ Communications	Public Outreach	30		
3	Distribution of Public Hearing Meeting Transcripts to Senior Staff	Marketing/ Communications	Public Outreach	30		
4	Title VI Analysis Report	Planning/ Development	Transit Development Officer	30		
5	Summary of Public Hearings/Final Packet	Marketing/ Communications	Public Outreach	30		
6	Public Hearings Final Report to Doc-Control	Marketing/ Communications	Public Outreach	30		
7	Create Customer Alert for service changes	Planning/ Development	Customer Relations	30		
8	Update social media with Service Change effective date (Bi-Weekly)	Marketing/ Communications	Public Relations	30		
9	Update Web Site	Marketing/ communications	Media Relations	30		
10	Distribute Route Schedules	Planning/ Development	Customer Relations	30		

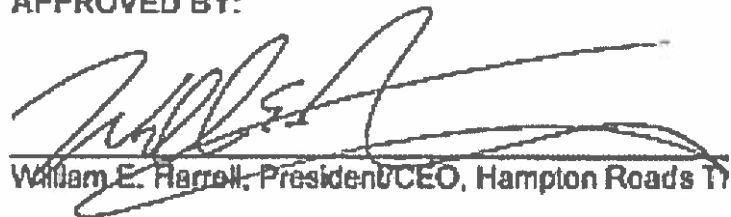
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PRIOR APPROVALS

Approvals

The individuals below, submitting and signing this Fare Policy and Procedures Manual verify that it was prepared in accordance with the requirements set forth by Federal Transit Administration (list the appropriate federal or state laws, guidelines, regulations); that they are authorized representatives of the Transportation District Commission of Hampton Roads; that their signatures attest that all items and conditions contained in this manual are understood, accepted and approved; and that they are committed to following the policies and procedures contained herein.

APPROVED BY:


 William E. Harrell, President/CEO, Hampton Roads T

7/16/19
 Date

RECOMMENDED BY:


 Conner Burns, Chief Financial Officer, Hampton Roads Transit

7/16/19
 Date

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Review / Revision History

REVIEW REVISION	DATE	SECTION	DESCRIPTION	AUTHORITY
7/1/2016		Youth Fares	Student Freedom Pass Update, Formatting	
5/1/2018		General revisions	Moved definitions to the beginning of document. Added a table of contents	S. Dixon
7/16/19		Student Freedom	Update Student Freedom Expiration date to include 1Syr old's up to HS graduation date	S. Dixon
REVIEW/UPDATE	06/26/2020	FIN-303	FARE POLICY	S.Dixon