

Fare Increase FAQ's

Q: What fare changes were made?

A: Several changes were made to the fare structure, which are reflected below in table 1. The following passes have been discontinued:

1. 3-month and 6-month passes
2. 31-day employer passes

Table 1:

| Fare Structure Effective 10/1/2019 | Local | Universal |
|--|--|------------------|
| Single Trip | | |
| Adult | \$1.50 | \$4.50 |
| Discounted Fare* | \$0.75 | \$2.25 |
| One Day Pass | | |
| Adult | \$2.50 | \$7.50 |
| Discounted Fare* | \$1.25 | \$3.75 |
| 31-Day Pass | | |
| Adult | \$42.00 | \$90.00 |
| Discounted Fare* | \$21.00 | \$45.00 |
| Annual Pass | \$282.00 | \$594.00 |
| Stored Value Card | \$10 for \$13.50 stored value \$20 for \$27.00 stored value | |
| Non-Profit Agency | | |
| Day Pass | \$1.90 | \$5.60 |
| 31-Day Pass | \$31.50 | \$68.00 |
| Single purchase of \$5,000 or more | 30% discount on any fare type | |
| Single purchase of \$10,000 or more | 50% discount on any fare type | |
| ACCESS Fares | Eligible Passenger | Guest/Companion |
| Single Trip | \$3.00 | \$3.00 |
| 10-Ride Ticket Book | \$30.00 | N/A |
| *Discount fares are available for youth (ages 6-18), Senior (ages 65+) and persons with disability | | |

Q: When are these fare changes going to take place?

A: October 1, 2019.

Q: Why did Valley Regional Transit increase fares?

A: It has been 16 years since VRT increased the base fare in Ada County. During that time, VRT has enhanced transit services with additional amenities such as additional bus stops, benches, and shelters. VRT also increased accessible customer service support by with the addition of Main Street Station and Happy Day Transit Center. VRT has also improved our rider experience by implementing an online trip planner, real-time bus information, automatic vehicle locator systems, automatic voice annunciators, and mobile ticketing. Also with inflation money doesn't go as far today as it did 16 years ago. The combined effect of inflation and enhanced services has resulted in a decreasing share of costs being borne by VRT riders.

Q: Who was involved in developing the new fare structure?

A: VRT worked with the following three groups;

1. The general public, soliciting input from existing riders;
2. The Regional Advisory Council (RAC) which has representation from institutions across Ada and Canyon County with perspectives from people with disabilities, refugees, employers, etc.;
3. The VRT board of directors and executive board, primarily consisting of elected officials from the cities and counties we serve.

Q: Did Valley Regional Transit develop any guiding principles for this project?

A: Yes, VRT staff and the VRT board identified the following guiding principles;

1. Fares should be as simple as possible
2. Fares should cover the costs of service consumed as much as possible
3. Fares are part of a sustainable transit system

Q: How much more will Valley Regional Transit collect with this fare increase?

A: VRT estimates that fare revenues will increase between \$125,000 and \$150,000.

Q: How will these changes impact transit use?

A: VRT staff has estimated that there may be an eight (8) percent decline in ridership (90,000 to 100,000 fewer annual boardings). VRT does recognize that these increases may cause hardships for some and some individuals may stop riding because of these changes.

Q: How much of the cost of providing transit service do current riders pay?

A: Currently rider fares cover less than eight (8) percent of the cost (also known as fare box recovery ratio).

Q: What else is Valley Regional Transit doing to increase the percent of operating costs covered by riders?

A: Recently VRT has been working with the VRT board of directors to control the increase in service costs. VRT has been working with the public and other stakeholders to develop more productive routes. VRT will also become more engaged with marketing its services and the places people can get to on transit. For example, VRT is collaborating with other partners in the Downtown Mobility Collaborative which will encourage alternative modes of transportation to downtown Boise destinations.

Q: What will the new fare revenue be used for?

A: The increased fare revenues will help make VRT less reliant on public funds for operation. Increased revenues will also be used to further enhance the rider experience.

Q: Where will I be able to buy a bus pass?

A: Passes will still be sold at Main Street Station, Happy Day Transit Center, at the VRT offices in Meridian, by mobile device with the Valley Connect app, available at the Google and Apple app stores, and all the current outlets.

Q: Will my current 31- day pass still be accepted?

A: Yes, any 31-day pass already activated will be valid until the date printed on pass. Any 31-day pass purchased before October 1, 2019 that has not been activated, will be valid until September 30,2020.

Q: Will my day passes be accepted, if not yet activated?

A: Yes, any day pass purchased before October 1, 2019 that has not been activated, will be valid until September 30, 2020.

Q: Will my annual pass still be accepted?

A: Yes, all currently activated annual passes will be accepted until the date of expiration.

Q: Will passes that are being discontinued on October 1, 2019 continue to be accepted?

A: Yes, all passes purchased that have not been activated, will be accepted until September 30, 2020.

Q: Can I still use my \$12 or \$24 stored value card for purchase?

A: Yes, you can use all current stored value cards through September 30, 2020.

Q: Why did the stored value cards change value?

A: Stored value cards are an important fare media to many of our riders. Increasing the value of the stored value cards provides additional benefit to the riders using this fare media.

Q: Can I still purchase any current pass?

A: Yes, all current passes will continue to be sold until September 30, 2019, at the current price.

Q: How do Valley Regional Transit fares compare to their peers?

A: Valley Regional Transit (VRT) will be at or below the fare rates of peer agencies such as Spokane, WA; Reno, NV; Eugene, OR; Salem, OR; Tucson, AZ; Des Moines, IA; or Madison WI.