

Spokane Transit Authority Tariff Policy and Procedures for Fixed Route and Paratransit Services

- I. **Effective Date:** At the beginning of the service day on January 1st, 2010 for Phase 1; January 1st 2011 for Phase 2; and January 1st 2012 for Phase 3. Phase 3 will continue until further written notice or revised.
- II. **Applicability:** This policy applies to all STA fixed route and paratransit services within the STA's service area.
- III. **Tariff Philosophy:** Spokane Transit Authority's philosophy is to encourage increased ridership by providing a convenient and reasonably priced method for citizens to enjoy the advantages of public transportation.
- IV. **Tariff Policy Strategic Statements**
 - A. Ridership increases are achieved by making public transportation cost effective and simple to use.
 - B. While the fare structure will provide value to our riding customers, a fixed route farebox return¹ objective of 20% of the fully allocated costs² of this service is maintained.
 - C. Spokane Transit's operating cost per passenger compares favorably to the Washington State statewide average of urban transit systems. To maintain this favorable comparison, increasing the fixed route ridership component of this metric will be emphasized.
 - D. Minimize complexity – emphasize a simple and easily understood system.
 1. Sustain a flat rate fare structure³ throughout the Public Transit Benefit Area with fixed fares for regular route/service and a differential rate for shuttle routes.
 2. Customers use time-limited passes (two hour, day, monthly, etc.) to accomplish multi-route/directional trips. Transfers are not used.
 - E. Increase pre-payment and reduce the use of cash.
 1. By contract, monthly billing and post-payment may be allowed for employers, institutions and other groups participating in special pass programs.
 2. When possible, existing identification cards (the EWU Eagle Card, etc.) containing appropriate technology (magnetic stripes, chips, etc.) may be used to develop and implement pass programs for groups.
 - F. STA supports opportunities for low-income individuals to use public transportation at a discounted cost. These opportunities should be made available through community programs that subsidize the purchase of standard fare instruments rather than as direct STA discounts or special fare structures. This strategy helps manage eligibility challenges and supports other strategic objectives.

¹ **Farebox return** is measured as the percentage of total operating costs recovered through user fares.

² **Fully allocated costs** include all administrative, maintenance, and operational costs applied to delivery of service. This cost is usually reflected as a total cost per hour that a vehicle is in service.

³ **Flat rate fare structure** means that the fare structure is consistent throughout the entire service area. There is no premium cost based on trip distance or peak service period. The alternative to a flat rate structure is a zonal fare structure in which a system of transit zones are established and different fares are charged for travel within and between zones, or different times of day

V. **Transit Service Categories:** Spokane Transit Authority's fixed route and paratransit departments provide several types of services, which are:

A. Fixed Route

1. Express Service – Speeds longer trips, especially in major metropolitan areas during heavily-patronized peak commuting hours, by operating long distances without stopping. Examples include park-and-ride routes between suburban parking lots and the central business district that operate on freeways, and express buses on major streets that operate local service on the outlying portions of a route until a certain point and then operate non-stop to the central business district.
2. Flex Service (commonly referred to as deviated fixed route) – Transit service that operates along a fixed alignment or path at generally fixed times, but may deviate from the route alignment to collect or drop off passengers who have requested the deviation.
3. Limited Service - A hybrid between local and express service, where the stops may be several blocks to a mile or more apart to speed up the trip.
4. Local Service - Vehicles may stop every block or two along a route several miles long, is by far the most common type of bus service. Trolleybuses, unless bypass overhead wiring is available, cannot pass the trolleybus in front of them, and thus generally operate in local service only.
5. Shuttle Service – Service within a small geographic area, or short-distance trips. Such routes, which often have a lower fare than regular local service, may operate in a loop and connect, often at a transfer center.
6. Special Event – Service to community activities scheduled throughout the year.

B. Paratransit

A van service for Americans with Disabilities Act qualified/eligible passengers that is characterized by the following:

1. vehicles do not operate over a fixed route or on a fixed schedule except, perhaps, on a temporary basis to satisfy a special need;
2. typically, the vehicle is dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted en route to these destinations to pick up other passengers;
3. customers pre-schedule rides via a reservation system;
4. provided as a door-by-door service in the Spokane PTBA.

VI. **Fare Types**

- A. Single Ride – direct travel from one origin to one destination on a single vehicle.
- B. Fixed Route Two-Hour Pass – unlimited travel during a consecutive two-hour period on fixed route services.
- C. Paratransit Two-Hour Pass – unlimited travel during a consecutive two-hour period on paratransit or fixed route services.
- D. Day Pass – unlimited travel on fixed route service during a given service day.
- E. Fixed Route Calendar Monthly Pass – unlimited travel on fixed route service during a given calendar month.
- F. Paratransit Calendar Monthly Pass – unlimited travel on paratransit or fixed route service during a given calendar month.
- G. City Ticket Pass – unlimited travel on shuttle vehicles during a given calendar month.

VII. Fare Programs

- A. Fixed Route Reduced Fare – This program is available to people who are: 1) 65 years of age or older; or 2) have a qualifying disability; or 3) have a valid Medicare card issued by the Social Security Administration. An STA-provided reduced fare or paratransit identification card must be shown to the bus operator each time the bus is boarded and the reduced fare paid.
- B. Paratransit Fare - Paratransit eligibility is determined through an application process. Once eligibility is established individuals are entitled to pay STA's existing reduced fare rate on fixed route services and the paratransit fare on paratransit services. The STA paratransit identification card must be shown to the operator each time the vehicle is boarded and the fare paid when using fixed route services.
- C. Employer Sponsored Bus Pass – Passes are made available, on a contractual basis, to employers with five or more employees, at a discount of up to \$3.00 per monthly pass. The employer must pass on the discount to their employees and offer a discount that at least matches the STA discount.

If an employer has a minimum of 100 participants in the program, the employer may make passes available to all employees at no cost to the employee. If so, STA will sell passes to the employer at 25% discount. This discount is not available on City Ticket Passes.

- D. Organization-Based Pass – An annual program made available on a contractual basis, to organizations with 100 or more employees/members in which all members of the organization have unlimited access to STA services. The organization pays a fee that allows all identified members of their organization to use STA services for the contracted time period. Eligible participants must be identifiable by an identification card that is readable by STA fare collection equipment. The number of these programs is dependent on the capacity of STA's fare collection equipment.

The fee is based on ridership and the system-wide average fare for fixed route service. For the first contract year, the fee would assume 10% of the organization's population would be active riders. Active riders are assumed to use the system an average of 44 times a month. The first year formula would be:

$$\text{Total organization population} \times 10\% \times 44 \times \text{months in contract period} \times \text{system-wide average fare} = \text{contract price.}$$

In subsequent years, the fee would be based on actual ridership from the previous year. The subsequent year formula would be:

$$\text{Organization's total ridership for the previous contract period} \times \text{system-wide average fare} = \text{contract price.}$$

- E. Student Pass – This program provides reduced cost access to public transportation for individuals enrolled in post-secondary education, technical, or job/career training institutions.

Eligible educational and training institutions are institutions that either:

1. are qualified providers of federal financial aid and have obtained a Federal School Code; or
2. have obtained a vocational school license issued by the Washington State Workforce Training and Education Coordinating Board.

Any individual who possesses a valid proof of enrollment in a registered institution is eligible for a Student Pass. The price of the Student Pass is the full monthly pass adult fare discounted by \$8.00 through Federal and State Grant funding. If grant funding for this program is eliminated, the continuation of the Student Pass program will be re-evaluated.

- F. Summer Youth Pass – The program provides a youth customer (6-18 years of age) the opportunity to purchase a discounted three month bus pass for June, July and August).

- G. City Ticket – City Ticket is a cooperative effort with the Downtown Spokane Partnership and the Public Facilities District that allows pass holders to park at the Arena Park and Ride lot and use the Plaza-Arena Shuttle and the Southside Medical Shuttle.

VIII. Accepted Fare Media

- A. Cash – Exact fare required in cash or coin, no change will be given, no pennies will be accepted.
- B. Magnetic Stripe Media – These are read by making the appropriate contact between the card and the farebox card reader. Paratransit van operators may record fare use of these for the paratransit rider as needed.
- C. Proximity Smart Cards – Smart Cards are chip-embedded cards holding data that allows a vast array of potential fare opportunities. A one-time fee for this re-useable card will be charged to the customer. The fee will be based on STA’s cost to provide the cards. Smart cards can also serve as an identity card (by adding a photo and other basic information). They can be reloaded with additional value or time and reused indefinitely. They are read by passing the card near or “within proximity” of the Smart Card reader on the farebox or mobile data computer on paratransit.
- D. Identification Card – Combination ID/Smart Card issued to current participants in the STA pass programs.
- E. Free Ride Tickets or Coupons – These are coupons given to customers as STA personnel deem appropriate. They are good for one free ride on either fixed route or paratransit service.
- F. Employee Passes – All employees shall, after 10 days of service, receive free transportation on fixed route/paratransit service operated by STA. Employee Smart Card/ID Cards serve as this pass.
- G. Dependent Passes – Upon request, Smart Cards for free transportation will be issued to dependents of all active employees. These passes are renewed every two years. They are issued per STA established dependent pass criteria and must be surrendered upon the employee leaving STA employment.
- H. Retiree Passes – Upon request, Smart Cards for free transportation will be issued to employees separating from STA service at 65 years of age and older or with 25 years or more of service. An eligible employee’s spouse is also eligible for this benefit. These passes are renewed every two years.
- I. Easy Park Coupons – Coupons distributed by downtown Spokane businesses that are good for a free ride on STA service or \$1 off of parking downtown. This is a partnership with Downtown Spokane Partnership and they reimburse STA for all Easy Park Coupons accepted on STA service.

Phase 1
(effective 1 January 2010)

Category	Cash	Two-Hour Pass	Day Pass	Monthly Pass	Summer Youth Pass (1)	Student Pass (2)	City Ticket (3)
Adult	\$1.25	\$1.25	\$3.00	\$40.00		\$32.00	
Youth (6–18 years)	\$1.25	\$1.25	\$3.00	\$28.00	\$40.00		
Reduced Fare (VIP)	\$0.60	\$0.60	\$3.00	\$20.00			
Paratransit	\$0.75	\$0.75		\$25.00			
Shuttle Service	\$0.75						\$25.00
Special Events (4)	Determined by Special Event Plan						
Children (5) (up to 3 children under age 6 with an adult, youth, VIP, or paratransit passenger)	FREE						
Personal Care Attendant (PCA) (needs no identification; however the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)	FREE						

Phase 2
(effective 1 January 2011)

Category	Cash	Two-Hour Pass	Day Pass	Monthly Pass	Summer Youth Pass (1)	Student Pass (2)	City Ticket (3)
Adult	\$1.50	\$1.50	\$3.50	\$45.00		\$37.00	
Youth (6–18 years)	\$1.50	\$1.50	\$3.50	\$30.00	\$45.00		
Reduced Fare (VIP)	\$0.75	\$0.75	\$3.50	\$22.50			
Paratransit	\$1.25	\$1.25		\$35.00			
Shuttle Service	\$0.75	\$0.75					\$30.00
Special Events (4)	Determined by Special Event Plan						
Children (5) (up to 3 children under age 6 with an adult, youth, VIP, or paratransit passenger)	FREE						
Personal Care Attendant (PCA) (needs no identification; however the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)	FREE						

Phase 3
(effective 1 January 2012)

Category	Cash	Two-Hour Pass	Day Pass	Monthly Pass	Summer Youth Pass (1)	Student Pass (2)	City Ticket (3)
Adult	\$1.50	\$1.50	\$3.50	\$45.00		\$37.00	
Youth (6–18 years)	\$1.50	\$1.50	\$3.50	\$30.00	\$45.00		
Reduced Fare (VIP)	\$0.75	\$0.75	\$3.50	\$22.50			
Paratransit	\$1.50	\$1.50		\$45.00			
Shuttle Service	\$0.75	\$0.75					\$30.00
Special Events (4)	Determined by Special Event Plan						
Children (5) (up to 3 children under age 6 with an adult, youth, VIP, or paratransit passenger)	FREE						
Personal Care Attendant (PCA) (needs no identification; however the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)	FREE						

Notes:

- (1) Summer Youth Pass is a threemonth instrument covering June, July, and August
- (2) Student Pass is an adult pass with discount applied
- (3) City Ticket transp pass includes parking at the Arena east lot, as per Arena specified rules
- (4) Spokane Transit Authority CEO, with Board approval, can implement reduced special fare structures and/or alternate payments for selected community events.
- (5) A responsible individual must accompany children under six (6) years of age or the child will not be allowed to board the bus or van.