

## Frequently Asked Questions

### 1. When would the new fares take effect?

The new fares will take effect on December 1, 2009.

### 2. What fares are being increased?

The regular base fare and park and ride fare will be increased by \$ .50. Senior, student, youth and disabled riders will not be affected by these changes.

<b>FARE INCREASE SCHEDULE (Effective December 1, 2009)</b>		
<b>FIXED ROUTE</b>	<b>CURRENT RATE</b>	<b>NEW RATE</b>
Regular Base Fare	\$ 1.50	\$ 2.00
Regular Park & Ride	\$ 2.00	\$ 2.50
SMART Transfer	\$ 0.25	No Change
DDOT Transfer	DDOT Transfer	DDOT Transfer plus \$ 0.50
<b>Seniors &amp; Disabled</b>		
Seniors & Disabled	\$ 0.50	No Change
Seniors & Disabled, Park & Ride	\$ 1.00	No Change
Senior & Disabled Transfer	FREE	No Change
DDOT ADA Transfer	DDOT Transfer	No Change
<b>Student &amp; Youth</b>		
Student & Youth	\$ 1.00	No Change
Student & Youth Park & Ride	\$ 1.50	No Change
Student & Youth Transfer	\$ 0.25	No Change
<b>CONNECTOR SERVICES</b>	<b>CURRENT RATE</b>	<b>NEW RATE</b>
Full Fare	\$ 2.00	\$ 4.00
Seniors & Disabled	\$ 1.00	No Change
Full Fare/Youth Transfer to Fixed Route	\$ 0.25	No Change
Senior & Disabled Transfer to Fixed Route	Free	No Change
ADA (FTA Double Regular Fixed Fare)	\$ 3.00	No Change
Job Express	\$ 0.50	\$ 1.00
Metro Lift/SMART ADA Transfer	Metro Lift Transfer	No Change

**3. How are the pass prices affected by the fare increase?**

Only the Regular Base Fare and Park & Ride 31-Day Pass costs will be increased (see chart below):

- Regular Base – from \$47.00 to \$66.00
- Park & Ride – from \$66.00 to \$82.00

PASS TYPE	CURRENT PRICE	NEW PRICE
SMART 31 Day Rolling Passes		
• Seniors & Disabled	\$ 17.00	No Change
• Students & Youth	\$ 33.00	No Change
• Regular Base	\$ 47.00	\$ 66.00
• Park & Ride	\$ 66.00	\$ 82.00
SMART/DDOT Regional Pass	\$49.50	Pass plus \$ 0.50 (per ride)
• Regional Supplemental Pass (\$.50)	n/a	\$20.00

**4. How will the SMART/DDOT Regional Pass work now?**

The SMART/DDOT Regional Pass cost remains at \$49.50, however, riders using this pass on a SMART bus will have to add \$ .50 per ride.

**5. Is there a way to make it more convenient for riders using the Regional Pass to not have to carry extra change around?**

Riders using the SMART/DDOT Regional Pass when boarding a SMART bus will have to pay \$.50 per ride. To make it more convenient for you, SMART is looking into creating a new unlimited ride supplemental pass.

**6. How long will the current passes be good for?**

Any 31 day pass activated prior to December 1, 2009 will continue to be valid until the expiration date printed on the back of the pass.

SMART is developing a process for customers to exchange their old passes for the new fare passes. Details to come.

**7. Why does SMART need to raise its fares?**

Since 1993, SMART has maintained its base fare of \$1.50. Due to an increase in cost of operations and declining revenue SMART must consider all options to support on-going operations of the Authority.

The proposed fare increase is an important part of a comprehensive plan to address the expected **catastrophic budget shortfalls**.

Combined with previous expense reductions, the fare increase and transfer policy change will help SMART balance its budget through 2011 and address critical shortfalls in the coming years.

**8. What are the other transit agencies doing?**

Due to rising operational costs, decreased funding, and rising gas prices, transit agencies around the country have also raised fares or are proposing to do so. According to a 2008 American Public Transportation Association survey, 48% of the surveyed transit authorities raised fares or planned on raising fares due to rising costs.

<b>Passenger Fares Peer Comparisons Fare Changes Adopted or Under Consideration</b>			
<b>Transit Agency</b>	<b>From</b>	<b>To</b>	<b>Date of Change/ Consideration</b>
Toledo	\$ 0.85 + transfer charge	\$ 1.00 discounted transfers	September, 2008
MARTA	\$ 1.75	\$ 2.00	July 2009
Cleveland	\$ 1.75	\$ 2.00	October 2008
Madison	\$ 1.50	\$ 2.00	April, 2009
Chicago's Pace	\$ 1.50	\$ 1.75	January 2009

**9. What has SMART done to reduce operating costs?**

In order to achieve a balanced budget in 2009 and 2010, SMART has achieved \$7 million in savings through concessions, facility closures, elimination of operational expenses, bringing programs in-house and consolidating programs.

Many procedural improvements have been made resulting in better service to riders, improved employee training, enhanced productivity and overall improved communications. Another key cost reduction was done through reducing various labor costs, including the reduction of approximately 20% of all administrative positions.

In fact, SMART's administrative expenses are 9%, nearly 4.5% less than the national average for transit organizations. This demonstrates SMART's administrative costs are taken very seriously by management and are, in fact, below the industry average.

**10. What percent of SMART’s operating costs is covered by fares?**

Only about 10% of expenses are covered by fares. The rest of the costs are covered through local, federal and state funding. Like other government -supported services such as police, fire and roads, public transit is subsidized in order to make transportation accessible to all.

**11. If ridership is increasing, why does SMART need to raise fares?**

Since only about 10% of costs are covered by fares, the revenue from increased ridership does not fully cover expenses.

**12. How will the new transfer policy work?**

Transfer costs and time limits will not change for regular fare riders. However, transfers will no longer be valid on the same route in the opposite direction. In other words the transfer cannot be used for round trip purposes.

**13. How will the Metro Lift transfer agreement be affected?**

Customers transferring from Metro Lift to SMART ADA will **NOT** be required to pay an additional fare.

**14. What is the policy on boarding a bus with a DDOT transfer?**

With a DDOT transfer, if the proposed fare increase is approved, SMART would require an additional \$0.50 surcharge per ride.

**15. What is the difference between an Americans with Disabilities Act (ADA) registered passenger and a disabled passenger?**

ADA customers have applied for, and been certified ADA eligible through a national certification program. (The ADA Application is on SMART’s web site under the “ride SMART” tab). The ADA fare only applies to SMART ADA service. The Federal Transit Administration recommends that the ADA Paratransit (curb-to-curb) fare be twice the full fare charged on fixed route.

SMART fixed route non-disabled full fare is increasing from \$1.50 to \$2.00. However, the ADA fare will **NOT** be changed and remain at \$3.00. In addition, the transfer policy with Metro Lift will not be affected and will remain at no charge.

Any passenger with a disability who resides in the suburbs may also apply for a reduced fare identification card through SMART. Detroit residents must apply through DDOT. The SMART reduced fare ID card only applies to SMART fixed route and Connector service. With a SMART Reduced Fare ID card the fixed route fare will not increase and remains at \$0.50. The SMART Connector fare for passengers with disabilities will remain at \$1.00.