

New Fare FAQ

1. When does the fare change begin?

On Wednesday, May 1, 2019. SMART and DDOT will begin new fares and introduce the regional passes that include: 4 Hour Pass, 24 Hour Pass, 7 Day Regional and 31 Day Regional Pass.

2. What fares are changing?

- Youth Reduced Fare will be reduced to \$0.50.
- Transfer fare will be eliminated
- Monthly SMART/DDOT Regional Pass and Regional Plus Pass will be replaced with a rolling 31 Day Regional Pass

3. Why are fares changing?

SMART and DDOT (Detroit Department of Transportation) have been working together to align fare policies and improve regional mobility by simplifying the payment of fares for riders who use both systems. Over the past several years, significant strides have been made to better coordinate services, transfer points, and working better on securing discretionary grants. Adoption of these fare changes by SMART to better coordinate with DDOT fares is a meaningful improvement for people who rely on both systems to navigate the region.

4. How much will transfers cost?

Transfers will be eliminated.

5. Will SMART honor DDOT transfers?

SMART will honor the NEW 4 Hour Pass and the 24 Hour Pass which allow unlimited transfers between both agencies.

6. Will SMART still sell \$11 and \$22 Value Passes?

SMART will still sell and accept Value Passes along with the \$0.50, \$1.00, \$2.00 and \$2.50 31 Day Passes.

7. Will DDOT honor SMART's \$2.00, \$1.00 and \$0.50 tickets?

SMART tickets will only be valid on SMART buses. DDOT will only accept the NEW 4 Hour Pass, 24 Hour Pass, 7 Day Regional and 31 Day Regional Pass.

8. What will happen to the riders that have \$2.00, \$1.00 and \$0.50 tickets after May 1, 2019?

The \$2.00, \$1.00, and \$0.50 tickets are only valid on SMART

9. Do the regional passes work like the Monthly Passes?

No, the NEW regional passes are rolling passes and start on first use and work for the time designate on the pass.

10. Will SMART issue Change Cards?

Yes, SMART will still issue change cards.

11. Do I need to do anything different when I board the bus to purchase a 4 hour or 24 hour pass?

We ask that you ***'Say before you pay'*** meaning, before you put money into the farebox, tell the driver what pass you want. For instance, "I want a... 4 hour full pass; 4 hour reduced pass; 24 hour full pass; 24 hour reduced pass. By doing that you will be sure to get the pass you want!